



RESIDENTIAL SERVICE AGREEMENT

An equal opportunity employer
 89 East Avenue | Rochester, NY 14649
 tel (800) RGE-2110 | fax (585) 724-8880
www.rge.com

INSTRUCTIONS: This is a written application for RG&E service. You may use this to apply for residential gas and/or electric service. Unless certain conditions apply, you are not required to complete a written application for service. You may call RG&E at 1-800-RGE-2110 to apply for service by telephone. If a written application is required, you will be notified at that time.

INFORMATION (Completed by Applicant)

Billing Name:				
Address Where You Want Service:		City:	State:	Zip:
Mailing Address:		City:	State:	Zip:
Day Phone #:	Evening Phone #:	Fax #:		
Date Responsible for Service:	Service Requested <input type="checkbox"/> Electric:- Fixed Price <input type="checkbox"/> Electric:- Variable Price <input type="checkbox"/> Gas			
Date RG&E can have access to read the meters:	Customer Turn-on Readings: <input type="checkbox"/> Electric: _____ <input type="checkbox"/> Gas: _____			
Do you control access to the property? <input type="checkbox"/> Yes <input type="checkbox"/> No. List the name, address and phone number of the person who controls access.				
Name:		Phone #:		
Address:		City:	State:	Zip:

IDENTIFICATION (Completed by Applicant)

INSTRUCTIONS: Provide RG&E with two forms of verifiable identification.

NY Driver's License Number:	<input type="checkbox"/> New York State	<input type="checkbox"/> Other State Please List	
Non-Drivers State Identification Number:	<input type="checkbox"/> New York State	<input type="checkbox"/> Other State (Please List)	
Social Security Number:			
ID Type:	ID Number:	ID Number:	
Previous Service Address:	City:	State:	Zip:
Previous Service Address:	City:	State:	Zip:
How long will you need the service?: <input type="checkbox"/> < 1 year <input type="checkbox"/> > 1 years <input type="checkbox"/> Seasonal			
Do you <input type="checkbox"/> Own property <input type="checkbox"/> Rent property?			
If you rent, what is the term of the lease? <input type="checkbox"/> 1 Year <input type="checkbox"/> Monthly <input type="checkbox"/> Weekly <input type="checkbox"/> Daily <input type="checkbox"/> None <input type="checkbox"/> Other (list)			
Are there any residents that are on Life Support Devices or have a serious medical condition? <input type="checkbox"/> No <input type="checkbox"/> Yes. Please detail below			

OFFICE USE (Completed by RG&E)

Account #:	Amount:	Reason: <input type="checkbox"/> Short Term /Seasonal
Is a deposit required? <input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> Other (specify)	
<input type="checkbox"/> ID Verified <input type="checkbox"/> Service Responsibility Verified <input type="checkbox"/> Payment Agreement Made		

Balance Owed: \$	Account #:	Account Balance: \$
Balance Owed: \$	Account # :	Account Balance: \$
Payment Required to Obtain Service: \$		

Additional Notes:

SIGNATURE (Applicant must sign; otherwise, the application will not be accepted))

Applicant: As indicated, I hereby apply for gas or electric service, or both at the above address. I have accurately completed this application to the best of my knowledge and ability. I agree to comply with the applicable provisions of RG&E's Tariffs and agree to pay all charges under the appropriate service classification. I further understand that when I move I must contact RG&E to have service shut-off. If I am denied service, I have the right to a written reply stating the reasons for the denial. If not satisfied, I may contact the Public Service Commission at 1-800-342-3355.

Applicant Name (Print) _____
 Applicant Signature _____
 RG&E Signature _____

Date: _____
 Date: _____



RESIDENTIAL DEPOSIT POLICY

Conditions Where Deposits May be Required

As a residential customer, you may be required to pay a deposit if you:

- Did not pay two or more utility bills in a row without making a partial payment of at least half of the amount you owe; or
- Had your service shut off for non-payment of bills within the past six months; or
- Are a short-term or a seasonal customer.

Deposit Amounts and Payment Periods

If you are required to pay a deposit, then it cannot be more than twice the average monthly bill (or twice the estimated average monthly heating season bill when you are a heating customer). If you are not a seasonal or short-term customer and if you are required to pay a deposit, then you can pay it in installments over a period of at least 12 months.

Deposit Interest and Refund

Your deposit will earn interest at a rate set by the PSC. Interest will be calculated from the day a deposit is received until it is applied as a credit to your account. Your deposit will be refunded to you with interest if, after a year, you have not been behind in your payments.