

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: June 1, 2003

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Revision: 0
Superseding Revision:

GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

E. WAIVER OF MINIMUM DEMAND CHARGE

Should the customer's plant be shut down for more than two weeks on account of strike, lockout, flood, fire or destruction of buildings, the minimum demand charge or guarantee will be waived during the period of such shutdown, but in no event for longer than six months where service is provided on an annual contract; provided, however, that the term of the annual contract shall be extended for a corresponding period, and that the customer shall furnish, to the satisfaction of the Company, facts justifying such waiver.

F. CHANGE OF SERVICE CLASSIFICATION

If it is found that a Service Classification other than the one on which the customer is supplied will be more advantageous, the customer, upon signing a new application card, will be supplied under the more favorable rate subject to the class and term limitations of the rate. A change having once been made must be for a period of at least one year.

G. CHARGES FOR SPECIAL SERVICES

Where the Company performs special services at the request of the customer, in addition to supplying electric service, the customer shall pay the Company's costs and expenses when such special services are not due to the failure of the supply of electricity or are not the responsibility of the Company, and except as otherwise specified or provided for in this Schedule. Charges will apply on a per visit basis per service point. A charge will be assessed for each rescheduled or subsequent visit.

The Company's normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. Services requested Monday through Friday 5:00 p.m. to 8:00 a.m., Saturday, or Company holidays will be assessed at the Company's time and a half labor rates. Services performed on a Sunday will be charged at the Company's double time labor rate. Charges for a crew will be based on a minimum call out period.

(1) Special Meter Read Fee

A special meter read fee will be assessed to a Customer or Supplier for each Service Point in which the Customer or Supplier requests a meter read if the meter reading is requested to be performed on a date other than the Customer's regularly scheduled meter reading date. The fee shall be equal to the charge shown in the Special Services Statement.

(2) Same Day or Non-Business Hour Service Request

The charge for connecting, reconnecting, or disconnecting a service on the same day of the request or during non-business hours at the request of the applicant or Customer shall be equal to the amount shown in the Special Services Statement.

(Continued on next leaf)

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