

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: February 19, 2004
Issued in compliance with orders in Case 98-M-1343 dated Nov. 21, 2003 and Cases 99-M-0631 and 03-M-0117 dated Dec. 19, 2003

Leaf No. 127.22

Revision: 1

Superseding Revision: 0

GENERAL INFORMATION

10. GENERAL RETAIL ACCESS - MULTI-RETAILER MODEL (Cont'd)

The Company will assess and correct any service problem involving the Company's facilities. If the problem does not involve the Company's facilities, the Company will take all actions necessary to protect life and property. If a Customer requests further repairs, the costs and expenses of such further repairs will be the responsibility of the Customer. If an ESCO requests further repairs, the costs and expenses of such further repairs will be the responsibility of the ESCO.

(2) Restoration Information

As described in the GTOP Manual, the ESCO and its Customers can obtain available information on the status of restoration efforts by contacting the Company.

(3) Restoration Efforts

The Company will conduct restoration efforts in a non-discriminatory manner without regard to the ESCO affiliation of the affected Customer.

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