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#### GENERAL INFORMATION

## 10. GENERAL RETAIL ACCESS (Cont'd)

## 5. Operational Issues:

# (a) Forecasting:

For all Customer service points, the ESCO is responsible for forecasting the usage of those service points, in accordance with the provision of Rule 10.G.

# (b) Scheduling of Deliveries:

- i. The ESCO is responsible for scheduling deliveries on the upstream pipelines directly serving the Company's citygates, in accordance with the procedures of those pipelines and the provisions of the applicable Service Classification and Rule 10.G of this tariff. The Factor of Adjustment used for balancing purposes to account for losses on the Company's system is the system wide Factor of Adjustment (FOA) described in General Information Rule 4.H.5.
- ii. Effective January 1, 2018 and each subsequent 12-month period starting January 1<sup>st</sup> and thereafter, Retail Access customers shall be subject to a System Performance Adjustment (SPA) mechanism as described in General Information Section 4.H.5.(c).

## (c) Balancing and Settlement:

Each of the ESCO's Customer service points shall be assigned a balancing option from Rule 10.G of this tariff, in accordance with the provisions of the applicable Service Classification. Balancing of ESCO deliveries with ESCO loads shall be accomplished as specified in provisions of the applicable balancing option. Charges for balancing and cashout of over-deliveries or under-deliveries shall be as specified in Rule 10.G.

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