

PSC No: 19 - Electricity  
Rochester Gas and Electric Corporation  
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**GENERAL INFORMATION**  
**2. HOW TO OBTAIN SERVICE (Cont'd)**

**A. APPLICATION FOR SERVICE (Cont'd)**

**(1) Residential: (Cont'd)**

**(c) Obligation to Serve – Residential (Cont'd)**

The Company shall make reasonable efforts to eliminate conditions preventing extension of service and will pursue completion of any facilities it must construct with due diligence.

The Company shall extend service to an applicant for residential service whose application for service has previously been denied within two business days (or such later time as may be specified by the applicant) after the elimination of all the conditions which resulted in the denial of service or by direction of the Public Service Commission or its authorized designee, who may require such extension of service to be made within 24 hours.

**(d) Denial of Service – Residential**

The Company shall not deny a residential application for service without sending to the applicant within three business days of the receipt of the application for service a written notice which states the reason or reasons for the denial, specifies precisely what the applicant must do to qualify for service, and advise the applicant of the right to an investigation and review of the denial by the Public Service Commission or its authorized designee if the applicant considers the denial to be without justification. The Company shall advise the applicant of the appropriate address and telephone number of the Commission, including the Commission's hotline number and the times of its availability. An application for service not approved within three days shall be deemed denied.

**(e) Continuation of Service - Residential**

Whenever a residential customer moves to a different dwelling within the service territory of the Company and for which the Company's tariff specifies a residential rate, and requests utility service within 60 days, he or she shall be eligible to receive service at the different dwelling, subject to Rule 2.A.(1)(a) and (b) above, and such service will be considered a continuation of service in all respects, with any deferred payment agreement honored, and with all rights provided, however, that such customer's prior service was not terminated for nonpayment, meter tampering or theft of services.

**(f) Residential Penalty**

If the Company fails to initiate residential service within the time required by this section it will forfeit and pay to the applicant the sum of \$25.00 per day for each day that service is not supplied unless the Public Service Commission finds that the Company had good cause for not initiating service in the required time.

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