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PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
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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.K. The term public holiday as used in (a) and (b) refers to those holidays defined in the General Construction Law.

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