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GENERAL INFORMATION

10. GENERAL RETAIL ACCESS (Cont'd)

(d) Upstream Pipeline Capacity:

The ESCO is responsible to meet the requirements for capacity on the upstream pipelines serving the Company's citygates, in accordance with the provisions of Rule 10.G.

(e) Operation of the Distribution System:

(1) Company Responsibilities

The Company shall be responsible for the operation and maintenance of its distribution system, including:

- i) Engineering, design and construction of the system;
- ii) Extension/expansion of the distribution system;
- iii) Connection of new customers to the system;
- iv) Confirmation of upstream pipeline nominations;
- v) Measurement of gas into the system;
- vi) Maintaining adequate pressures within the system;
- vii) Delivery of gas to service points;
- viii) Maintenance and repair of the system;
- ix) Emergency response and repairs;
- x) Disconnection and reconnection of customers;
- xi) Maintenance of curtailment plans;
- xii) Provision of balancing services as specified in Rule 10.G;
- xiii) Communication with ESCOs.

(f) Operational Flow Orders:

The Company reserves the right to issue an Operational Flow Order (OFO) requiring a change in the delivery of ESCO's gas at either or both of its citygates, at any time that, upon sole determination by the Company, such action is required to alleviate conditions which threaten the integrity of the Company's distribution system or any of the upstream pipelines serving such distribution system, e.g.:

- (i) Maintain system operations at the pressures required to provide efficient and reliable distribution system operation; or
- (ii) Ensure adequate supplies in the gas system to deliver on demand; or
- (iii) Maintain contractual balance with upstream pipelines serving the Company's service territory where an imbalance threatens the integrity of the Company's distribution system or any of the upstream pipelines serving such distribution system.

The issuance of an OFO shall be defined by the Company as either a Type I OFO or Type II OFO. A Type I OFO shall be issued when the Company's system or a particular citygate cannot tolerate an underdelivery of gas. A Type II OFO shall be issued when the Company's system or a particular citygate cannot tolerate an overdelivery of gas.

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