

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: May 1, 2019
Issued in compliance with Notice in Case No. 18-M-0679 issued November 30, 2018.

Leaf No. 104
Revision: 6
Superseding Revision: 5

GENERAL INFORMATION

5. TERMINATION OF SERVICE (Cont'd)

E. TERMINATION OF SERVICE DUE TO CUSTOMER REQUEST

- (1) Upon receipt of either oral or written notification from the residential customer that the customer will not require or be responsible for the gas service as of a certain date, the Company shall attempt to read the meter within 48 hours of such request for termination, render a final bill and at its option terminate the service.
- (2) Upon receipt of either oral or written notification from the non-residential customer that the customer will not require or be responsible for the gas service as of a certain date, the Company will attempt to read the meter on or about the day the customer requests termination, render a final bill and at its option terminate the service.
- (3) In the case where the Company was unable to obtain an actual final meter reading on the requested date, the Company may estimate the customer's final billing according to the best available information. A gas or electric corporation shall not be required to provide a physical meter reading during a holiday or non-work day. The duration of the required notice is stated in the term clause of each service classification.

F. TERMINATION OF SERVICE WHEN THERE IS NO CUSTOMER

Applicability:

Nothing in this section shall affect the Company's right to suspend, curtail or disconnect service:

- (1) when there is no customer and service is being provided through tampered equipment;
- (2) when, in the case of a Non-residential customer, there is no customer and the Company can show that the user shall require service for less than one week, provided the Company makes a reasonable effort to notify the user and provide the user with an opportunity to apply for service before disconnection.
- (3) when there is no customer and the Company has provided advance written notice to the occupant stating the Company's intent to disconnect service unless the responsible party applies for service and is accepted as a customer. Such notice shall be made, either by posting 48 hours or by mailing at least five, but no more than 30 calendar days before disconnection.

G. TERMINATION OF SERVICE DUE TO EMERGENCY CONDITIONS

The Company may suspend, curtail or disconnect service without notice when:

- (1) An emergency may threaten the health or safety of a person, a surrounding area or the Company's transmission or distribution systems; or
- (2) There is a need to make permanent or temporary repairs, changes, or improvement in any part of the Company's system; or
- (3) There is a governmental order or directive requiring the Company to do so.

However, the Company shall, to the extent reasonably feasible under the circumstances, provide advance notice to those whose service shall be interrupted for any of the above reasons.

The Company shall act promptly to restore service as soon as possible after disconnection under this section. Service to residential customers shall be restored before it may be terminated for any other reason. Non-residential service, however, need not be restored to any building, unit, or piece of equipment if, at the time restoration is to occur, the Company has the lawful right to terminate service for another reason.

ISSUED BY: Joseph J. Syta, Vice President, Controllor and Treasurer, Rochester, New York