

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: July 1, 2016
Issued in compliance with Order in Case 15-G-0286, dated June 15, 2016

Leaf No. 22
Revision: 3
Superseding Revision: 1

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

B. CUSTOMER DEPOSIT

(1) Deposit Requirements

Residential

- (a) The Company may require a customer deposit from seasonal or short-term customers taking service for a term that does not exceed one year, and from residential customers as a condition of receiving service if such customer is delinquent in payment of his or her utility bills. A customer is delinquent for the purpose of a deposit assessment if such customer:
- (i) Accumulates two consecutive months of arrears without making reasonable payment, defined as $\frac{1}{2}$ of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a bi-monthly bill within 50 days after the bill is due; provided the Company requests such deposit within two months of such failure to pay; or
 - (ii) Had service terminated for nonpayment during the preceding six months.

Customers included in Rule 2.B.1 above shall be provided a written notice, at least 20 days before the deposit is assessed, that failure to make timely payments shall permit the Company to require a deposit from such customer. If a deposit from a customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

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