

Effective Date: 07/21/2016

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
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Leaf No. 127.22
Revision: 4
Superseding Revision: 3

GENERAL INFORMATION

10. GENERAL RETAIL ACCESS (Cont'd)

D. ESCO/DC Participation (Cont'd)

- 5. Operational Issues (Cont'd)
- (h) Emergency Services (Cont'd)

- (1) Customer Emergency Calls (Cont'd)

The Company shall assess and correct a service problem involving the Company's facilities. If the problem does not involve the Company's facilities, the Company shall take all actions necessary to protect life and property. If a customer requests further repairs, the costs and expenses of such further repairs shall be the responsibility of the customer. If an ESCO requests further repairs, the costs and expenses of such further repairs shall be the responsibility of the ESCO.

- (2) Restoration Efforts

The Company shall conduct restoration efforts in a non-discriminatory manner without regard to the ESCO affiliation of the affected Customer.

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