

## **Instructions for Completing Residential Customer Enrollment Form**

**The numbered instructions on this sheet correspond to the numbers on the sample enrollment form. All sections must be completed or the form may be returned to the Distribution Customer. If a section does not apply, mark it “N/A.”**

1. **Energy ESCO Name:** Enter the name of the RG&E qualified Distribution Customer who is enrolling a retail customer/service point.

### **Retail Customer Information**

2. **Customer Name (Account Name):** Fill in the name of the retail customer enrolling in retail access. If an existing RG&E customer, verify that the name given by the customer is the RG&E customer-of-record. If a new customer, enter the name of the responsible person for the service point.
3. **Service Address:** Fill in the street, apartment number (if applicable), city, state, and zip code for the address where the service point is located. If a new service point, fill in whatever information is known. The street number may not yet have been assigned, and if not, it must be provided to Supplier Relations by the Distribution Customer when it becomes available. In some rural areas a pole number may be needed to identify the location.
4. **Mailing Address:** Fill in only if the customer-of-record wishes to be contacted at an address different from the service address. RG&E may have occasion to notify customers of planned outages or provide information related to electric distribution service.
5. **Telephone:** Enter the retail customer’s daytime and evening phone numbers.
6. **Life Support Customer:** Indicate whether there is any person at the service address who qualifies as a Life Support or Special Needs Customer. If “yes,” a completed Life Support and Special Needs Customer Status Form must be submitted with the enrollment form. Eligibility requirements are described in Section 5 of the Electric Supplier Manual and described on the Life Support and Special Needs Customer Status Form.

**Type of Service Elected by Energy Supplier:** Check the appropriate option.

7. **Distribution Services Only:** If you check this option, RG&E will provide you with electric distribution services only and you will be responsible for daily forecasting and delivery of the energy requirements to the RG&E electric system for the service points included on the enrollment form.
8. **Full Requirements:** If you select this option, RG&E will provide electric distribution services plus energy for the service points included on the enrollment form. You will not need to forecast or deliver energy for the applicable service points.

**Type of Enrollment:** Check the appropriate line.

9. **New Service Point(s):** Check *New Service Point(s)* if the retail customer is moving into a new location where electric service must be installed by RG&E.
10. **New Service Point(s):**
  - Check *New Service Point(s) for Existing Customer* if the retail customer is an existing customer in RG&E’s service territory (either an RG&E customer or customer of a Distribution Customer) moving into a new location where electric service must be installed by RG&E.

- Check *New Customer at New Service Point* if the retail customer is not currently a customer in RG&E's service territory and is moving to a new location where electric service must be installed by RG&E.

**11. Existing Service Point(s):**

- Check *Existing Customer at Existing Service Point(s)* to transfer an existing customer at an existing service point to you. This applies to a customer who is not moving but simply selecting a new energy supplier.
- Check *New Customer Moving to Existing Service Point* if a customer who is not currently in RG&E's service territory is moving to an existing service point.
- Check *Existing Customer Moving to Different Existing Service Point* if an existing customer in RG&E's service territory is moving to a different existing service point.

**12. Current Electric Service Provider:** Identify the retail customer's current energy ESCO, either RG&E or a Distribution Customer.

**13. Change or Upgrade to Physical Service:** For any existing service point, indicate whether a change or upgrade to the physical service is needed, for example, an upgrade to a higher voltage service.

**14. ESCO Contact Person:** It is a good idea to list a Distribution Customer contact person on every enrollment form, but it is required for any enrollment of a new service point or for an existing service point requiring a change or upgrade. Provide a phone number, fax number, and, if possible a pager number. The contact person should be readily accessible to RG&E and knowledgeable about the service point(s) being enrolled.

**Transfer and Meter Reading Arrangements**

**15. Transfer Meter Read Options:** These options apply to existing service points only. Mark "N/A" for new service points. Check the requested meter read option for the transfer.

- Regular meter read date is the standard practice for effecting a transfer of energy ESCO for an existing customer at an existing service point.
- Customer-supplied read is an option for a customer without a demand or time-of-use meter.
- Special Turn-On Read may be requested for any existing service point enrollment. Circle "as soon as possible" or indicate the specific read date requested that is at least 10 calendar days after the date the enrollment is submitted. There will be no utility fees for special meter readings if performed in conjunction with the initiation of a new delivery service.

**16. Meter Access Arrangements/Contact Person:** Indicate the arrangements the customer will make to allow RG&E access to the meter. For example: "Customer on premises to provide access" or "Key provided to RG&E". Provide a contact name and address for meter access if different from the account name listed at #2. Indicate meter reader hazards such as a dangerous dog.

**Service Point Identification, Electric Usage Information, and Service Classification**

This information must be provided for each service point being enrolled.

**17. RG&E Account No:** For an existing RG&E customer, enter the RG&E account number from the customer's RG&E bill. Enter "N/A" if a new customer.

**18. Meter No.:** For an existing service point, enter the 8-digit meter number. The number is engraved on the meter box just below the dials. If an *Existing Service Point*, the meter number also is printed on the customer's RG&E bill. Make sure the customer gives you the electric meter number, not their gas meter number (6 digits). Mark "N/A" for unmetered account.

- 19. Service ID:** This identifier is particularly important for unmetered accounts since there is no meter number to uniquely identify the service point. For an *Existing Service Point*, enter the service identifier (4 digits or more) from the customer's RG&E bill. Make sure the customer gives you the electric service ID, not the gas ID. In some cases, a pole number also may be helpful.
- 20. Electric Usage Information:** For an existing customer at existing service point, the retail customer should know if their consumption will be similar in the future to what it has been in the past at that service address. For a customer moving to a different service point, the answer will be a "best guess." If the new resident does not have plans to install major new electric equipment, such as central air conditioning, then the usage may be similar. Check "Heating" if the service address has electric heat or "Non-heating" if the heating system uses an energy source other than electricity. This section does not apply to unmetered service points.
- 21. Service Classification:** Check applicable classification.

### **Signatures and Certifications**

- 22. Retail Customer Signature:** The retail customer's signature is optional.
- 23. Energy Supplier Representative Signature:** An authorized representative of the Distribution Customer shall sign and date the enrollment form and provide his/her title. In so doing, the representative certifies that the retail customer has authorized the Distribution Customer as their energy supplier and that the customer has been informed of important rights and conditions as stated. It is essential that you inform the customer of all such rights and conditions prior to submitting the enrollment form.

**Be sure to inform the customer that the application applies only to electric service at the specified service point. They should be instructed to contact RG&E directly for other services, as listed.**

RESIDENTIAL CUSTOMER ENROLLMENT FORM

Please type or print clearly

Energy ESCO Name 1 [ ] \_\_\_\_\_

Retail Customer Information:

Customer Name (Account Name) 2 [ ] \_\_\_\_\_

Service Address Street 3 [ ] \_\_\_\_\_ Apt. No \_\_\_\_\_

City \_\_\_\_\_ State NY Zip Code \_\_\_\_\_ -

Mailing Address 4 [ ] \_\_\_\_\_

(Complete if different from Service Address)

Telephone: 5 [ ] Daytime - - ext. Evenings - - ext.

Is there any person at the service address who qualifies for protections afforded a Life Support or Special Needs Customer? 6 [ ] Yes [ ] No [ ] (If yes, attach a completed Life Support and Special Needs Customer Status Form)

Type of Service Elected by Energy ESCO: 7 [ ] [ ] Distribution Services 8 [ ] [ ] Full Requirements

Type of Enrollment:

NEW SERVICE POINT(S) 9 [ ] [ ] New Service Point for Existing Customer

[ ] New Customer at New Service Point

EXISTING SERVICE POINT(S) 10 [ ] [ ] Existing Customer at Existing Service Point(s) Transfer to a new Energy Supplier

[ ] New Customer Moving to Existing Service Point(s)

[ ] Existing Customer Moving to Different Existing Service Point(s)

Prior service address 11 [ ] \_\_\_\_\_

Current electric service provider (RG&E or other Energy ESCO) 12 [ ] \_\_\_\_\_

Is a change or upgrade to the physical service requested? 13 [ ] Yes [ ] No [ ] NA

If this is a new service point or requires a physical service change or upgrade, indicate Energy ESCO contact:

Energy ESCO Contact Person 14 [ ] \_\_\_\_\_

Phone number - - ext. Fax number - - Pager number - -

Transfer will be effective upon obtaining a meter read for each transferring account. 15 [ ]

[ ] on regular meter meter read date

[ ] Customer-supplied read (kWh meters only) to be made on \_\_\_\_\_ (date) (subject to RG&E approval)

[ ] special turn-on read scheduled by RG&E as soon as possible or on \_\_\_\_\_ (date)

Meter access arrangements/contact person 16 [ ] \_\_\_\_\_



## **Instructions for Completing Non-Residential Customer Enrollment Form**

**The numbered instructions on this sheet correspond to the numbers on the sample enrollment form. All sections must be completed or the form may be returned to the Distribution Customer. If a section does not apply, mark it “N/A.”**

1. **Energy Supplier Name:** Enter the name of the RG&E qualified Distribution Customer that is enrolling a retail customer/service point.

### **Retail Customer Information**

2. **Customer Name:** Fill in the name of the retail customer (company, organization, or individual) enrolling in retail access. If an existing RG&E customer, verify that RG&E account name is correct.
3. **Service Address:** Fill in the street, city, state, and zip code for the address where the service point is located. If a new service point, fill in whatever information is known. The specific address may not yet have been assigned, and if not, it must be provided to Wholesale Operations by the Distribution Customer when it becomes available.
4. **Mailing Address:** Fill in only if contact person or department is at a location different from the service address. RG&E may have occasion to notify customers of planned outages or provide information related to electric distribution service.
5. **Contact Person:** Enter the name and title of the person to whom issues and information about the customer’s electric service shall be addressed.
6. **Telephone:** Enter the contact person’s daytime and evening phone numbers, a fax number, and if possible a pager number.
7. **Life Support Customer:** This may apply to apartment buildings. Indicate whether there is any person at the service address who qualifies as a Life Support or Special Needs Customer. If “yes,” a completed Life Support and Special Needs Customer Status Form must be submitted with the enrollment form. Eligibility requirements are described in section 2.1.1 of the Distribution Customer Manual and described on the Life Support and Special Needs Customer Status Form. It does not apply to hospitals, nursing homes, and the like.

**Type of Service Elected by Energy Supplier:** Check the appropriate option.

8. **Distribution Services Only:** If you check this option, RG&E will provide you with electric distribution services only and you will be responsible for daily forecasting and delivery of the energy requirements to the RG&E electric system for the service points included on the enrollment form.
9. **Full Requirements:** If you select this option, RG&E will provide electric distribution services plus energy for the service points included on the enrollment form. You will not need to forecast or deliver energy for the applicable service points.

**Type of Enrollment:** Check the appropriate line.

### **10. New Service Point(s):**

- Check *New Service Point(s) for Existing Customer* if the retail customer is an existing customer in RG&E’s service territory (either an RG&E customer or customer of a Distribution Customer) moving into a new location where electric service must be installed by RG&E.

- Check *New Customer at New Service Point* if the retail customer is not currently a customer in RG&E's service territory and is moving to a new location where electric service must be installed by RG&E.

**11. Existing Service Point(s):**

- Check *Existing Customer at Existing Service Point(s)* to transfer an existing customer at an existing service point to you. This applies to a customer who is not moving but simply selecting a new energy supplier.
- Check *New Customer Moving to Existing Service Point* if a customer who is not currently in RG&E's service territory is moving to an existing service point.
- Check *Existing Customer Moving to Different Existing Service Point* if an existing customer in RG&E's service territory is moving to a different existing service point.

**12. Prior Service Address:** For any customer moving to an existing service point, fill in the service address from which the retail customer is moving. In order for RG&E to send a notification to the retail customer informing them that you have submitted an enrollment form for them at the new address, we will need their current address.

**13. Current Electric Service Provider:** Identify the retail customer's current energy supplier, either RG&E or a Distribution Customer.

**14. Change or Upgrade to Physical Service:** For any existing service point, indicate whether a change or upgrade to the physical service is needed; for instance, an upgrade to a higher voltage service.

**15. Supplier Contact Person:** It is a good idea to list a Distribution Customer contact person on *every* enrollment form, but it is required for any enrollment of a new service point or for an existing service point requiring a change or upgrade. Provide a phone number, fax number, and, if possible a pager number. The contact person should be readily accessible to RG&E and knowledgeable about the service point(s) being enrolled.

**Transfer and Meter Reading Arrangements**

**16. Transfer Meter Read Options:** These options apply to existing service points only. Mark "N/A" for new service points. Check the requested meter read option for the transfer.

- Regular meter read date is the standard practice for effecting a transfer of energy supplier for an existing customer at an existing service point.
- Customer-supplied read is an option for a customer without a demand or time-of-use meter.
- Special Turn-On Read may be requested for any existing service point enrollment. Circle "as soon as possible" or indicate the specific read date requested that is at least 10 calendar days after the date the enrollment is submitted. There will be no utility fees for special meter readings if performed in conjunction with the initiation of a new delivery service.

**17. Meter Access Arrangements/Contact Person:** Indicate the arrangements the customer will make to allow RG&E access to the meter. For example: "Customer on premises to provide access" or "Key provided to RG&E". Provide a contact name and address if different from the contact name listed at #5. Indicate meter reader hazards such as dangerous dog.

**Service Point Identification, Electric Usage Information, and Service Classification**

This information must be provided for each service point being enrolled.

**18. RG&E Account No:** For an existing RG&E customer, enter the RG&E account number from the customer's RG&E bill. Enter "N/A" if a new customer.

**19. Meter No.:** For an existing service point, enter the 8-digit meter number. The number is engraved on the meter box just under the dials. If an existing customer at an existing service

point, the meter number also is printed on the customer's RG&E bill. Make sure the customer gives you the electric meter number, not their gas meter number (6 digits). Mark N/A for unmetered account.

20. **Service ID**: This identifier is particularly important for unmetered accounts since there is no meter number to uniquely identify the service point. For an *Existing Service Point*, enter the service identifier (4 digits or more) from the customer's RG&E bill. Make sure the customer gives you the electric service ID, not the gas ID. In some cases, a pole number also may be helpful.
21. **Service Classification**: Check the appropriate classification. See the RG&E Electric Distribution Service Tariff, Schedule A (beginning on Leaf 108) for the description of each service classification. The Distribution Customer is responsible for selecting the most appropriate service classification.
22. **Consumption Estimate**: Enter estimated consumption (kWh/month) based on the customer's prior usage for an existing customer at an existing service point. For a new or upgraded service point, engineering calculations may be used to develop the estimate. An RG&E representative may provide assistance with such an estimate.

### **Signatures and Certifications**

23. **Retail Customer Signature**: The customer's signature is optional.
24. **Energy Supplier Representative Signature**: An authorized representative of the Distribution Customer shall sign and date the enrollment form and indicate his/her title. In so doing, the representative certifies that the retail customer has authorized the Distribution Customer as their energy supplier and that the customer has been informed of important rights and conditions as stated. It is essential that you inform the customer of all such rights and conditions prior to submitting the enrollment form.

**Be sure to inform the customer that the application applies only to electric service at the specified service point. They should be instructed to contact RG&E directly for other services, as listed.**

NON-RESIDENTIAL CUSTOMER ENROLLMENT FORM

Please type or print clearly

Energy Supplier Name 1 \_\_\_\_\_

Retail Customer Information:

Customer Name (Account Name) 2 \_\_\_\_\_

Service Address Street 3 \_\_\_\_\_

City \_\_\_\_\_ State NY Zip Code \_\_\_\_\_

Mailing Address 4 \_\_\_\_\_

(Complete if different from Service Address)

Contact Person 5 \_\_\_\_\_ Title \_\_\_\_\_

Telephone: Daytime 6 \_\_\_\_\_ Evenings \_\_\_\_\_ Fax \_\_\_\_\_

Pager number: - - -

Is there any person at the service address who qualifies for protections afforded a Life Support or Special Needs Customer? 7 [ ] YES [ ] NO (If yes, attach a completed Life Support and Special Needs Customer Status Form) (Not required for hospitals, nursing homes, hospices, etc.)

Type of Service Elected by Energy Supplier: 8 [ ] Distribution Services Only 9 [ ] Full Requirements

Type of Enrollment:

NEW SERVICE POINT(S) 10 [ ] New Service Point for Existing Customer

[ ] New Customer at New Service Point

EXISTING SERVICE POINT(S) 11 [ ] Existing Customer at Existing Service Point(s) Transfer to a new Energy Supplier

[ ] New Customer Moving to Existing Service Point(s)

[ ] Existing Customer Moving to Different Existing Service Point(s)

Prior service address 12 \_\_\_\_\_

Current electric service provider (RG&E or other Energy Supplier) 13 \_\_\_\_\_

Is a change or upgrade to the physical service requested? 14 [ ] Yes [ ] No [ ] NA

If this is a new service point or requires a physical service change or upgrade, indicate Energy Supplier contact:

Energy Supplier Contact Person 15 \_\_\_\_\_

Phone number - - - Fax number - - - Pager number - - -

Transfer will be effective upon obtaining a meter read for each transferring account. 16

[ ] on regular meter meter read date

[ ] Customer-supplied read (kWh meters only) to be made on \_\_\_\_\_ (date) (subject to RG&E approval)

[ ] special turn-on read scheduled by RG&E as soon as possible or on \_\_\_\_\_ (date)

Meter access arrangements/contact person 17 \_\_\_\_\_

**Service Point Identification, Electric Load Information, and Service Classification:**

(For multiple service points at the same service address, provide a separate sheet for each service point, listing service point identification, appropriate service classification, and consumption estimate.)

RG&E Account No. **18** \_\_\_\_\_ Meter No. (8 digits) **19** \_\_\_\_\_ Service ID (4 digits) **20** \_\_\_\_\_

The Energy Supplier is responsible for selecting the service classification which may be most appropriate to the requirements of the service point. RG&E makes no warranty, express or implied, as to the propriety of any service classification determination by an Energy Supplier or the service classification appropriate to the future service requirements of the Retail Customer. If the Retail Customer's use of service or equipment changes in the future, the Energy Supplier must notify RG&E of these changes to ensure that the Energy Supplier is being billed properly. **21**

- SC2 General Service – Small Use (Less than 12 KW/month; consumption does not exceed 300 kWh/month)
- SC3 General Service (100 KW minimum/month)
- SC7 General Service (12 KW minimum/month; greater than 3000 kWh/month)
- SC8 Large General Service – Time of Use Rate (300 KW minimum/month)

Consumption estimate (kWh/month) **22** \_\_\_\_\_

Retail Customer Signature **23** \_\_\_\_\_ Date \_\_\_\_\_  
(optional)

**The named Energy Supplier assumes responsibility for specified service point(s) and certifies that:**

- All information provided is, to the best of its knowledge, true and accurate.
- The Retail Customer has designated the named Energy Supplier as its energy provider.
- A copy of the Energy Supplier's disclosure statement has been provided to the Retail Customer.
- The Retail Customer has been informed that this enrollment authorizes release of historical meter read and billed data for the specified service point(s) to the named Energy Supplier upon request.
- The Retail Customer has been informed that if the named Energy Supplier is no longer able to serve it, the Retail Customer may enroll with another Supplier or apply to RG&E for retail electric service.
- The Retail Customer has been informed that, subject to the terms of the contract between the Retail Customer and the named Energy Supplier, the Retail Customer may transfer to another Energy Supplier or apply for RG&E retail electric service.

Energy Supplier Representative Signature **24** \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_

*This application applies only to electric service for the specified service (meter) point(s). The Retail Customer must contact RG&E directly for:*

- \* Shut off of electric service at prior address
- \* All gas service

**Mail to: Rochester Gas & Electric Corporation  
89 East Avenue  
Rochester, New York 14649  
Attention: Wholesale Operations Dept.**

**Telephone: 716-771-4602  
or  
Fax to: 716-771-4600**