

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: July 1, 2014

Leaf No. 11  
Revision: 3  
Superseding Revision: 2

**GENERAL INFORMATION**  
**2. HOW TO OBTAIN SERVICE**

**A. APPLICATION FOR SERVICE**

**(1) Residential:**

**(a) Application**

An application for residential service may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete a written application (for the applicable service classification) if:

- (i) There are arrears at the premises to be served and service was terminated for non-payment or is subject to a final notice of termination; or
- (ii) There is evidence of meter tampering or theft of service; or
- (iii) The meter has advanced and there is no customer of record; or
- (iv) The application is made by a third party on behalf of the person(s) who would receive service; or
- (v) The service does not supply a single family dwelling, individually metered flat or apartment,
- (vi) Service will be rendered under a general service classification

Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two business days after such request, and shall state the basis for requiring a written application. A written application may require the submission of information required in an oral application and reasonable proof of the applicant's identity and responsibility for service at the premises to be served.

All residential applicants that meet the conditions for requiring a written application may be asked to produce positive identification. Should the residential applicant refuse to provide positive identification, service may be denied to such applicants, pursuant to 16 NYCRR 11.3.

A written application containing the required information shall be deemed completed when received by the Company.

When accepted by the Company, the application, whether written or verbal, and the terms and conditions of this schedule, as permitted to be modified from time-to-time by the Public Service Commission, shall constitute the contract between the customer and the Company and shall bind and inure to the benefit of the heirs, executors, administrators, successors, or assigns, as the case may be, of the respective parties thereto. A customer of record, for whom the Company is unable to locate a written application but who has made payments for bills rendered by the Company for service rendered, shall be presumed to have made an oral application for service.

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