

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)
- (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.
 - (v) Service will be rendered under a general service classification.

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 ten 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 98 and 99; 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

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

A. APPLICATION FOR SERVICE (Cont'd)

(2) Nonresidential Service (Cont'd)

- (b) (Cont'd)
- (iv) (Cont'd)
 - (cc) Any reasonably chargeable material or installation costs relating to temporary or permanent line extensions or service laterals as authorized under 16 NYCRR 98 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.A(2)(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, specify what the applicant must do to qualify for service and 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.

(3) Retail Access Service

New residential or non-residential Customers wishing to initiate electric service may contact the Company or an alternative non-utility supplier (referred to herein as a an ESCO). The process for applying for service from the Company is set forth above; however, the process for initiating service through an ESCO is set forth in Rule 11, General Retail Access - Multi Retailer Model.

(Continued on next leaf)

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: March 1, 2004

Leaf No. 15
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GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

Reserved for Future Use

PSC No: 19 - Electricity
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

PSC No: 19 - Electricity
Rochester Gas and Electric Corporation
Initial Effective Date: March 1, 2004

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Revision: 1
Superseding Revision: 0

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 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 held 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 hills 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 (ii), 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 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 shall furnish to the Company, at his own expense, satisfactory evidence as to the safe condition of his wiring and equipment. This evidence shall be an approval from the New York Board of Fire Underwriters, Middle Department Inspection Agency and/or any legally constituted authorities having jurisdiction. If additional wiring or equipment is installed on such premises, the customer shall notify the Company, before its connection to the Company's service, and secure approval as indicated above.

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, wire and works for supplying or regulating the supply of electricity and of ascertaining the quantity of electricity 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

(1) **General**

Except as provided for under Rule 2.E.2 and 2.E.3, electric service will not be supplied under any Service Classification of this Schedule for resale, remetering (or submetering) or other redistribution. However, in nonresidential buildings, and in residential buildings in which the internal wiring was installed prior to January 1, 1977, any customer, through the practice of rent-inclusion (master metering) may furnish electric energy for the use of his tenants provided that the customer shall not resell, make a specific charge for, or remeter (or submeter) or measure any of the electric energy so redistributed or furnished. For residential buildings in which the internal wiring was not installed prior to January 1, 1977, the practice of rent-inclusion (master metering) is prohibited.

(2) **Residential**

Submetering, remetering, or resale of electric service shall not be permitted except as provided in subparagraphs (a) through (e) of this Rule

- (a) Master metered, new or renovated rental units owned or operated by private or government entities permitted:
 - (i) Upon Commission approval of application containing the information required by 16 NYCRR 96.2(b) (1-8) for master metered units and 16 NYCRR 96.2(b) (1-7) for new or renovated units.
- (b) Master metered cooperatives and condominiums permitted:
 - (i) Upon certification that a majority of its shareholders, where all tenants are shareholders, and all nonshareholders, and all nonshareholders, favor submetering, that a rate cap equivalent to the Company's rate for directly metered service is provided, that grievance procedures are established, and that savings will be used for conservation efforts; and
 - (ii) Where one or more nonshareholder tenants refuse to agree, submetering shall be permitted only upon Commission approval of an application meeting the conditions set forth in 16 NYCRR 96.2(b) (1-7).

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

E. REDISTRIBUTION (Cont'd)

(2) Residential (Cont'd)

- (c) Directly metered cooperatives and condominiums permitted:
 - (i) Where all tenants are shareholders:
 - (aa) Upon certification that 70% of shareholders favor submetering; and
 - (bb) Provided that conditions set forth in Rule 2.E.(2) (b) (i) are met; and
 - (ii) Where one or more tenants are nonshareholders, submetering shall be permitted upon certification that all non shareholder tenants have approved a plan that meets conditions set forth in paragraph 2.E.(2) (b) (i) of this Rule or where one or more nonshareholder tenants refuse to agree upon Commission approval of an application meeting the conditions set forth in 16 NYCRR 96.2 (b) (1-7).
- (d) New or renovated cooperatives and condominiums, where all tenants will be shareholders permitted:
 - (i) Upon Commission approval of:
 - (aa) Application containing verification that the building will be a condominium or cooperative; and
 - (bb) Certification that the requirements as to rate cap, grievance procedures, and tenant protections are met, as provided in 16 NYCCR 96.2(f): and
 - (ii) Upon certification that, in the event of transfer of control to the appropriate Cooperative or Condominium Board, the Board will 'submeter electricity according to plan set forth in Rule 2.E(2) (b) (i).
- (e) Submetering shall be permitted in master metered and new or renovated campgrounds, recreational trailer parks and marinas.
- (f) Master metered Senior Living Facilities permitted:
All service rendered to individual residential dwelling units shall be provided through a single meter dedicated to providing service to each individual dwelling unit. Senior living facilities may be exempted from residential individual metering requirements if they meet all of the following criteria:
 - (i) The Senior Living Facility will provide services that distinguish it from a typical apartment complex and its design will be energy efficient, resulting in electricity usage that does not vary significantly among residential units;
 - (ii) The facility will continue to offer senior living services in the future;
 - (iii) The facility will promote economic development.

The applicant shall submit sufficient documentation to enable the Company to determine the applicant's eligibility as a Senior Living Facility. The Company will inform the applicant if such documentation is insufficient to determine eligibility. Within 30 days of receipt of adequate documentation, the Company will notify the applicant of its eligibility or ineligibility for master metering. In cases of disagreement over the Company's eligibility ruling, either the applicant or the Company may request a declaratory ruling from the Commission.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

E. REDISTRIBUTION (Cont'd)

(2) Residential (Con't)

The applicant shall submit a General Service Application with the Company. The applicant must be accepted or service by the Company as required under Rule 2.A.2 and meet eligibility requirements for the service classification being applied for. The Company shall grant any applicant for new service the allowances for service as required under Rule 3.B.6-8 appropriate.

Senior Living facilities that no longer meet the above criteria or desire to convert to a different use shall no longer be exempt from individual metering requirements and shall either convert to individual metering or petition the Commission for approval of an alternative means of receiving electric service.

(3) Nonresidential

A customer may purchase electricity for resale under any service classification of this rate schedule that would be available if such electricity were not for resale and said customer may resell the electricity purchased to tenants on an individually metered basis subject to approval by the Public Service Commission in response to individual proposals concerning electric service furnished to:

- (a) Master metered, new or renovated nonresidential buildings; and
- (b) Commercial occupants of cooperatives, condominium, campgrounds, recreational trailer parks or recreational marinas whose occupants were purchasing individually metered electric service on May 21, 1980.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

F. LIMITATIONS OF SERVICE OFFER

(1) General

The Company's offers of electric service included in and made pursuant to the provisions of the Schedule and the service classifications to which it relates, including its offers in respect to extension of facilities, Rule 3.A, 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) Minimum Insulation Standards for the Provision of Gas and Electric Service

(a) Definitions

For purposes 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)

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

(b) Applicability and Compliance for New Dwellings

All new 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 7.E. 1) that the construction of the dwelling will comply with the Energy Conservation Construction Code within 30 days after occupancy; or,
- (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.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

F. LIMITATIONS OF SERVICE OFFER (Cont'd)

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

(c) Waivers

For any dwelling 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 by a licensed engineer or architect.
- (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.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

F. LIMITATIONS OF SERVICE OFFER (Cont'd)

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

(d) **Certificate of Compliance**

A Certificate of Compliance (see Rule 7.E. 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.

(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.2.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)

(2) 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 dwellings fails to comply with Rule 2.F.2.b, the Company shall impose a 25 percent surcharge on any bill for electric and gas service to the customer until such violations are

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 with 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.

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.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

F. LIMITATIONS OF SERVICE OFFER (Cont'd)

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

(g) Applicability and Conditions for Existing Dwelling Converting to Gas or Electric Spaceheating

An existing dwelling will not be supplied gas or electric service for the purpose of converting to gas or electric spaceheat 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.

(h) Waivers

The utility may waive the requirements in Rule 2.F.2.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 be obtained (based on the present cost of the fuel currently used in the building); or
- (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.2.g. Such a heat loss calculation must be certified by a licensed architect or engineer.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

F. LIMITATIONS OF SERVICE OFFER (Cont'd)

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

(h) Waivers (Cont'd)

In the case of a dwelling having a flat 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.

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 to Rule 2.F.2.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.2.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 7.E.2 and 7.E.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)

(2) 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 and 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.2.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.

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.

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

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 the customer's premises are located, or to tap its transmission and distribution system except as found feasible by its engineers, or to make exceptions to its standard requirements in regard to installation of electric motors or other electrical apparatus.

H. POWER QUALITY

(1) Investigations

At the customer's request, the Company will perform an investigation of power quality problems (e.g. dim lights when a large appliance cycles on, etc.). If the investigation by the Company determines that the power quality problems are not the result of the electric supply services provided by the Company, any continued investigation to determine what customer-owned equipment or facility is the cause of the degradation in power quality will be the responsibility of the customer.

(2) High Inrush Current Devices

(a) Voltage Disturbances

Except for customers served under Service Classification No. 7, customers taking service for operation of arc-furnaces, welders, X-ray machines or any other devices having a highly fluctuating or large instantaneous demand which causes undue voltage disturbance on the circuit from which service is taken, thereby interfering with the service taken by such customer or other customers, shall install or pay for corrective equipment and facilities to avoid such interference with service or, failing to do so, shall pay in addition to the applicable charge for service, \$2.88 per kilovolt ampere per month for such additional corrective equipment.

For customers taking service under Service Classification No. 7 for operation of arc-furnaces, welders, X-ray machines or any other devices having a highly fluctuating or large instantaneous demand which causes undue voltage disturbance on the circuit from which service is taken, thereby interfering with the service taken by such customer or other customers, the provisions of Rule 2 of the Minimum Demand Charge section of Service Classification No. 7 apply.

(b) Motors

All motors of five horsepower or less connected to the Company's lines shall normally be single phase, and motors over five horsepower shall normally be three phase, but customers should contact Company in advance to ascertain the applicable conditions. Single phase motors rated in excess of one-half horsepower must be connected for 240 (208) volt operation. All motors connected to Company's lines shall be of a type that shall not require starting current deemed unreasonably by Company, or shall have starting devices to restrict the starting current within the limits considered reasonably by the Company, or both.

(Continued on the next leaf)

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd)

H. POWER QUALITY (Cont'd)

(3) Correction/Remediation

If the customer causes or contributes to a power quality condition that adversely affects the Company's system or other customers, the Company shall notify the customer of such condition. The customer shall be responsible for correcting that condition in a manner deemed adequate by the Company, by:

- (a) Installing and maintaining at its own expense, corrective equipment on its facilities to remedy the condition; or
- (b) Paying the costs and expenses for installation of corrective equipment by the Company, on its side of the point of delivery, to effect such correction.

I. RESERVED FOR FUTURE USE

J. RESERVED FOR FUTURE USE