

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

Leaf No. 127.10  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

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

- (e) ESCOs must notify the Commission of any material change in the information submitted to the Commission for eligibility determination.
- (f) ESCOs must adhere to the policies and procedures contained in their filed disclosure statements.
- (g) The ESCO must be a qualified customer of the upstream pipelines.
- (h) ESCOs and DCs must have signed and delivered to RG&E an Operating Agreement.
- (i) ESCOs must have authority to act as the customer's agent and attorney-in-fact for the purpose of Operational Issues.
- (j) ESCOs must provide Home Energy Fair Practices Act (HEFPA) protections to residential customers, in compliance with the Commission's Order Relating to Implementation of Chapter 686 of the Laws of 2003 and Pro-Ration of Consolidated Bills, Case Nos. 99-M-0631 and 03-M-0017, issued June 20, 2003, together with the rules and regulations implementing the same, as may be revised, modified, amended, clarified, supplemented or superseded. Further information is available at the New York Public Service Commission's website (<http://www.dps.state.ny.us/hefpa.htm>).

#### **3. Sign-up/Enrollment:**

With a minimum notification time of fifteen (15) calendar days prior to the scheduled meter reading date, the ESCO must provide RG&E with an EDI Enrollment transaction. The ESCO shall provide to RG&E the account number and utility type of the Customer to be enrolled. DCs must notify RG&E the date upon which they will begin providing their own Gas Supply.

#### **4. Changes in Supplier:**

When an ESCO determines that it will no longer serve a Customer, or to initiate or cancel service from an ESCO or a DC participating in General Retail Access, RG&E will require at least fifteen (15) calendar days' notification and confirmation as provided in this Schedule. RG&E shall not be obligated to initiate or cancel service from an ESCO to a Customer until it has received an EDI Drop transaction from the ESCO identifying the RG&E account number and utility type of the Customer to be switched.

#### **5. Reports and Recordkeeping:**

- (a) ESCOs, as well as RG&E, shall collect and report information that the Commission determines is necessary for the evaluation of General Retail Access.
- (b) ESCOs are required to retain, for at least six (6) years, written, taped, or third party verification records of all Customer authorizations for, including, but not limited to, initial enrollment, customer information and change of ESCO, and other such information, as set forth in the Operating Agreement.

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