

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: March 1, 2004

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GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

A. APPLICATION FOR SERVICE (Cont'd)

(2) Nonresidential Service (Cont'd)

- (b) (Cont'd)
- (iv) (Cont'd)
 - (cc) Any reasonably chargeable material or installation costs relating to temporary or permanent line extensions or service laterals as authorized under 16 NYCRR 98 and required by the company's Tariff, provided the costs are itemized and given to the applicant in writing; or
 - (dd) Any special service charges as applicable under the Company's Tariff, provided the charges are itemized and given to the applicant in writing; or
 - (ee) A security deposit if requested by the Company in accordance with 16 NYCRR 13.7.
- (c) The Company shall provide service to any accepted applicant whose application for service was previously denied solely for failure to make full payment as provided in 2.A(2)(b) (iv) above, as soon as reasonably possible, but no later than three business days, or such later time as may be specified by the applicant, after payment is made, or ten calendar days of the receipt of the original application, whichever is later, except as provided under 16 NYCRR 13.2.
- (d) The Company shall advise any applicant who submits an incomplete application, in writing and within three business days of the receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.
- (e) The Company shall not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application. The written notice of denial shall state the reason(s) for denial, specify what the applicant must do to qualify for service and advise the applicant of the right to an investigation and review of the denial by the Commission or its authorized designee if the applicant considers the denial to be without justification, and provide the appropriate address and telephone number of the Commission.

(3) Retail Access Service

New residential or non-residential Customers wishing to initiate electric service may contact the Company or an alternative non-utility supplier (referred to herein as a an ESCO). The process for applying for service from the Company is set forth above; however, the process for initiating service through an ESCO is set forth in Rule 11, General Retail Access - Multi Retailer Model.

(Continued on next leaf)

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