

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

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

(e) If a Customer or an ESCO requests RG&E to provide a meter reading on a day other than the scheduled meter reading date, the requesting party will be charged a fee as shown in the Special Services Statement per customer location, per trip, per service point. Requests for Special Meter Reading dates must be made not less than fifteen (15) calendar days in advance of the requested meter reading date, and are subject to availability of RG&E personnel on the requested date.

#### **12. Billing:**

(a) Except as specified in Rule 10.I. of this Schedule, Consolidated Billing and Payment Processing, RG&E will bill a Customer only for the delivery of Gas Supply and other services provided by RG&E. The ESCO is responsible for billing its Customer for the Gas Supply and other services the ESCO provides to the Customer.

(b) The RG&E bill will be issued to a Customer in accordance with established billing cycles and practices applicable to such Customer.

(c) A DC or the ESCO acting as an agent for Customers, is responsible for:

(i) obtaining and scheduling Gas Supply with the upstream pipelines, and (ii) complying with the provisions herein relating to Operational Issues as specified in Rule 10.D.9 of this Schedule, with respect to its or a Customer's Gas Supply requirements.

#### **13. Customer's Agent:**

(a) Participation by a Customer in General Retail Access shall be deemed an election by such customer for the ESCO selected by the Customer, to act as such customer's agent and attorney-in-fact for all matters relating to acquisition of Gas Supply, gas scheduling, and transmission service (including, but not limited to, designation by such customer's ESCO or another ESCO to take responsibility for Operational Issues), and Customers shall be bound by any determinations, decisions, understandings or agreements reached by such ESCO with respect to Operational Issues.

#### **14. Provider of Last Resort ("POLR"):**

(a) RG&E will be the POLR for those customers: (i) for whom competition is not a viable option, (ii) who choose not to participate in retail access, (iii) who terminate their agreements with an ESCO and fail to designate a substitute ESCO, or (iv) who are impacted by an ESCO's discontinuance of service.

(b) As a POLR, RG&E will:

i. Accept customers, subject to Commission consumer protection rules, and provide related customer services;

ii. Obtain and deliver Gas Supply for such customers, consistent with the then-current upstream pipelines' tariffs and retail tariffs; and

iii. Provide for any programs, as approved by the Commission to assist low-income customers.

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