

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: March 1, 2004
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GENERAL INFORMATION

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

ii. For changes in ESCO, or a return to RG&E service, a Special Meter Reading date may be requested pursuant to Rule 10.C.11.(e) of this Schedule.

(f) Voluntary Switch Back to RG&E Service:

If a Customer voluntarily chooses to switch back to RG&E service for Gas Supply, such Customer must notify RG&E at least fifteen (15) calendar days before the Customer's next scheduled meter reading date or a requested Special Meter Reading date.

(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 10.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:

- i. When a Customer taking service under S.C. No. 5, or S.C. No. 4 whose otherwise applicable service classification is S.C. No. 5, 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 10.C.11(e). Likewise, when a DC begins to procure Gas 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.
- ii. When a Customer taking service under S.C. No. 3, S.C. No. 10, or S.C. No. 4 whose otherwise applicable service classification is S.C. No. 3, makes a change in ESCO, or returns to RG&E, the ESCO and the Customer shall each submit a formal request on their letterhead to RG&E five (5) business days prior to the end of the month. The switch date will be the first calendar day of the next month. Likewise, when a DC taking service under S.C. Nos. 3 or 4 begins to procure Gas Supply solely for its own use, or returns to RG&E, the DC shall each submit a formal request on its letterhead to RG&E five (5) business days prior to the end of the month. The switch date will be the first calendar day of the next month.

(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.

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