

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

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

#### **D. ESCO/DC Participation:**

##### **1. Eligibility Criteria:**

(a) To be eligible to participate in General Retail Access, an ESCO must: (i) file an application (eligibility filing) with the Commission's Office of Consumer Affairs; (ii) receive and maintain an affirmative determination of eligibility on such application; (iii) abide by the applicable compliance requirements below; (iv) meet creditworthiness and operating standards of RG&E, where applicable; (v) be EDI-compliant; and (vi) execute an Operating Agreement and a Trading Partner Agreement with RG&E. DCs must meet the requirements set forth in (iii), (iv), (v), and (vi) of this paragraph 10.D.1(a).

##### **2. ESCO/DC Requirements:**

(a) ESCOs participating in General Retail Access must set forth in their ESCO Application Form between RG&E and the ESCO the means by which the ESCO will satisfy the requirement to obtain reasonable proof of customer eligibility.

(b) An ESCO must provide a prospective Customer with a statement of the ESCO's terms and conditions and the Customer's rights and responsibilities prior to the Customer making a commitment to the ESCO. Such Customer commitment should not be considered final until three (3) Business Days after the Customer's receipt of the ESCO's Disclosure Statement. The statement must inform the prospective Customer of any intent by the ESCO to obtain Customer billing and usage and credit information from RG&E.

(c) ESCOs must comply with the provisions of Opinion No. 97-5, including, but not limited to, the following consumer protection provisions:

i. Provide prospective customers with a copy of their disclosure statement prior to the Customer making a commitment to the ESCO;

ii. Provide Customers with a minimum of fifteen (15) calendar days notice prior to terminating any contractual relationship for Gas Supply; if this termination does not correspond to a scheduled meter read date, the ESCO must arrange for a special meter reading date as set forth in Rule 10.C.11.(e).

iii. Adhere to practices sufficient to ensure a smooth transition by a Customer from one ESCO to another;

iv. Adhere to practices sufficient to protect Customers from an unauthorized switch of ESCO (also known as "slamming") as specified in Rule 10.F of this Schedule; and

v. Offer Customers, and adhere to, a process for resolving customer complaints that is both affordable and convenient for the Customer.

(d) ESCOs must comply with reporting requirements as determined by the Commission.

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