



December 12, 2013

VIA ELECTRONIC FILING

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

Re: Case 13-M-0061 - In the Matter of Customer Outage Credit Policies and Other
Consumer Protection Policies Relating to Prolonged Electric or Natural Gas
Service Outages.

Dear Secretary Burgess:

The enclosed tariff leaves, 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 Establishing Policies, issued and effective on November 18, 2013 (the "Order"). The leaves will become effective on January 15, 2014.

P.S.C. No. 119 – Electric, Schedule for Electric Service

Leaf No. 59, Revision 2
Leaf No. 101, Revision 4

P.S.C. No. 120 – Electric, Schedule for Electric Service

Leaf No. 22, Revision 8

P.S.C. No. 90 – Gas, Schedule for Gas Service

Leaf No. 22, Revision 2
Leaf No. 23, Revision 2



Honorable Kathleen Burgess
December 12, 2013

P.S.C. No. 16 – Gas, Schedule for Gas Service
Leaf No. 65, Revision 2

P.S.C. No. 19 – Electric, Schedule for Electric Service
Leaf No. 74, Revision 1
Leaf No. 81.1, Revision 10
Leaf No. 86.4, Revision 0

Purpose of the Filing

The Companies are filing tariff amendments in compliance with Ordering Clause No. 1 of the Order to effectuate changes for a statewide policy covering customers outage credits and other consumer protection policies as they relate to prolonged electric or natural gas service outages.

Overview of the Filing

The Order established criteria related to electric service outages that will trigger implementation of certain customer policies to calculate credits and provide relief from certain collection activities.

Credits

Should an electric service outage meet the standards set forth in 16 NYCRR Part 105 and last for a continuous period longer than three days, the Companies will calculate credits to be applied to Customer Charges for those customers that were affected by the outage. These credits will be automatically applied to any customer's account for the electric service the utility knows or reasonably believes was out for a period exceeding three days, and upon request from any customer that contacts the Company and can provide evidence that they experienced an outage of such duration. The Companies will calculate credits on a proportional basis (*e.g.*, customers out of service for six days would receive a credit in the amount of 6/30ths of the customer charge for that service classification) and applied to customer bills within 75 days of the outage.

In accordance with the Order, should the Companies issue credits related to a prolonged outage, the Companies will make an adjustment at the next true-up period for the electric Revenue Decoupling Mechanism ("RDM") so that the lost revenues associated with the issuance of customer credits to affected customers are excluded from the RDM.

Collections

The Companies have proposed revisions to its tariff to reflect the suspension of collection-related activities for a minimum of seven calendar days from the beginning of an outage,

Honorable Kathleen Burgess
December 12, 2013

including termination of service for non-payment and assessments of late payment charges¹.

Publication

Requirements of Public Service Law Section 66 (12) (b) as to newspaper publication of the tariff revisions are waived pursuant to the Ordering Clause No. 2.

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

¹ The Companies will continue to issue notice of service termination and assess and collect security deposits as applicable.