

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

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

(g) Involuntary Switch:

An involuntary switch is a process or situation where a Customer's ESCO is changed from one provider e.g., ESCO or utility, to another without the Customer's authorization. An involuntary switch that is not in accord with the "Discontinuance of Service" provision set forth in this Schedule is referred to as "slamming." Examples of involuntary switches include, but are not limited to, situations where a customer returns to RG&E service as a result of an ESCO's failure to deliver, the ESCO going out of business, or the termination of the ESCO's participation in RG&E's General Retail Access.

When a process for Discontinuance of Service as set forth in Rule 11.D.10 of this Schedule is begun, the required notices will be sent fifteen (15) calendar days prior to the discontinuance date, unless approved by the PSC for an earlier discontinuance.

(h) Effective Date of Switch - Voluntary & Involuntary:

When a Customer makes a change in ESCO, or returns to RG&E, the change will become effective on the date of the Customer's next meter reading date, which must be at least fifteen (15) days in the future, unless a Special Meter Reading date is requested as provided for in Rule 11.C.11(e). Likewise, when a DC begins to procure Electric Power Supply solely for its own use, or returns to RG&E, the change will become effective on the date of the DC's next scheduled or Special Meter Reading date.

(i) Frequency of Switches Allowed:

There will be no restrictions on the frequency of switching from one ESCO to another ESCO, except as may result from the switching requirements of General Retail Access.

(j) Switching Fees:

- i. There will be no Switching Fee for a Customer's switch from RG&E's bundled service to an ESCO at any time, (i.e., each switch away from RG&E).
- ii. There will be no Switching Fee for an Involuntary Switch.
- iii. There will be no Switching Fee for the first Voluntary Switch either from an ESCO to another ESCO or back to RG&E service during the first 12 months following a Customer's initial participation in General Retail Access.
- iv. A \$10 Switching Fee will be assessed for all other Voluntary Switches. Such fee will be assessed to the requesting party at the time each enrollment transaction is completed.
- v. Special Meter Reading Fees. A special meter reading fee will be assessed to the requestor for each Service Point for which a special meter reading is requested. Fifteen (15) days notice is required for a Special Meter Reading. A special meter reading is a meter reading performed on a date other than the customer's regularly scheduled meter reading date. The fee shall be equal to the charge shown in the Special Services Statement.
- vi. Verification of Accounts. RG&E will provide, at a minimum of once per quarter, a listing of the ESCO's Customers that were receiving Electric Power Supply from the ESCO.

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