



February 28, 2014

VIA ELECTRONIC FILING

Honorable Kathleen H. Burgess, Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

Re: Case 12-M-0476 Proceeding on Motion of the Commission to Assess Certain Aspects of
the Residential and Small Non-residential Retail Energy Markets in New York State

Dear Secretary Burgess:

The enclosed Addenda, issued by New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation (together the "Companies") are transmitted for filing in compliance with the requirements of the New York Public Service Commission's (the "Commission") Order Taking Actions to Improve the Residential and Small Non-Residential Retail Access Markets, issued and effective on February 25, 2014 (the "Order"). The Addenda will become effective on March 1, 2014.

P.S.C. No. 88 – Gas, Schedule for Gas Service
Addendum – UPB - Uniform Business Practices, Revision 8

P.S.C. No. 120 – Electric, Schedule for Electric Service
Addendum – UPB - Uniform Business Practices, Revision 8

P.S.C. No. 16 – Gas, Schedule for Gas Service
Addendum – UPB - Uniform Business Practices, Revision 8

P.S.C. No. 19 – Electricity, Schedule for Electric Service
Addendum – UPB - Uniform Business Practices, Revision 8

Honorable Kathleen H. Burgess
February 28, 2014

Page 2

Purpose of the Filing

The Companies are filing the UBP Addenda in compliance with Ordering Clause 3 of the Order, which incorporate changes approved in Ordering Clause 1, to address marketing practices, ESCO referral, low income customers, and other consumer protections. Changes have been made to the Definitions, Eligibility Requirements, Customer Information, Changes in Service Providers and Marketing Standards sections.

As provided in Ordering Clause 4 of the Order, the requirements of newspaper publication are waived.

If there are any questions concerning this filing, please call Kathy Grande at (585) 771-4514 or me at (607) 762-8710.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "Lori A. Cole".

Lori A. Cole
Manager - Regulatory & Tariffs
Rates and Regulatory Economics Department

Enclosures