

## **GENERAL INFORMATION**

### **7. CUSTOMER INQUIRIES AND COMPLAINTS**

#### **A. CUSTOMER DISPUTES**

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Commission rules contained in 16 NYCRR 11.20, 12, 13.15 275.8, and 275.9

The Company will not send a final notice of termination nor discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules. Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at Company offices where application for service may be made. In the Company's final response to a complaint, if the resolution is at all in the Company's favor, it will inform the customer of the Commission's complaint handling procedures, including the Commission's address and telephone number.

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