

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

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

Discontinuance of DCs may be initiated by a similar notice stating that unless the identified cause is corrected within the designated period (not less than ten (10) calendar days), or the Commission or its designee, requires otherwise, the DC will no longer be allowed to procure its own energy supplies. The discontinuance process will stop if the DC corrects the problem within the ten (10) calendar day period, unless otherwise directed by the Commission. If a more expeditious process is deemed necessary for any discontinuance, the process outlined below may be followed.

iv. RG&E may suspend or discontinue an ESCO/DC immediately if an imminent risk exists that compromises the safety or operational reliability of RG&E's system. Notices shall be sent to Customers as specified in the GTOP Manual.

v. If a more expeditious discontinuance process is needed in a specific situation, RG&E may request such expedited treatment. The Commission or its designee shall have the authority to grant such a request. The Commission or its designee may also, for good cause, initiate an expeditious discontinuance process without a request by RG&E. The ESCO/DC shall have standing in any such process.

vi. ESCOs/DCs may contest any suspension or proposed discontinuance by use of the Dispute Resolution Process if that process is initiated in a timely manner.

vii. Upon any discontinuance of an ESCO/DC, the ESCO/DC shall remain responsible for payment or reimbursement of any and all sums owed under RG&E's retail tariffs or under an upstream pipeline's tariffs, and service agreements relating thereto, or under any agreements between the ESCO/DC and RG&E. The ESCO shall also remain obligated to Customers to the extent provided for in any contracts with them.

viii. Upon receipt of a switch request from a subsequent ESCO following the discontinuance notice, RG&E will verify the intended switch with the Customer in accordance with Slamming Prevention, as set forth in Rule 10.F. of this Schedule.

#### **(d) Discontinuance of a Direct Customer ("DC"):**

A Direct Customer may voluntarily discontinue securing its own Gas Supply by notifying RG&E of its intent to discontinue acting as a DC and to switch to an ESCO or to return to RG&E service in accordance with the "Changes in Supplier" provision at Rule 10.D.4 of this Schedule. A DC may be involuntarily discontinued as a DC for the reasons, and in the same manner, as an ESCO would be discontinued, to the extent applicable (see Section (c) above).

#### **(e) RG&E Contacts for Discontinuance of Service Information:**

An ESCO's or DC's Discontinuance of Service information shall be sent to the following address, either by fax at a number provided by the Corporation (see the GTOP Manual), or by hard copy sent by U.S. mail to: Rochester Gas & Electric Corporation, Attn: Supplier Relations, 89 East Avenue, Rochester, NY 14649. Alternatively, RG&E will accept this information via E-mail as specified in the GTOP Manual.

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