

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)

(13) Deferred Payment Agreements (Cont'd)

(a) Residential (Cont'd)

- (ii) A payment agreement shall obligate the customer to make timely payments of all current charges and shall provide for:
 - (aa) A downpayment up to 15 percent of the amount covered by the payment agreement or the cost of one-half of one month's average usage, whichever is greater; unless such amount is less than the cost of one-half of one month's average usage, in which case, the downpayment may be up to 50 percent of such amount; and monthly installments of up to the cost of one-half of one month's average usage or one-tenth of the balance, whichever is greater.
 - (bb) Any specific terms for downpayment and payment mutually agreed upon after negotiation by the Company and customer.
 - (cc) If the customer demonstrates financial need, no downpayment and installments as low as \$10 per month above current bills.

A payment agreement must be signed in duplicate by a Company Representative and the customer; a downpayment, if required, must be received by the Company before the agreement becomes enforceable by either party.

A payment agreement may be renegotiated and amended if the customer or applicant demonstrates their financial circumstances have changed significantly beyond their control.

- (iii) If a customer fails to make timely payment in accordance with a payment agreement, the Company shall send a reminder notice at least eight calendar days prior to the issuance of a final notice of termination.

If by the 20th day after payment was due under the payment agreement the Company has neither received payment nor negotiated a new payment agreement, the Company may demand full payment of the total outstanding charges and send a final termination notice in accordance with Rule 5.A and 16 NYCRR 11.4. and 11.10.

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