

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)

(8) **Discontinuance of Service to Two-family Dwellings**

The Company shall not discontinue service to a two-family dwelling that is known by the Company to contain residential units where service is provided by a single meter, unless the notices specified in the Public Service Law have been given.

Rules 5.A.3 through 5.A.6 shall be applicable with respect to the discontinuance of service to two-family dwellings.

(9) **Discontinuance of Residential Service During Cold Weather**

During the cold weather period beginning November 1 of each year and ending April 15 of the following year, the written notices required in Rule 5.A.7 and 5.A.8 shall be provided not less than 30 days before the intended termination. The Company shall also attempt to contact by telephone or in person the customer or an adult resident of the customer's premises at least 72 hours prior to the intended termination.

(10) **Discontinuance of Residential Service Special Procedure::**

Special emergency procedures, required by 16 NYCRR Part 11.5 provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind or disabled, and terminations during cold weather.

Copies of the Company's special procedures are on file with the Commission and are available to the public upon request at Company offices where applications for service may be made.

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