

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### PART II RULES AND REGULATIONS

#### 1. DEFINITIONS AND ABBREVIATIONS

**Imbalance:** The difference between the amount of gas delivered by a Balance Control Owner for its Balance Control Account, and the actual quantity of gas consumed by the Customer service points in that account during a specified period of time.

**Involuntary Switch:** A process or situation where a Customer's Marketer is changed from one to another or from one Marketer to the Company's retail service without Customer direct authorization. A Customer's authorization is implied unless the Customer specifically requests otherwise. This would include situations where a Customer returns to the Company's service as a result of a Marketer's failure to deliver. An involuntary switch that is not in accord with the "Discontinuance of Service" provision set forth in the tariff is referred to as "slamming".

**Levelized Payment Plan:** See Rule 4.D.1 of this schedule entitled "Equal Payment Plan".

**Load:** The amount of gas consumed. An ESCO's Load is the total volume of gas consumed by the ESCO itself and all of its Customers, if any.

**Lockbox:** A collection mechanism agreed upon by the Company and a Marketer which employs a third party financial institution to receive and disburse customer payments.

**Losses:** The loss of gas, resulting from its transportation over the Distribution System, between the Distribution Point(s) of Receipt and the Distribution Point(s) of Delivery.

**Main:** A pipeline located on a public or private right-of-way generally available or used to transport gas to more than one service line.

**Marketer:** See "ESCO".

**Meter:** A meter and any associated equipment used to measure the amount of gas consumed at the Customer level.

**New Delivery Customer:** A customer that initiates delivery service by contacting the Company or a Marketer. Notices received from a Marketer will be in accordance with the provisions of this tariff until such time that a uniform statewide format is adopted.

**Non-Emergency Services:** Services provided by the Company that are not in response to emergency events.

**Operating Agreement:** The standard form agreement between RG&E and the ESCO or the DC setting forth the duties, responsibilities and obligations of RG&E and the ESCO or the DC, which agreement must be executed and delivered by the ESCO or the DC as a condition to participate in General Retail Access.

**Operational Flow Order ("OFO"):** An order issued by the Company or a pipeline to protect the operational integrity of its system. A Company-issued OFO may require ESCOs, DCs, and Balance Control Owners to modify their gas deliveries to the Company's system to maintain system integrity.

**Opinion No. 97-5:** The Commission's Opinion and Order Establishing Regulatory Policies for the Provision of Retail Energy Services, issued and effective May 19, 1997, in Case No. 94-E-0952, as the same may be revised, modified, amended, clarified, supplemented or superseded.

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