

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

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

ii. (a) For Customers taking service under S.C. No. 5, RG&E shall respond to the switch request from the ESCO via an EDI 814 Enrollment Response Transaction within two (2) business days of receipt and acceptance. Upon receipt of the switch request from the new ESCO, RG&E will also send a confirming letter to the Customer. If the existing ESCO has given RG&E a termination notice for a Customer, but the new ESCO has not submitted all the required information at least fifteen (15) calendar days prior to the switch date for that customer, the Customer will return to RG&E supply service and the requirements set forth in Rule 10.C.10.(b) below shall apply. In the event that the existing ESCO has not sent RG&E a termination notice and the new ESCO has given invalid enrollment information, the Customer will continue to take service from the existing ESCO until the switch date following receipt of the valid enrollment information.

(b) For Customers taking service under S.C. Nos. 3, 4, or 10, RG&E shall respond to the switch request from the ESCO and the Customer within two (2) business days of receipt. If the existing ESCO has given RG&E a termination notice for a Customer, but the new ESCO has not submitted all the required information at least five (5) business days prior to the switch date for that customer, the Customer will return to RG&E supply service and the requirements set forth in Rule 10.C.10.(b) below shall apply. In the event that the existing ESCO has not sent RG&E a termination notice and the new ESCO has given invalid enrollment information, the Customer will continue to take service from the existing ESCO until the switch date following receipt of the valid enrollment information.

iii. Titles of persons at RG&E to whom this information is to be submitted via a non-EDI method are identified in RG&E's GTOP Manual.

iv. Upon receipt of all information required for the switch, RG&E will amend its records to reflect the change in ESCO, and shall be authorized to treat the new ESCO as the Customer's ESCO on and after the switch date. If the Customer objects to the change at least three (3) business days prior to the next scheduled or Special Meter Reading date, then no change in ESCO is authorized.

(c) Switching:

A Customer that voluntarily switches to RG&E supply service must contact its ESCO or RG&E, not less than fifteen (15) calendar days prior to the next scheduled or Special Meter Reading date and must comply with all Changes in Supplier provisions in Rule 10.C.10 of this General Retail Access tariff. RG&E reserves the right to use estimated meter reads when processing a switch request.

(d) Information to be Submitted by ESCO:

- i. ESCOs shall provide to RG&E the required information as listed in Rule 10.C.10.(b)i. above.
- ii. ESCOs shall also provide information about the Customers' Special Needs, if any, as identified by HEFPA, and any other applicable HEFPA requirements.

(e) Required Notice Period:

- i. The notice that the new ESCO submits to RG&E for a switch must be in accordance with the requirements set forth above in Rule 10.C.10.(b)i.

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