

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE

#### A. APPLICATION FOR SERVICE

(1) Residential

- (a) An application for residential service may be oral or written. An oral application for service shall be deemed completed when the applicant provides his or her name, address, telephone number and address of prior account (if any) or prior account number (if any). The Company may require an applicant to complete a written application (for the applicable service classification) if:
- (i) There are arrears at the premises to be served and service was terminated for nonpayment or is subject to a final notice of termination; or
  - (ii) There is evidence of meter tampering or theft of service; or
  - (iii) The meter has advanced and there is no customer of record; or
  - (iv) The application is made by a third party on behalf of the person(s) who would receive service; or
  - (v) The service does not supply a single family dwelling, individually metered flat or apartment,

Whenever a written application for residential service is required, the Company shall so notify the applicant as soon as practicable after the request for service is made, and in no event more than two business days after such request, and shall state the basis for requiring a written application. A written application may require the submission of information required in an oral application and reasonable proof of the applicant's identity and responsibility for service at the premises to be served. A written application containing the required information shall be deemed completed when received by the Company.

When accepted by the Company, the application, whether written or verbal, and the terms and conditions of this schedule, as permitted to be modified from time-to-time by the Public Service Commission, shall constitute the contract between the customer and the Company and shall bind and inure to the benefit of the heirs, executors, administrators, successors, or assigns, as the case may be, of the respective parties thereto. A customer of record, for whom the Company is unable to locate a written application but who has made payments for bills rendered by the Company for service rendered, shall be presumed to have made an oral application for service.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### A. APPLICATION FOR SERVICE (Cont'd)

(1) Residential (Cont'd)

- (b) The Company will not be obligated to provide service to an applicant who owes the Company money for residential service provided to a prior account in his or her name unless:
- (i) The applicant makes full payment for residential service provided to any such prior account in his or her name; or
  - (ii) The applicant agrees to make payments under a deferred payment plan of any amounts due for service to a prior account in his or her name; or
  - (iii) The applicant has pending a billing dispute with respect to any amounts due for service to a prior account in his or her name and has paid any amounts required to be paid; or
  - (iv) The applicant is a recipient of, or an applicant for, public assistance, supplemental security income benefits or additional state payments pursuant to the Social Services Law, and the Company receives from an official of the social services district in which the applicant resides, or is notified by such an official that it is entitled to receive, payment for services due to a prior account in the applicant's name together with a guarantee of future payments to the extent authorized by the social services law; or
  - (v) The Commission or its authorized designee directs the provision of service.
- (c) The Company shall be obligated to provide service to any applicant who meets the requirements of (1)(a) and (b) above within five business days of receipt of a completed oral or written application for service except as provided under 16 NYCRR 11.3.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### A. APPLICATION FOR SERVICE (Cont'd)

##### (2) Nonresidential Service

- (a) A nonresidential service application must be filed in writing with the Company. The Company shall provide or deny service to any applicant as soon as reasonably possible, but no later than 10 calendar days after the receipt of a completed application unless a later time is specified by the applicant, and except as provided under 16 NYCRR 13.2.
- (b) As a prerequisite to providing service, the Company may require the applicant to:
  - (i) Provide appropriate documentation to verify the information provided on the written application, including establishment of responsibility for the service as owner or occupant, the correct service classification, and the person who controls access to the meter;
  - (ii) Comply with the Company's tariff or any applicable laws or ordinances;
  - (iii) Fulfill any applicable requirements of 16 NYCRR 230; and
  - (iv) Make full payment for all amounts due and payable that are not the subject of a pending billing dispute (pursuant to 16 NYCRR 13.15) or of an existing deferred payment agreement that is in good standing. This includes:
    - (aa) Service provided and billed in accordance with 16 NYCRR 13.11 to prior accounts and current accounts in the applicant's name or other accounts for which the applicant is legally responsible; or
    - (bb) Other tariff fees, charges or penalties; or
    - (cc) Any reasonably chargeable material or installation costs relating to temporary or permanent main extensions or service lines as authorized under 16 NYCRR 230 and required by the Company's Tariff, provided the costs are itemized and given to the applicant in writing; or
    - (dd) Any special service charges as applicable under the Company's Tariff, provided the charges are itemized and given to the applicant in writing; or
    - (ee) A security deposit if requested by the Company in accordance with 16 NYCRR 13.7.
- (c) The Company shall provide service to any accepted applicant whose application for service was previously denied solely for failure to make full payment as provided in 2.A2 (b)(iv) above, as soon as reasonably possible, but no later than three business days, or such later time as may be specified by the applicant, after payment is made, or ten calendar days of the receipt of the original application, whichever is later, except as provided under 16 NYCRR 13.2.
- (d) The Company shall advise any applicant who submits an incomplete application, in writing and within three business days of the receipt of the application, of the information and/or documents that must be submitted in order for the application to be considered complete. Such notice shall not itself be considered a denial of the application.
- (e) The Company shall not deny an application for service except in a written notice either delivered personally to the applicant or sent to the applicant's current business address or any alternative mailing address provided in the application. The written notice of denial shall state the reason(s) for denial, shall specify what the applicant must do to qualify for service and shall advise the applicant of the right to an investigation and review of the denial by the Commission or its authorized designee if the applicant considers the denial to be without justification, and provide the appropriate address and telephone number of the Commission.

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

Leaf No. 14  
Revision: 1  
Superseding Revision: 0

**GENERAL INFORMATION**

**2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

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## **GENERAL INFORMATION**

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

Leaf No. 16  
Revision: 1  
Superseding Revision: 0

**GENERAL INFORMATION**

**2. HOW TO OBTAIN SERVICE (Cont'd)**

A.

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

Leaf No. 17  
Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

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Revision: 1  
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## **GENERAL INFORMATION**

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

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Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
Effective:

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## **GENERAL INFORMATION**

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
Initial Effective Date: March 1, 2004  
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## **GENERAL INFORMATION**

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

Reserved for Future Use

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **B. CONSUMER DEPOSIT**

##### (1) Residential

- (a) The Company may require a consumer deposit from residential customers that are seasonal, short term or delinquent as a condition of receiving service. A customer is delinquent for the purpose of a deposit assessment if such customer:
  - (i) Accumulates two consecutive months of arrears without making reasonable payment, defined as one-half of the total arrears, of such charges before the time that a late payment charge would become applicable, or fails to make a reasonable payment on a bi-monthly bill within 50 days after the bill is due; provided the Company requests such deposit within two months of such failure to pay; or
  - (ii) Had service terminated for nonpayment during the preceding six months.

A delinquent customer shall be provided a written notice, at least 20 days before the deposit is assessed, that failure to make timely payments will permit the Company to require a deposit from such customer. If a deposit from a customer who is delinquent by virtue of his or her failure to make a reasonable payment of arrears, is required, the Company shall permit such customer to pay the deposit in installments over a period not to exceed 12 months.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### B. CONSUMER DEPOSIT (Cont'd)

##### (1) Residential (Cont'd)

- (b) Deposits from applicants and customers may not exceed two times the estimated average monthly bill for a calendar year, except in the case of space heating customers, where deposits may not exceed twice the estimated average monthly bill for the heating season to secure payment for services actually rendered, or for the rental of fixtures, instruments and facilities actually supplied.
- (c) The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income, or additional State payments to post a security deposit, nor shall it require or hold a deposit from any residential applicant or customer it knows is 62 years of age or older unless such customer has had service terminated by the Company for nonpayment of bills within the preceding six months.
- (d) The Company shall extend service to any applicant for service who has initiated a complaint on a deposit requested by Company and shall continue to supply service during the pendency of such complaint, provided that such applicant keeps current on bills for service rendered and pays a reasonable amount as a deposit if the complaint challenges only the amount requested.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **B. CONSUMER DEPOSIT (Cont'd)**

##### (2) Nonresidential

- (a) The Company may require a consumer deposit from any new customer or from an existing customer:
  - (i) Who is delinquent. A customer is delinquent for the purpose of deposit assessment if two or more late payments were made within the previous 12 month period; or
  - (ii) Whose financial condition is such that it is likely that the customer may default in the future; provided, however, the Company must have reliable evidence of such condition; or
  - (iii) Who has filed for reorganization or bankruptcy; or
  - (iv) Who has been rendered a backbill within the last twelve months for previously unbilled charges for service through tampered equipment.
- (b) A request for a deposit or a deposit increase shall be made in writing. The Company shall offer an existing customer, from whom a deposit is required under Rule 2.B.(2)(a)(i) or (il), the opportunity to pay the deposit in three installments, 50 percent down and two monthly payments of the balance. The Company shall accept deposit alternatives such as irrevocable bank letters of credit and surety bonds that provide a level of security equivalent to cash.
- (c) Deposits from applicants and customers may not exceed twice the estimated average monthly bill, except in the case of customers whose usage varies widely due to space heating or cooling or certain manufacturing and industrial processors, where the deposit shall not exceed the cost of twice the average monthly usage during the peak season,

## GENERAL INFORMATION

### **2. HOW TO OBTAIN SERVICE** (Cont'd)

#### **B. CONSUMER DEPOSIT** (Cont'd)

##### (2) Nonresidential (Cont'd)

- (d) The Company shall, at the first anniversary of the receipt of the deposit and at least biennially thereafter, review the billing history of every customer who has a deposit with the Company, to assure the amount of the deposit conforms with Rule 2.B.(2)(c). The Company reserves the right to review the deposit at any other time at the Company's option.

If a review shows the deposit held falls short of the amount the Company may require by 25 percent or more, the Company may require the payment of a corresponding additional deposit amount.

If a review shows that the deposit held exceeds the amount the Company may lawfully require by 25 percent or more, the Company shall refund the excess deposit to the customer.

Upon request of a customer for a downward revision of the deposit, if the request is substantiated by both the customers' billing history and by a permanent documented change in load and consumption, the Company shall refund the excess deposit amount to the customer.

## GENERAL INFORMATION

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

#### **B. CONSUMER DEPOSIT (Cont'd)**

(3) Deposit Interest

The Company shall allow to each depositor simple interest at the rate per annum prescribed by the Public Service Commission on the amount deposited. Interest to residential customers shall be paid upon the return of the deposit, or where the deposit has been held for a period of one year, the interest shall be credited to the customer on the first billing for service rendered after the end of such period. Interest to nonresidential customers on such amount shall be credited to each depositor or by deducting it from the first bill for service rendered such depositor after the next succeeding first day of October, and at each one-year interval thereafter.

(4) Deposit Return

Each depositor, upon ceasing to be a customer, shall promptly receive a refund of such deposit and all interest thereon not theretofore refunded or credited, upon surrendering the deposit certificate (or submitting satisfactory proof of the right to receive the deposit) and upon payment of all bills for which such deposit is security. A residential customer shall promptly receive such refund of the deposit as stated herein by reason of nondelinquency for a one-year period from the payment of the deposit. A nonresidential customer will promptly receive such refund of a deposit also as stated herein by reason of nondelinquency for three years. However, a nonresidential customer's deposit refund may also be credited to the account it secured in the amount of the next projected cycle bill, if applicable, and may be credited to any other account of the customer not secured by a deposit, in the amount of the arrears on that account. Thereafter, the Company may again require a deposit under Rule 2.B.(1)(a) for residential customers or under Rule 2.B.(2)(a) for nonresidential customers.

## GENERAL INFORMATION

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

#### **C. APPROVAL OF INSTALLATION**

Before service is supplied at any location, the customer must provide the Company with satisfactory proof that the piping and associated equipment which has been installed has been inspected and approved by any legally constituted authorities having jurisdiction. If additional piping or equipment is installed on such premises, the customer shall secure approval as indicated above and present the Company with satisfactory proof of such approval. The Company, at its discretion, shall have the right to perform reasonable inspections of all piping and associated equipment located on a premises to which gas service is to be or is being supplied.

A customer will not be permitted to interconnect any source of natural gas to its fuel lines which are interconnected with, and supplied by, the Company's distribution system unless customer complies with the provisions of Rule 3.F.

#### **D. ACCESS TO PREMISES**

An authorized officer or agent of the Company may enter at all reasonable times any building or other location supplied with service by the Company for the installation, removal, repairing, inspection and examination of meters, pipe and works for supplying or regulating the supply of gas and of ascertaining the quantity of gas supplied, provided, however, such agent exhibits a photo-identification badge and written authority as provided in Section 65 (9) of the Public Service Law.

The Company shall conduct a field investigation as soon as reasonably possible and within 60 calendar days, except where prevented by circumstances beyond the Company's control when there is:

- (a) A request to inspect the meter(s) for accuracy is received as part of a nonresidential service application; or
- (b) A reasonable customer request; or
- (c) The issuance of a field inspection order in accordance with a Company bill review procedure; or
- (d) Notification from any reasonable source that service may not be correctly metered; or
- (e) A directive by Commission or its authorized designee.

A customer or any other person, at any time, who directly or indirectly prevents or hinders a duly authorized officer or agent of this Company from entering the premises or from making an inspection or examination at any reasonable time may be charged \$100.00 for each occurrence.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **E. REDISTRIBUTION**

Gas service will not be supplied under any service classification of this schedule for resale, remetering or submetering or other redistribution except as noted in Rules 2.E.1 and 2 below. It is further expected that any customer may furnish gas for tenant use provided that the customer shall not resell, make a specific charge for, remeter, submeter or measure any of the gas so redistributed or furnished except as noted in Rules 2.E.1 and 2 below.

- (1) Commercial and industrial gas customers may petition on a case-specific basis for permission to submeter. Landlords may be permitted to submeter commercial and industrial tenants upon the filing with the Public Service Commission of a petition and application that resolves the concerns of safety, rates, and consumer protection by establishing conditions governing the submetering. The petition and application must be served on the Company and all affected tenants. Unless otherwise acted upon within 75 days of filing, the application will be deemed approved at the end of that period.
- (2) Prior to termination of service to a submetering customer, the Company will seek to inform submetered tenants of the termination -- through posting notices, mailings or any other method the Company believes most likely to reach the greatest number of submetered tenants.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER**

- (1) The Company's offer of gas service included in and made pursuant to the provisions of this schedule, and the service classifications to which it relates, are each subject to and modified by the provisions, conditions and limitations from time to time imposed by executive or administrative rules or orders issued from time to time by state or federal officers, commissions, boards or bodies having jurisdiction.
- (2) The Company will render service to new applicants providing such applicants with annual loads of 100,000 Dt or more install dual-fuel capability for individual pieces of equipment having an input rating of at least 25 MMBtu per hour. If feasible alternate fuels are not available, service may be rendered without dual-fuel capability upon receiving approval from the Public Service Commission.
- (3) The Company will render additional service to existing customers providing such customers whose total annual loads will be 100,000 Dt or more:
  - (a) Install dual-fuel capability for new pieces of equipment having an input rating of 25 MMBtu per hour, and
  - (b) Maintain dual-fuel capability for existing pieces of equipment having an input rating of 25 MMBtu per hour for which dual-fuel capability was a prerequisite for originally obtaining or continuing gas service.
- (4) Where dual-fuel capability is or was a prerequisite to new, additional or continuing gas service, the supply of the alternate fuel shall be the sole responsibility of the customer (see Rule 5).

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

- (5) Notwithstanding any other provision in this Rule 2.F, the use of natural gas for outdoor lighting is prohibited by the Power Plant and Industrial Fuel Use Act of 1978. Unless specifically exempted from that prohibition by the Company, (1) any customer receiving gas for outdoor lighting purposes commencing on or after November 9, 1978, is prohibited from using gas for outdoor lighting after November 5, 1979, and (2) any customer, other than a residential customer, receiving gas for outdoor lighting purposes commencing before November 9, 1978, is also prohibited from using gas for outdoor lighting after November 5, 1979.

Any exemption granted by the Company will be in accordance with the guidelines set forth in the Public Service Commission's Order issued April 14, 1981, in Case 27626.

#### (6) Minimum Insulation Standards for the Provision of Gas and Electric Service

##### (a) Definitions

For the purpose of this rule, the following definitions shall apply:

- (i) Dwelling - A building designed or used as the living unit for one or more families. Mobile homes shall not be considered dwellings.
- (ii) Historical Building - Any building or structure designated historically significant by the state or local governing body, or listed (or determined by the Secretary of the Interior to be eligible to be listed) in "The National Register of Historic Places."

## GENERAL INFORMATION

### **2. HOW TO OBTAIN SERVICE (Cont'd)**

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

##### **(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)**

###### **(b) Applicability and Compliance for New Dwellings**

All dwellings in the State of New York for which an application for a building permit was made and plans were filed on or after January 1, 1979, and all new dwellings within the State for which construction was begun on or after January 1, 1979, will not be eligible for gas and electric service unless these dwellings comply with the New York State Energy Conservation Construction Code. Compliance with this Code will be satisfied under any of the following circumstances:

- (i) A building permit is obtained for the dwelling from a building code authority or similar authority empowered by local law to issue building permits; or
- (ii) An affirmation is given by the contractor or builder on a certificate of compliance (see Rule 8.D. 1) that the construction of the dwelling will comply with the Energy Conservation Construction Code within 30 days after occupancy; or

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(b) (Cont'd)

- (iii) A modification or variance from the requirements of the Energy Conservation Construction Code is issued by the State Board of Review as constituted pursuant to the Executive Law.

For any dwelling constructed after April 1, 1977, but before January 1, 1979, gas and electric service will not be provided without compliance with the Minimum Insulation Standards promulgated by the Commission in Opinion 77-10 (Case 26286, November 2, 1977) as amended.

(c) Waivers

For any dwellings constructed after April 1, 1977, but before January 1, 1979, a waiver from these requirements may be granted by:

- (i) The Company when the overall heat loss for the building envelope does not exceed the total heat loss which would result from conformance to the individual requirements. The heat loss calculations shall be certified a licensed engineer or architect.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

##### (6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

###### (c) Waivers (Cont'd)

- (ii) The Company, if the applicant for service can establish through two estimates, one of which may be a Company audit, that the purchase price and installation charge (excluding financing charges) will be greater than seven times the anticipated annual savings to be obtained, (based on the present cost of the fuel currently used in the dwelling).
- (iii) The Public Service Commission for just cause, in unusual circumstances, if the applicant for gas or electric service has been denied a waiver pursuant to subsections (i) or (ii) above.

A copy of each variance granted or denied by the Company shall be made available to the Commission, and each applicant denied a variance shall be promptly informed by the Company of the right to appeal to the Commission.

###### (d) Certificate of Compliance

A Certificate of Compliance (see Rule 8.D.1) shall be used in all areas of the state where no local authority exists, to assure compliance with the insulation requirements of the Energy Conservation Construction Code.

Each Certificate of Compliance shall be signed by the builder or contractor and the owner shall receive a copy of such certificate.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### F. LIMITATIONS OF SERVICE OFFER (Cont'd)

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(e) Compliance Procedures

In areas where there is no local building code authority, upon a complaint by a dwelling owner or tenant concerning noncompliance with the provisions of Rule 2.F.6.b, the Company will perform an on-site inspection to determine conformance with the standards concerning roofs, walls, foundation walls, floors, windows, and doors. The result of this inspection will be provided in writing to the owner (and tenant when applicable) of the building.

Whenever the Company finds, as a result of such inspection or notification by the local building code authority, more than one outstanding complaint against any particular contractor wherein a dwelling constructed by such contractor or builder was found to be in noncompliance with the applicable standards, the Company shall refuse to provide gas and electric service to any construction site of that contractor or builder until all existing violations are corrected. The Company shall undertake random inspections of the future construction work of a past noncomplying contractor or builder until such time as the Company is satisfied that the applicable standards are being met.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### F. LIMITATIONS OF SERVICE OFFER (Cont'd)

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(f) Penalties for Noncompliance

In the event the Company finds that any dwelling fails to comply with Rule 2.F.6.b, the Company shall impose a 25 percent surcharge on any bill for electric and gas service to the customer until such violations are corrected.

The effective date of the surcharge rate shall be:

- (i) Immediately after notice, in the event the owner is directly responsible for the noncompliance.
- (ii) Ninety days after notice, in the event the owner has not contributed to the deficiencies. No surcharge shall be applied if the owner brings the building into compliance within 90 days.

In the event the owner is not billed for the provision of electric and gas service, no surcharges will be applied to the bills of the non-owner occupants of the dwelling. Instead, after notification to the owner that the building is not in compliance, a surcharge will be billed to the owner. The surcharge will be 25 percent of the electric and gas bills for the dwelling that is not in compliance.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### F. LIMITATIONS OF SERVICE OFFER (Cont'd)

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(f) Penalties for Noncompliance (Cont'd)

In the event that circumstances prevent collecting the surcharge amount from the owner of the noncomplying building, the Company may refuse future connections for service to new tenants in the dwelling until it is brought into compliance.

Furthermore, if the owner is an occupant of the dwelling, but is not billed for any gas or electric service, the surcharge will be imposed on the bill for service to the unit occupied by the owner.

(g) Applicability and Conditions for Existing Dwellings Converting to Gas or Electric Space Heat

An existing dwelling will not be supplied gas or electric service for the purpose of converting to gas or electric space heat unless:

- (i) The roof/ceiling has at least six inches of insulation or insulation with an R value of 19 or greater;
- (ii) The dwelling has storm windows, or thermal windows with multiple glazing; and
- (iii) The entrances have storm doors or thermal doors.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(h) Waivers

The utility may waive the requirements in Rule 2.F.6.g where:

- (i) The applicant for service can establish through two estimates, one of which may be a Company audit, that the purchase price and installation charge (excluding interest charges) will be greater than seven times the anticipated annual savings to obtained (based on the present cost of fuel currently used in the building).
- (ii) The dwelling is an historical building; or
- (iii) Other measures have been taken so that the overall heat loss for the building envelope does not exceed the total heat loss which would result from conformance with the minimum requirements of Rule 2.F.6.g. Such a heat loss calculation must be certified by a licensed architect or engineer.

In the case of a dwelling having a fiat roof, or having four or more stories and converting to gas service in a temperature controlled service classification, compliance with the roof insulation standard will not be required if four or more inches of insulation are already in place or if insulation can be installed only by means of cutting an opening in the roof.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(h) Waivers (Cont'd)

In the case of a dwelling having six or more stories, storm windows will not be required as long as the utility certifies that the dwelling's windows are caulked and weatherstripped. This certification shall be made in writing to the Commission. A storm window will not be required on any window opening onto a fire escape.

Copies of waivers granted or denied by the Company shall be made available to the Commission. Applicants denied waivers shall be informed of their right to appeal that denial to the Commission.

The Commission may grant a waiver of the requirements of Rule 2. F. 6.g for just cause after an applicant for gas or electric service has been denied a waiver by the Company.

(i) Certificate of Compliance

A dwelling's compliance with Rule 2.F.6.g shall be certified either by (1) the owner, (2) a contractor of the owner's choice who has inspected the building, or (3) a Company representative who has inspected the building at the owner's request. (See Rules 8.D.2 and 8.D.3.)

The Company will provide the Certificate of Compliance to the applicant at the time of application for service, so that the applicant will be apprised of the requirements for service and the methods by which compliance can be certified.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(j) Penalties for Noncompliance

The Company shall impose a 25 percent surcharge on any bill for electric or gas service to any dwelling which has been converted to gas heat, or any dwelling which has converted to electric space heat and which does not comply with the standards set forth in Rule 2.F.6.g.

The effective date of the surcharge rate shall be:

- (i) Immediately after notice, in the event the owner is directly responsible for the noncompliance.
- (ii) Ninety days after notice, in the event the owner has not contributed to the deficiencies. No surcharge shall be applied if the owner brings the building into compliance within 90 days.

In the event the owner is not billed for the provision of electric and gas service, no surcharges will be applied to the bills of the nonowner occupants of the dwelling. Instead, after notification to the owner that the building is not in compliance, a surcharge will be billed to the owner. The surcharge will be 25 percent of the electric and gas bills for the dwelling that is not in compliance.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(6) Minimum Insulation Standards for the Provision of Gas and Electric Service (Cont'd)

(j) Penalties for Noncompliance (Cont'd)

In the event that circumstances prevent collecting the surcharge amount from the owner of the noncomplying building, the Company may refuse future connections for service to new tenants in the dwelling unit until it is brought into compliance.

Furthermore, if the owner is an occupant of the dwelling, but is not billed for any gas or electric service the surcharge will be imposed on the bill for service to the unit occupied by the owner.

(7) Effective November 1, 1977, and continuing thereafter until further order of the Public Service Commission, gas service shall be furnished to:

- (a) A successor in premises which has been previously served with gas, and which has existing operable gas equipment; provided, however, that such a customer shall be deemed an existing customer, subject to the provisions of Rule 2.F,3, as if he were the prior customer at such premises.
- (b) An existing customer who relocated; provided, however, that such a customer shall be deemed to be a new customer, subject to the provisions of Rule 2.F.2, at his new location if such new location does not already have gas service.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(7) (Cont'd)

If an existing structure having gas service is remodeled or reconstructed, or is demolished (voluntarily or involuntarily) and replaced, the customer shall be entitled to resume gas service as if such customer had received gas service on a continuous basis.

Existing, operable equipment which an existing customer owns and relocates to a new location shall be entitled to gas service to the same extent as at its prior location and dual fuel capability shall not be required therefore if not previously required.

(8) The Company will provide natural gas for emergency electric generators under the following conditions:

- (a) Only sufficient emergency electric generating capacity is installed to provide the minimum needs for safety and health; and
- (b) The customer or applicant agrees to pay all costs and expenses incurred by the Company to provide said service including, if necessary, all costs for system reinforcement, mains and service laterals; and
- (c) The customer or applicant agrees to pay a penalty charge for excessive usage. Excessive usage will occur when the customer exceeds his annual limitation for other uses plus an annual emergency electric generating allotment based on one-half hour testing each week and estimated use during verifiable power outages.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### **F. LIMITATIONS OF SERVICE OFFER (Cont'd)**

(8) (Cont'd)

Notwithstanding all of the foregoing provisions of this Rule 2.F, the Company may, at any time, refuse to accept additional applications for new or additional gas service if, in its sole discretion, the Company believes that its supply and load circumstances are such that it cannot provide additional service without jeopardizing its already attached customers, provided, however, that the Company shall promptly advise the Public Service Commission of any such refusal, and the Public Service Commission shall have the right to require that the Company resume acceptance of some or all applications for service.

No applicant may rely on obtaining new or additional gas service unless and until his application is accepted by the Company. Unless otherwise specified in the Company's acceptance of an application, such acceptance shall only be binding upon the Company if the applicant is actually ready to take the new or additional gas service within 180 days after the date of such acceptance.

#### **G. KIND OF SERVICE**

While the Company will at all times endeavor to furnish service under any of its standard classes of distribution best suited to the customer's requirements, nothing in this Schedule shall be interpreted as requiring the Company to render service other than that established as standard for the district in which customer's premises are located or to tap its distribution or transmission system except as found feasible by its engineers.

#### **H. CUSTOMER INFORMATION REQUIREMENT**

##### **(1) Meter Read and Billed History Data**

Data will be provided to customers and Marketers as described below.

A Customer may request meter read and billed history data which will be provided to the Customer only at the written or verbal request of the Customer offering reasonable proof that the requesting party is the Customer of record or premise owner. Premise owners providing reasonable proof of identification, who are not the current Customers of record, may obtain history only of premises that they own.

The Company will disclose a customer's meter read or billed history data to a Customer's designee only upon receipt of a signed document from the designee and with the written consent of the customer. All historical customer information obtained by the designee from the Company must be kept confidential and cannot be disclosed to others unless otherwise authorized by the customer. This information shall include account numbers, passwords, telephone numbers and service addresses.

(Continued on next leaf)

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### H. CUSTOMER INFORMATION REQUIREMENT (Cont'd)

##### (1) Meter Read and Billed History Data (Cont'd)

The most recent twenty-four (24) months of historical data will be provided at no charge, upon request, up to twice in a twelve (12) month period. Historical meter read data or billed history data extending beyond twenty-four (24) months, or the most recent twenty-four (24) months of historical meter read data or billed history data requested more than twice within a twelve (12) month period, will be provided for a fee as specified below. Supplied historical meter read data or billed history data will be limited by the extent the historical data is available.

The following fees will be charged to fulfill any individual request for meter read data, billed history, or both simultaneously, for a single customer service point:

- (a) No fee for the first two (2) requests within a twelve (12) month period for the most recent twenty-four (24) months of data, or for the life of account, if less than twenty-four (24) months.
- (b) \$15.00 in total for each additional request in a twelve (12) month period for the most recent twenty-four months of data beyond two (2) requests.
- (c) \$15.00 in total for each request beyond the most recent twenty-four (24) months of data, up to and including six (6) years of available data.

Historical meter read data will include: account number, premise address, tax district, meter multiplier, service point identifier, meter number, read date, meter reading, consumption, as applicable, for each billed period, and type of meter read (company, customer, or estimated). Class average profiles and actual load shapes for Customers with interval meters shall also be supplied.

Billed history shall include: account number, premise address, billed dates, billed meter reads, consumption billed as measured in Mcfs or Ccfs, type of meter read (company, customer or estimate), and total dollar amount billed for each billed period.

Additional information not listed above, may be requested by the Customer. The Company shall provide such information, if available, to the Customer. The Company may charge the requesting party the Company's incremental cost for providing the data. The Company will, within five (5) calendar days:

- i) furnish to the requesting party the additional information; or
- ii) specify when the data will be available and the cost associated with the request; or
- iii) notify the requesting party that the data is not available.

## GENERAL INFORMATION

### 2. HOW TO OBTAIN SERVICE (Cont'd)

#### H. CUSTOMER INFORMATION REQUIREMENT (Cont'd)

##### (2) Customer Credit Data

The Company, at the request of the customer of record will furnish a summary of the most recent twelve (12) months of available credit data for customers currently taking service from the Company, or twelve (12) months of available credit data from the last date of service by the Company for prior customers. Customer data will be provided to the customer only at the written or in-person request of the customer offering reasonable proof that the requesting party is the customer of record. Customer data will be provided to the customer's designee only if the designee provides written authorization from the customer and offers reasonable proof that the requesting party is the party authorized to receive the data.

The following fees will be charged to fulfill any individual request for credit data for a single customer service point:

- (a) No fee for the first two (2) requests within a twelve (12) month period for the most recent twelve (12) months of data, or for the life of the account, if less than twelve (12) months.
- (b) \$15.00 in total for each additional request in a twelve (12) month period for the most recent twelve (12) months of data beyond two (2) requests.
- (c) \$15.00 in total for each request beyond the most recent twelve (12) months of data, up to and including six (6) years of available data.

The data will describe the customer's credit history detailing the number of occurrences for each of the following: Late payments, disconnect notices, and returned checks.

Additional information not listed above, may be requested by the customer. The Company may, at its option, provide such information, if available, to the customer. The Company may charge the requesting party the Company's incremental cost for providing the data. The Company will, within five (5) calendar days:

- i) furnish to the requesting party the additional information; or
- ii) specify when the data will be available and the cost associated with the request; or
- iii) notify the requesting party that the data is not available.

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**GENERAL INFORMATION**

**2. HOW TO OBTAIN SERVICE (Cont'd)**

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