

Effective Date: 11/24/2016

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: November 24, 2016  
Issued in compliance with Order in Case 15-G-0286, dated June 15, 2016.

Leaf No. 28.1  
Revision: 2  
Superseding Revision: 1

## GENERAL INFORMATION

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

#### **E. SUBMETERING OF GAS SERVICE (Cont'd)**

(3) Other Customer Protection Issues:

(a) Dispute Resolution:

All applications must provide for an effective and objective dispute resolution process.

(b) Meter Accuracy:

Meter accuracy must be assured. Submeterers must devise and adhere to conditions providing for periodic master meter readings and reconciliation of those readings to the submetered customers' meters.

Meter calibration must be assured. Submeterer must promise to calibrate meters any time they are installed or repaired or on an annual basis if requested by the submetered customers.

Submeterer shall guarantee that only meter models and ancillary equipment approved by the Company and the PSC shall be installed.

(c) End-User Notification Requirements:

Prior to termination of service to a submetering customer, the Company shall seek to inform submetered tenants of the termination through posting notices, mailing, or any other method the Company believes most likely to reach the greatest number of submetered tenants.

Submeterer shall provide to the Company, on a timely basis, a listing of all submetered customers' names, addresses, phone numbers, and contact names to ensure that the Company can contact submetered customers. Submeterer shall update such list every time there is a change to any portion of the required information.

(4) Service Provider and Company Matters:

All applications for submetering service shall attempt to identify any specific or unusual issues related to service provision or Company impact. Inclusion or exclusion of any such matters shall not necessarily be considered the definitive authority on any issue. The Company maintains the right to intervene in any application affected by such issues.

(5) Application Procedures:

Customer desiring approval for the submetering of gas service to industrial or commercial tenants must submit a petition and application to the PSC that addresses all of the concerns discussed under Section 9 of this Schedule, and provides that the conditions proffered shall be reiterated in leases with the submetered tenants. The petition and application must be served on the Gas Pricing Department of the Company and all affected tenants.

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