

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Issued under the authority of the PSC in Case Nos. 02-E-0198 and 02-G-0199, issued and effective March 7, 2003

Leaf No. 160.4  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

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

RG&E will not disclose a customer's usage and billing and credit information to an ESCO if that Customer has notified RG&E, in writing, that such information should not be disclosed. The information may thereafter be disclosed to an ESCO only upon the Customer's written authorization.

#### 9. Sign-up/Enrollment:

(a) The ESCO shall provide the Customer a statement of the ESCO's terms and conditions that detail the Customer's rights, responsibilities, and expected costs ("Disclosure Statement"). A Customer's sign-up with the ESCO shall not be effective until three (3) calendar days after the Customer's receipt of the Disclosure Statement. The provisions of this paragraph (a) do not apply to the DC.

(b) To initiate service for any Customer at a new or existing account, the ESCO shall submit an applicable EDI transaction to the Company, which authorizes the named ESCO to serve as the energy provider for the specified account and utility type. A Customer with multiple Service Points may not be served by more than one ESCO; each utility type shall be served by only one ESCO at any time. Enrollments for new accounts for an ESCO will not be processed unless the ESCO is a qualified supplier in good standing with the Company, with all payments current and complete.

Other than DCs, Customers should choose an ESCO by directly contacting an ESCO whom the Commission has determined to be eligible and RG&E has approved to participate in RG&E's General Retail Access. Customers may enroll with such ESCO either by telephone or in writing, and, in either case, must provide proof of eligibility as required by such ESCO.

The Customer may enroll with an ESCO by providing its RG&E account and such other information as may be required under the EDI standards. After the ESCO agrees to provide Electric Power Supply to the Customer, the ESCO must provide an EDI 814 Enrollment Transaction to RG&E not less than fifteen (15) calendar days prior to the next scheduled meter reading date. Enrollments with a Special Meter Reading date cannot be sent via EDI.

(c) At the request of a Customer, RG&E will provide such customer with a copy of RG&E's most recent list of ESCOs.

#### 10. Changes in Supplier:

(a) Each switch request will be deemed a Voluntary Switch unless the ESCO and/or the Customer can provide information to establish an Involuntary Switch. Any discrepancies regarding the voluntary or involuntary nature of an individual customer's switch may be addressed by the appropriate process for disputes.

#### (b) Process Required for ESCOs to Notify RG&E of Switches:

If a Customer chooses to switch to a new ESCO, the Customer must contact the new ESCO as described in Rule 11.C.9, Sign-Up/Enrollment.

i. ESCOs shall provide to RG&E an EDI 814 Enrollment Transaction containing applicable information required under the EDI standards prior to the Customer being switched. The notices to RG&E must be submitted at least fifteen (15) calendar days prior to the requested switch date, which will be the Customer's next scheduled meter reading date. Enrollments with a Special Meter Reading date cannot be sent via EDI.

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