

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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### GENERAL INFORMATION

#### **5. DISCONTINUANCE OF SERVICE (Cont'd)**

##### **A. DISCONTINUANCE OF SERVICE DUE TO DEFAULT (Cont'd)**

(5) **Days and Time When Discontinuance of Service is Not Permitted**

(a) Residential - The Company shall not discontinue service for nonpayment of bills or failure to post a required deposit on:

- (i) A Friday, Saturday, Sunday or public holiday; or
- (ii) A day on which the business offices of the Company are closed; or
- (iii) A day immediately preceding either a public holiday or day on which the Company's business offices are closed; or
- (iv) During a two-week period encompassing Christmas and New Year's Day.

Disconnections should only be made between the hours of 8:00 am and 4:00 pm.

(b) Nonresidential - The Company shall not discontinue service for nonpayment of bills or failure to post a required deposit or failure to provide access on:

- (i) A Saturday, Sunday or public holiday; or
- (ii) A day on which the business offices of the Company or the Public Service Commission are closed.

Disconnections shall only be made between the hours of 8:00 am and 6:00 pm, except that on days preceding the days listed in (b)(i) and (ii) above, termination may only occur after 3:00 pm if the customer is informed by personal contact prior to termination that termination is about to occur and the Company is prepared to accept a check for payment required to avoid termination. The term public holiday as used in (a) and (b) refers to those holidays defined in the General Construction Law.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York