

Effective Date: 07/21/2016

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
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Leaf No. 87  
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Superseding Revision: 1

## GENERAL INFORMATION

### 5. TERMINATION OF SERVICE (Cont'd)

#### **A. TERMINATION OF SERVICE DUE TO DEFAULT (Cont'd)**

##### (5) Days and Time When Termination of Service is Not Permitted

(a) Residential - The Company shall not terminate service, except as provided by Rule 5.G, for non-payment of bills or failure to post a required deposit on:

(i) A Friday, Saturday, Sunday or public holiday; or

(ii) A day on which the business offices of the Company or the Commission are closed; or

(iii) A day immediately preceding either a public holiday or day on which the Company's business offices are closed; or

(iv) During a two-week period encompassing Christmas and New Year's Day.

Disconnections should only be made between the hours of 8:00 a.m. and 4:00 p.m.

(b) Non-residential - The Company shall not terminate service, except as provided by Rule 5.G, for non-payment of bills or failure to post a required deposit or failure to provide access on:

(i) A Saturday, Sunday or public holiday; or

(ii) A day on which the business offices of the Company or the Commission are closed.

(c) Disconnections shall only be made between the hours of 8:00 a.m. and 6:00 p.m. except that on days preceding the days listed in (b)(i) and (ii) above, termination may only occur after 3:00 p.m. if the customer is informed by personal contact prior to termination that termination is about to occur and the Company is prepared to accept a check for payment required to avoid termination. Customer's paying at time of termination shall also be subject to a Trip Charge as set forth in Rule 5.O. The term public holiday as used in (a) and (b) refers to those holidays defined in the General Construction Law.

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