

PSC No: 16 - Gas  
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

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Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

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

#### **6. Historical & Current Information Available For A Fee:**

For historical usage and billing information and credit information, three or more requests from a Customer and/or its designee within a rolling twelve (12) month period will be subject to a fee of \$15 for each such request beyond the second request. Should a Customer and/or its designee request historical usage and billing information for more than 12 consecutive months, RG&E will provide this information (if available) for a fee of \$15 for each additional twelve (12) month period or portion thereof. For credit information, a fee to be determined at the time of the request will be charged for credit information beyond the twelve (12) month period and for each such request beyond the second request. The fees detailed in this section shall be payable by the requestor. If additional information (other than as identified in this section) is requested, RG&E will provide a response within five (5) calendar days of the request as specified above. Information not identified in this section shall be supplied, if available, at RG&E's incremental cost. All information will be provided by via a non-EDI method. RG&E reserves the right not to be required to provide data in any special customized format.

#### **7. Sending Customer Information:**

Usage and billing information will be sent to the requestor via EDI. ESCOs will be required to obtain and retain proper customer authorization for such information. Credit information will be mailed to the Customer's address unless RG&E receives the proper written customer authorization from the ESCO, in which case it will be provided to the ESCO.

#### **8. Confidentiality:**

The ESCO must keep confidential any customer information (usage and billing and credit information) obtained from RG&E. This information shall not be disclosed to any party, unless otherwise authorized by the Customer in writing. All other customer information, such as account numbers (and any passwords used, if applicable), telephone numbers and service addresses, shall also be kept confidential and not disclosed to others, unless otherwise authorized in writing by the Customer.

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.

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