

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: November 1, 2023

Leaf No. 75
Revision: 5
Superseding Revision: 4

Issued in compliance with Order in Case No. 22-E-0319, dated October 12, 2023.

GENERAL INFORMATION

4. METERING AND BILLING (Cont'd)

C. RENDITION AND PAYMENT OF BILLS (Cont'd)

(6) **Dishonored Payment**

Should the Company receive a negotiable instrument from an applicant or customer in payment of any bill, charge or deposit due, and such instrument be subsequently dishonored or be uncollectible for any reason, the Company shall charge a fee of \$20.00 to the applicant or customer, as permitted by General Obligations Law Section 5-328.

(7) **Quarterly Payment Plan**

As required by Public Service Law, Section 38 which became effective November 29, 1985, the Company shall offer any residential customer, 62 years of age or older, a plan for payment on a quarterly basis of charges for services rendered, provided that such customer's average annual billing is not more than \$150.

(8) **Rendition and Payment**

Bills shall be deemed rendered, and other notices duly given when delivered to the Customer personally or when mailed to the Customer at the premises supplied, or at the last known address of the Customer, or when left at either of such places, or when posted electronically. Failure to receive such bill, either by mail, personally, or electronically shall not entitle the Customer to any delay in the settlement of each month's account nor to any extension of the date after which a late payment charge becomes applicable.

1. A bill for electric service shall be rendered on a monthly basis, however, if causes beyond the Company's control causes an irregularity in rendering a bill, no bill need be rendered before the sooner of: (i) the passage of 75 calendar days from the date of the previous bill, or (ii) the date that the cause of such delay has been remediated. Additionally, if a customer that participates in the Quarterly Payment Plan as provided in Rule 4.C.7 herein, the regular interval may exceed 75 days;
2. If the Company has a billing irregularity it shall communicate the delay to customers (e.g., such communication can be made via phone call or email).
3. As provided in General Rule 4.C.3 above, the Late Payment Charge shall be assessed 23 days after the date on which the bill is rendered.
4. Beginning 90 calendar days after the final Commissioner Order in Case No. 22-E-0319, a Community Distributed Generation ("CDG") satellite customer, as described in Rule 23, who has not received a revised or corrected invoice within 45 calendar days of the bill issuance date, shall receive a credit of \$10 for each month in excess of the initial 45-day period that the CDG credits are applied, and the invoice issued ("Monthly Credit").
 - a. A CDG satellite customer who has not received credits on their invoice for at least four months as of the date of issuance of a final Commissioner Order in Case No. 22-E-0319, or who has not received the correct amount of the CDG credits, shall be eligible for the Monthly Credit.
 - b. If the CDG billing delays are due to factors outside of the Company's control, the Company shall not be required to provide the Monthly Credit.

Payment by mail properly stamped, addressed, and mailed on or before the past due date included on the bill as evidenced by a United States postmark, shall be deemed to be payment prior to the application of late payment charges. Payment made via Electric Funds Transfer ("EFT") shall be deemed paid on the date that funds are transferred from the Customer's bank account. A request by the Customer for adjustment of bills or any other complaint does not extend the date of the undisputed portion of bills which have been duly rendered.