

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

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

E. Customer Service Protection:

Only RG&E is permitted to disconnect a Customer's service. An ESCO can only discontinue the provision of Electric Power Supply to a customer in accordance with this tariff.

F. Slamming Prevention:

Slamming, defined as a switch or an attempted switch of a Customer from one provider to another without the Customer's authorization, is not permitted. To minimize the chance of slamming, the following process must be used:

1. To request a switch, the new ESCO must notify RG&E of the switch using the process outlined under Changes in Supplier, Rule 11.C.10. of this Schedule. RG&E will send a letter to the customer to verify the switch.
2. If the Customer notifies RG&E that the request is not valid at least three (3) days prior to the switch effective date, the switch will not be made.
3. All unauthorized switches or attempts to slam a Customer will be reported by RG&E to the Commission.
4. Violation of the requirements of this Rule 11.F. will give RG&E the right to initiate a process to discontinue an ESCO's participation in RG&E's General Retail Access.
5. ESCOs are required to retain, for at least six (6) years, written, taped, or third party verification records of all Customer authorizations for, including, but not limited to, initial enrollment, customer information, and change of ESCO, and other such information as set forth in the Operating Agreement. ESCOs that slam Customers without the customers' authorizations will be fully responsible for all wrongful charges applied to the customers' bills and for all reasonable costs incurred by RG&E. In addition, such ESCOs eligibility to serve Customers in New York State may be terminated by the Commission and/or a monetary penalty may be imposed.

G. ESCO/DC Complaint or Dispute Resolution Process:

The following process will be followed to address all retail access disputes/complaints between ESCOs/DCs and RG&E with respect to General Retail Access. Each ESCO/DC and RG&E shall designate specific personnel to be responsible for responding to complaints and disputes under this process.

1. Any ESCO/DC or RG&E may initiate the dispute resolution process by presenting a written description of the dispute/complaint, and a proposed resolution, to the other party(ies) involved in the dispute, sent in a manner that will verify its receipt.
2. The other party(ies) must, as soon as possible, but in no case more than fifteen (15) calendar days following receipt of the dispute/complaint, provide a written response to the complaining party(ies), with an alternative resolution proposal if the complaining party's(ies') proposed resolution is deemed unacceptable; or, with the results of any informal resolution that may have been reached with the other party(ies) prior to that date.

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