

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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Leaf No. 101  
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Superseding Revision:

## GENERAL INFORMATION

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

#### **E. DISCONTINUANCE OF SERVICE DUE TO CUSTOMER REQUEST**

Upon receipt of either oral or written notification from the customer that, the customer will not require or be responsible for the electric service, the Company will attempt to read the meter on or about the day the customer requests discontinuance, render a final bill and at its option discontinue the service. In the case where the Company was unable to obtain an actual final meter reading, the Company may estimate the customer's final billing according to the best available information.

#### **F. DISCONTINUANCE OF SERVICE WHEN THERE IS NO CUSTOMER**

The Company may disconnect service to any customer when:

- (1) There is no customer and service is being provided through tampered equipment and in the case of a nonresidential customer when:
- (2) There is no customer and the Company can show that the user will require service for less than one week, provided the Company makes a reasonable effort to notify the user and provide the user with an opportunity to apply for service before disconnection; or
- (3) There is no customer and the Company has provided advance written notice to the occupant(s) stating the Company's intent to disconnect service unless the responsible party applies for service and is accepted as a customer. Such notice shall be made either by posting 48 hours or by mailing at least five, but no more than thirty calendar days before disconnection.

#### **G. DISCONTINUANCE OF SERVICE DUE TO EMERGENCY CONDITIONS**

The Company may suspend, curtail or disconnect service when:

- (1) An emergency may threaten the health or safety of a person, a surrounding area or the Company's generation, transmission or distribution systems; or
- (2) There is a need to make permanent or temporary repairs, changes, or improvement in any part of the Company's system; or
- (3) There is a governmental order or directive requiring the utility to do so.

The Company shall act promptly to assure restoration of service as soon as feasible; provided, however, service to a nonresidential customer need not be restored if, at the time restoration is to occur, the Company can terminate service for another reason under 16 NYCRR 13.3. In the case where service has been suspended, curtailed or discontinued as a result of a governmental order or because of a condition relating to the health and safety caused by or involving equipment owned by the customer, the Company may require an approval of installation as detailed in Rule 2.C. prior to reconnection. The Company shall to the extent reasonably feasible provide advance notice to those whose service may be interrupted for any reason under this Rule.

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