

**GENERAL INFORMATION**  
**2. HOW TO OBTAIN SERVICE**

**A. APPLICATION FOR SERVICE**

**(1) Residential:**

**(a) Application**

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 non-payment 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,
- (vi) Service shall 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.

All residential applicants that meet the conditions for requiring a written application may be asked to produce positive identification. Should the residential applicant refuse to provide positive identification, service may be denied to such applicants, pursuant to 16 NYCRR 11.3 or a deposit may be required pursuant to Rule 2.B.(1).

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)

###### (a) Application (Cont'd)

No application or contract shall be modified or affected by any promise, agreement, or representation of any agent or employee of the Company.

###### (b) Former Indebtedness Paid - Residential

The Company shall 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) Obligation to Serve - Residential

The Company shall be obligated to provide service to any residential applicant who meets the requirements of 2.A.(1)(a) and 2.A.(1)(b) above within five business days of receipt of a completed oral or written application for service except:

- (i) Where prevented by labor strikes or precluded by law;
- (ii) where precluded by consideration of public safety;
- (iii) where the applicant fails to pay, or agree in writing to pay, reasonably chargeable material and installation costs relating to temporary or permanent main extensions or service laterals as required by this tariff or fails to comply with the Residential Insulation Standards contained herein; or

## GENERAL INFORMATION

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

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

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

##### (c) Obligation to Serve – Residential (Cont'd)

(iv) where precluded by physical impediments including:

- adverse weather conditions;
- inability to gain access to premises in the possession of the applicant or others;
- incomplete construction of necessary facilities by the applicant or inspection thereof by the appropriate authorities; or
- incomplete construction of necessary facilities by the utility.

(v) where an applicant for seasonal or short-term service fails to post a lawfully required deposit.

The Company shall make reasonable efforts to eliminate conditions preventing extension of service and will pursue completion of any facilities it must construct with due diligence.

The Company shall extend service to an applicant for residential service whose application for service has previously been denied within two business days (or such later time as may be specified by the applicant) after the elimination of all the conditions which resulted in the denial of service or by direction of the commission or its authorized designee, who may require such extension of service to be made within 24 hours.

##### (d) Denial of Service – Residential

The Company shall not deny residential application for service without sending to the applicant within three business days of receipt of the application for service a written notice which states the reason or reasons for the denial, specifies precisely what the applicant must do to qualify for service, and advises the applicant of his right to an investigation and review of the denial by the Commission or its authorized designees if the applicant considers the denial to be without justification. The Company shall advise the applicant of the appropriate address and telephone number of the Commission, including the Commission's hotline number and the times of its availability. An application for service not approved within three business days shall be deemed denied.

##### (e) Continuation of Service – Residential

Whenever a residential customer moves to a different dwelling within the service territory of the Company and for which the Company's tariff specifies a residential price, and requests utility service within 60 days, he or she shall be eligible to receive service at the different dwelling, subject to 2.A.(1)(a) and 2.A.(1)(c) above, and such service will be considered a continuation of service in all respects, with any Deferred Payment Agreement honored, and with all rights provided, however, that such customer's prior service was not terminated for non-payment, meter tampering or theft of services.

##### (f) Residential Penalty

If the Company fails to initiate residential service within the time required by this section it will forfeit and pay to the applicant the sum of \$25.00 per day for each day that service is not supplied unless the Public Service Commission finds that the Company had good cause for not initiating service in the required time.

## GENERAL INFORMATION

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

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

##### (2) Nonresidential:

###### (a) Application

As a prerequisite to providing service, the Company may require the applicant to:

- (i) Provide appropriate documentation to verify the establishment of responsibility for the service as owner or occupant, the correct service classification, and the person who controls access to the meter(s) if not the Customer;
- (ii) Comply with the Company's tariff or any applicable state, city or local laws or ordinances;
- (iii) Fulfill any applicable requirements of obtaining service found in Rule 3.A.(2) and 3.A.(3) of this Schedule relating to line extension and service;
- (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 and Rule 7.A. of this Schedule or of an existing Deferred Payment Agreement that is in good standing including:
  - (aa) Service provided and billed in accordance with 16 NYCRR13.11 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 and installation costs relating to temporary or permanent line or main extensions or service laterals as required by the Company's tariff and authorized under 16 NYCRR 98 and 230, provided the costs are itemized and given to the applicant in writing; or
  - (dd) Any special services billable under the Company's tariff, provided these costs are itemized and given to the applicant in writing; or
  - (ee) A security deposit if requested by the Company in accordance with Rule 2.A.

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 Rule 2.A.(2)(a)(iv) of this Schedule, 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 in Rule 2.A.(2)(a)(iii) of this Schedule.

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.

No application or contract shall be modified or affected by any promise, agreement, or representation of any agent or employee of the Company.

###### (b) Former Indebtedness Paid -Non-Residential

If a non-residential applicant or customer who is indebted to the Company attempts by some agency, relationship, or otherwise, to obtain service, the Company reserves the right to refuse service until full payment is made of all money due which are not either the subject of a pending billing dispute or of an existing Deferred Payment Agreement that is in good standing, including:

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York

## GENERAL INFORMATION

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

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

##### (2) Nonresidential:

- (b) Former Indebtedness Paid -Non-Residential (Cont'd)
  - (i) Service provided and billed in the applicant's name or for which the applicant is legally responsible;
  - (ii) other tariff fees, charges, or penalties;
  - (iii) reasonably chargeable material and installation costs relating to temporary or permanent line extensions or service laterals as required by the Company's tariff, provided these costs are itemized and given to the applicant in writing;
  - (iv) special services billable under the Company's tariff, provided these costs are itemized and given to the applicant in writing; and
  - (v) a security deposit, if requested by the Company, as long as such deposit is in accordance with section 2.B of this tariff.

##### (c) Obligation to Serve - Non-Residential

The Company shall either provide or deny service to any applicant as soon as reasonably possible, but no later than ten calendar days after receipt of a completed application for service except:

- (i) where prevented by labor strikes, or other work stoppages;
- (ii) where precluded by consideration of public safety;
- (iii) where precluded by physical impediments including:
  - adverse weather conditions;
  - inability to gain access to premises in the possession of the applicant or others;
  - incomplete construction of necessary facilities by the applicant or inspection and certification thereof by the appropriate authorities; or
  - incomplete construction of necessary facilities by the utility;

The Company shall make reasonable efforts to eliminate conditions preventing extensions of service and shall pursue completion of any facilities it must construct with due diligence.

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 Rule 2.A.(2)(b) of this schedule, 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 after receipt of the original application, whichever is later, except as provided above.

##### (d) Denial of Service – Non-Residential

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 and shall specify what the applicant must do to qualify for service. The applicant shall be advised of the right to an investigation and review of the denial by the Public Service Commission or its authorized designee if the applicant considers the denial to be without justification, and shall identify the appropriate address and telephone number of the Commission.

The Company shall advise any applicant who submits an incomplete application, in writing and within three business days after 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.

## GENERAL INFORMATION

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

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

##### (3) Forms - Residential and Non-Residential:

Forms of the applications, together with the schedules of rates, rules, and regulations are available upon request.

Where more than one service classification is available, the applicant is responsible for the initial and ongoing selection of the service classification upon which his service will be based.

##### (4) Customer Consent to Contact:

- a. By accepting gas service from the Company pursuant to the terms of this tariff, the customer hereby expressly consents to receive autodialed and prerecorded/automated calls and texts (collectively, "calls") closely related to the utility service, unless the customer opts out as described below.
- b. Such calls shall be limited to calls that warn/inform the customer about planned or unplanned service outages; provide updates about service outages or service restoration; ask for confirmation of service restoration or information about lack of service; provide notification of meter work, or other field work that affects the customer's utility service; notify customer of possible eligibility for subsidized or lower-cost services due to certain qualifiers such as, *e.g.*, age, low income or disability; or relate to handling, servicing, and billing for the customer's account. Calls may include contact from companies working on the Company's behalf to service the customer's account. Message and Data rates may apply.
- c. The customer may stop/opt out of these types of messages by contacting the Company to request removal of their phone number using the following:

##### **RG&E:**

Customer Service (1-800-743-2110)

Via email to: [customer\\_service@rge.com](mailto:customer_service@rge.com)

Via regular mail to the following address: Rochester Gas and Electric Corporation, Attention Customer Service, 89 East Ave, Rochester, NY 14649-0001

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

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

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

Leaf No. 15  
Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

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

Reserved for Future Use

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York



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

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

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

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

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

Leaf No. 18  
Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

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

Reserved for Future Use

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

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

Leaf No. 19  
Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

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

Reserved for Future Use

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

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

Leaf No. 20  
Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

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

Reserved for Future Use

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

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

Leaf No. 21  
Revision: 1  
Superseding Revision: 0

## **GENERAL INFORMATION**

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

Reserved for Future Use

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York

## GENERAL INFORMATION

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

#### **B. CUSTOMER DEPOSIT**

##### **(1) Deposit Requirements**

###### **Residential**

- (a) The Company may require a customer deposit from seasonal or short-term customers taking service for a term that does not exceed one year, and from residential customers as a condition of receiving service if such customer is delinquent in payment of his or her utility bills. 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  $\frac{1}{2}$  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.

Customers included in Rule 2.B.(1) above shall be provided a written notice, at least 20 days before the deposit is assessed, that failure to make timely payments shall 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. CUSTOMER DEPOSIT (Cont'd)

##### (1) Deposit Requirements (Cont'd.)

###### **Non-Residential**

- (a) The Company may require a customer 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; such as reports from accepted financial reporting services, or credit reporting agencies; 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) The Company shall offer an existing customer, from whom a deposit is required under Rule 2.B.(1)(a)(i) or (ii), the opportunity to pay the deposit in three installments, 50% down and two monthly payments of the balance.
- (c) A request for a deposit or deposit increase shall be in writing and shall advise the Customer:
  - (i) why the deposit is being requested;
  - (ii) how the amount of the deposit was calculated;
  - (iii) that the deposit is subject to later upward or downward revision based on the Customer's subsequent billing history;
  - (iv) that the Customer may request that the Company review the account in order to assure that the deposit is not excessive;
  - (v) the circumstances under which the deposit shall be refunded;
  - (vi) that the Customer shall receive annual notice of the interest credited to the account;
  - (vii) about the available deposit alternatives; and
  - (viii) that for an existing customer from whom the deposit is being requested because of delinquency or financial condition, the deposit may be paid in three installments.
- (d) The Company shall issue to every customer from whom a deposit is obtained, a receipt showing the date, the account number, the amount received, the form of the payment, and shall contain a notice explaining the manner in which interest shall accrue and be paid and that the receipt is neither negotiable nor transferable.



## GENERAL INFORMATION

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

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

##### (2) Deposit Calculations

###### **Residential**

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.

###### **Non-Residential**

Deposits from applicants and customers may not exceed twice the average monthly bill, except in the case of customers whose usage varies widely such as space heating or cooling customers, or certain manufacturing and industrial processors, where the deposit shall not exceed the cost of twice the average monthly usage for the peak season, except:

- (a) In the case of an existing customer who has 12 months or more of billing history, the amount of the deposit shall be based on service used during the previous 12-month period as evidenced by the billing history.
- (b) In the case of a new customer or a customer with less than 12 months of billing history, the amount of the deposit shall be based on one or more of the following, as available:
  - (1) the billing history of the customer;
  - (2) information provided in the application by the customer about the expected load and use of service;
  - (3) information contained in a load study of the premises prepared by the utility; and
  - (4) the billing history of the previous customer, provided there have been no significant changes in the load.

##### (3) Deposit Review

###### **Non-Residential**

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). The Company reserves the right to review the deposit at any other time at the Company's option.

- (a) If a review shows that the deposit held falls short of the amount the Company may require by 25% or more, the Company may require the payment of a corresponding additional deposit amount from the customer.
- (b) If a review shows that the deposit held exceeds the amount the Company may lawfully require by 25% or more, the Company shall refund the excess deposit to the customer in accordance with Rule 2.B.(6).

Upon request of a customer for a downward revision of the deposit, which request is substantiated by both the customers' billing history and by a permanent documented change in load and consumption, the Company shall refund any portion of the deposit in excess of the amount the utility may lawfully require in accordance with Rule 2.B.(6) the amount to the customer.

##### (4) Deposit Alternatives

The Company shall accept deposit alternatives which provide a level of security equivalent to cash, such as irrevocable bank letters of credit and surety bonds.

## GENERAL INFORMATION

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

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

(5) 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.

- (a) 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.
- (b) Interest to non-residential customers shall be paid upon the return of the deposit, or where the deposit has been held for a period of one year or more, the interest shall be credited to the customer no later than the first bill rendered after the next succeeding first day of October and at the expiration of each succeeding one year period.

Interest shall be calculated on the deposit until the day it is applied as a credit to an account or the day on which a refund check is issued. If the deposit is credited in part and refunded in part, interest shall be calculated for each portion up to the day of credit and refund.

(6) Deposit Return

The Company has the right to require a future deposit in the event that the customer thereafter becomes delinquent.

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) A residential customer shall promptly receive such refund of the deposit as stated herein by reason of non-delinquency for a one-year period from the payment of the deposit.
- (b) For non-residential customer:
  - i. The Company shall return a non-residential deposit or portion thereof plus the applicable interest in accordance with Rule 2.B.6, as soon as reasonably possible, but no more than 30 calendar days after:
    - (1) the day an account is closed;
    - (2) the issuance date of the first cycle bill rendered after a three year period during which all bills were timely paid, provided there is no other basis for the Company to request a deposit under non-residential subparagraph Rule B.(1)(a) of this section; or
    - (3) a review pursuant to subdivision 3 of this section shows that deposit reduction is warranted.

## GENERAL INFORMATION

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

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

##### **(6) Deposit Return** (Cont'd)

- (c) A deposit or portion thereof plus the applicable interest that is subject to return under paragraph (a) of this section.
  - (1) shall be credited to the account it secured in the amount of any outstanding charges;
  - (2) may be credited to the account it secured in the amount of the next projected cycle bill, if applicable; and
  - (3) may be credited to any other account of the customer not secured by a deposit, in the amount of the arrears on that account.
- (d) If a balance remains after the Company has credited the customer's account(s) in accordance with paragraph b. of this subdivision, a refund check shall be issued to the customer.

Thereafter, the Company may again require a deposit as stated herein for residential customers or in the event of delinquency for a non-residential customer.

- (e) For non-residential customers delinquency is a late payment on two or more occasions within the previous 12-month period.

## **GENERAL INFORMATION**

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

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

- (7) Termination of Service:  
A deposit shall not affect any right of the Corporation to terminate service to a customer.
- (8) Residential Customers on Assistance Programs:  
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 Corporation for nonpayment of bills within the preceding six months.
- (9) New Applicant Deposit Complaint:  
The Corporation will extend service to any new applicant for service who has initiated a complaint on a deposit requested by the corporation and will continue to supply service during the pendency of the complaint, provided that the 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)**

**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, and in accordance with the rules of the Company. 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 shall 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**

(1) Any employee or agent of the Company who exhibits a photo-identification badge and written authority as provided in Section 65(9) of the Public Service Law has the authority, to enter at all reasonable times the Customer's premises supplied with gas for the purpose of:

- (a) reading a meter to ascertain the quantity of gas supplied; and
- (b) inspecting and examining the meters, pipes, fittings and works for supplying or regulating the supply of gas or for the purpose of performing required leakage surveys and atmospheric corrosion inspections. Inspecting and examining the meters, pipes, fittings and works for supplying gas to residential customers is limited to a non-holiday workday between 8 a.m. and 6 p.m., or at such other reasonable times as requested by a customer except
  - (i) inspection and examination of any such equipment where an emergency may threaten the health and safety of a person, the surrounding area, or the Company's distribution system; or
  - (ii) inspection and examination of any such equipment may be conducted between the hours of 8 a.m. and 9 p.m. on any day when there is evidence of meter tampering or theft of services.

A properly identified employee authorized to inspect and examine apparatus, may not enter a locked premises without the permission of the person lawfully in control on the premises, nor use any manner of force to carry out inspection and examination, except when an emergency may threaten the health or safety of a person, the surrounding area, or the Company's distribution system, or where authorized by a court order.

(2) Duty to Inspect:

The Company shall conduct a field inspection of non-residential apparatus 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 contained in a 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.

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

**D. ACCESS TO PREMISES (Cont'd)**

(3) Penalty:

- (a) A non-residential 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 billed a \$100.00 penalty charge for each such offense as provided in Section 65(9)(b) of the Public Service Law.
- (b) A residential customer or person that controls access to the premises, 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 or for the purpose of performing required leakage surveys and atmospheric corrosion inspections at any reasonable time, may be billed a \$100.00 penalty charge as provided in Section 65(9)(b) of the Public Service Law.
- (c) If the customer or the person that controls access to the premises fails to pay the \$100.00 penalty charge assessed for not providing access for the purpose of performing required leakage surveys and atmospheric corrosion inspections, service to the premises may be terminated pursuant to 16 NYCRR 11.4(a).
- (d) If the customer or the person that controls access to the premises pays the \$100.00 penalty charge for the purpose of performing required leakage surveys and atmospheric corrosion inspections, and fails to provide access to the premises, upon 15 days' notice to the customer and Department Office of Consumer Services, the Company may terminate supply of gas service.
  - i. Such Notice shall state: "The Company has made two attempts by special appointment and was unable to gain access to your premises for the purpose of performing required leakage surveys and atmospheric corrosion inspections. The failure to keep your appointment or refusal to provide access shall result in termination of gas supply service 15 days from the date of this Notice."
  - ii. If access to the premises is provided prior to the expiration of the 15 day period, the Company shall not terminate the service.
  - iii. If customer's service is terminated, the customer may request Reconnection of Service in accordance with Rule 4.H, Reconnection of Service.

(4) Other Rights:

Nothing contained in this section shall be construed to impair the Company's rights as to any other person who prevents access to the Company – or customer-owned meters and/or equipment.

## GENERAL INFORMATION

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

#### **E. SUBMETERING OF GAS SERVICE**

##### (1) Residential Service:

Gas service shall not be supplied under any of the Company's service classifications of this schedule for resale, remetering (or submetering) or other redistribution to tenants or occupants, except that any customer may furnish gas for the use of their tenants or occupants, provided that the customer shall not resell, make a specific charge for, or remeter, (or submeter) or measure any of the gas so redistributed or furnished

##### (2) Commercial and Industrial Service:

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 shall be deemed approved at the end of that period.

The four major concerns which shall be addressed in any application are: (1) safety; (2) price impact for the ultimate customer; (3) non-price customer protection issues; and (4) service provider and Company matters. A successful application shall sufficiently address each of the aforementioned areas as elaborated below:

##### (a) Safety:

Customers petitioning for permission to submeter must ensure that its installation shall comply with all applicable codes and regulations. The application must contain the name, address, and telephone number of the person or entity responsible for repair, safety and maintenance, and affirm that both tenants and the Company shall be furnished with this information.

Where such submetering of gas shall result in pipes pressurized at 2.0 psi or above, the submeterer, besides providing the Company with such information on the operator of the submetering system, must identify all personnel installing or maintaining the system, and must provide the Company with evidence certifying that those personnel are trained and qualified to work on high-pressure gas piping. Submeter shall also show that those facilities served off such high pressure lines, that do not require high pressure, shall have the appropriate regulation and follow the required venting guidelines. The submeterer shall update the evidence whenever new personnel are assigned to perform installation, repair, or maintenance tasks.

The Company shall respond in the event of any emergency or gas leak.

##### (b) Prices:

The submeterer shall commit to charge gas prices which do not exceed those tariffed by the Company for similar service. Submetering which results in higher prices than those tariffed for end-users shall result in denial of the application.

## GENERAL INFORMATION

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

#### **E. SUBMETERING OF GAS SERVICE (Cont'd)**

(3) Other Customer Protection Issues:

(a) Dispute Resolution:

All applications must provide for an effective and objective dispute resolution process.

(b) Meter Accuracy:

Meter accuracy must be assured. Submeterers must devise and adhere to conditions providing for periodic master meter readings and reconciliation of those readings to the submetered customers' meters.

Meter calibration must be assured. Submeterer must promise to calibrate meters any time they are installed or repaired or on an annual basis if requested by the submetered customers.

Submeterer shall guarantee that only meter models and ancillary equipment approved by the Company and the PSC shall be installed.

(c) End-User Notification Requirements:

Prior to termination of service to a submetering customer, the Company shall seek to inform submetered tenants of the termination through posting notices, mailing, or any other method the Company believes most likely to reach the greatest number of submetered tenants.

Submeterer shall provide to the Company, on a timely basis, a listing of all submetered customers' names, addresses, phone numbers, and contact names to ensure that the Company can contact submetered customers. Submeterer shall update such list every time there is a change to any portion of the required information.

(4) Service Provider and Company Matters:

All applications for submetering service shall attempt to identify any specific or unusual issues related to service provision or Company impact. Inclusion or exclusion of any such matters shall not necessarily be considered the definitive authority on any issue. The Company maintains the right to intervene in any application affected by such issues.

(5) Application Procedures:

Customer desiring approval for the submetering of gas service to industrial or commercial tenants must submit a petition and application to the PSC that addresses all of the concerns discussed under Section 9 of this Schedule, and provides that the conditions proffered shall be reiterated in leases with the submetered tenants. The petition and application must be served on the Gas Pricing Department of the Company and all affected tenants.



## GENERAL INFORMATION

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

#### **F. LIMITATIONS OF SERVICE OFFER – Residential and Non-Residential**

- (1) The Company's offers of gas service included in and made pursuant to the provisions of this schedule, and the service classifications to which it relates, including its offers in respect to extension of mains, 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 – Residential and Non-Residential (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 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 – Residential and Non-Residential** (Cont'd)

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

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

All new dwellings shall not be eligible for gas service unless these dwellings comply with the New York State Energy Conservation Construction Code. Compliance with this Code shall 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 shall 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 – Residential and Non-Residential** (Cont'd)

##### (6) Minimum Insulation Standards for the Provision of Gas 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 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 – Residential and Non-Residential (Cont'd)**

##### (6) Minimum Insulation Standards for the Provision of Gas 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) shall 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 service has been denied a waiver pursuant to subsections (i) or (ii) above.

A copy of each waiver granted or denied shall be made available to the Commission, and each applicant denied a waiver 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 – Residential and Non-Residential** (Cont'd)

(6) **Minimum Insulation Standards for the Provision of Gas 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 non-compliance with the provisions of Rule 2.F.(6)(b), the Company shall 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 shall be provided in writing to the owner (and tenant when applicable) of the dwelling.

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 non-compliance with the applicable standards, the Company shall refuse to provide gas 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 non-complying 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 – Residential and Non-Residential** (Cont'd)

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

###### (f) Penalties for Non-Compliance

In the event the Company finds that any dwelling fails to comply with Rule 2.F.(6)(b), the Company shall impose a 25% surcharge on any bill for 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 non-compliance.
- (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 dwelling into compliance within 90 days.

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

## GENERAL INFORMATION

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

#### **F. LIMITATIONS OF SERVICE OFFER – Residential and Non-Residential** (Cont'd)

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

(f) **Penalties for Non-Compliance** (Cont'd)

In the event that circumstances prevent collecting the surcharge amount from the owner of the non-complying dwelling, 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 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 Space Heat**

An existing dwelling will not be supplied gas service for the purpose of converting to gas 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 – Residential and Non-Residential** (Cont'd)

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

(h) Waivers

The Company 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) shall 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).
- (ii) The dwelling is an historical building; or
- (iii) Other measures have been taken so that the overall heat loss for the dwelling 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 flat roof, compliance with the roof insulation standard shall 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 – Residential and Non-Residential** (Cont'd)

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

###### (h) Waivers (Cont'd)

In the case of a dwelling having six or more stories, storm windows shall not be required as long as the Company certifies that the dwelling's windows are caulked and weather stripped. This certification shall be made in writing to the Commission. A storm window shall 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 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 dwelling, or (3) a Company representative who has inspected the dwelling at the owner's request. (See Rules 8.D.(2) and 8.D.(3).)

The Company shall provide the Certificate of Compliance to the applicant at the time of application for service, so that the applicant shall 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 – Residential and Non-Residential** (Cont'd)

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

(j) **Penalties for Non-Compliance**

The Company shall impose a 25% surcharge on any bill for gas service to any dwelling which has been converted to gas 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 non-compliance.
- (ii) 90 days after notice, in the event the owner has not contributed to the deficiencies. No surcharge shall be applied if the owner brings the dwelling into compliance within 90 days.

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

## GENERAL INFORMATION

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

#### **F. LIMITATIONS OF SERVICE OFFER – Residential and Non-Residential** (Cont'd)

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

(j) Penalties for Non-Compliance (Cont'd)

In the event that circumstances prevent collecting the surcharge amount from the owner of the non-complying dwelling, 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 service the surcharge shall 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 - Residential and Non-Residential** (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) Emergency Electric Generation

The Company will provide gas service where gas is to be used for emergency electric generators under the following conditions:

- (a) Only sufficient emergency electric generating capacity is installed to provide minimum requirements for safety and health;
- (b) The customer will be required to pay for all additional installation costs associated with emergency electric generation service including mains and service laterals and metering if required.
- (c) When the Company has sales restrictions, customers with emergency electric generation will be penalized for excessive usage.

Excessive usage will occur when the customer exceeds his existing 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. Any use in excess of this new annual limitation will be billed, where appropriate, at the maximum tariff penalty for unauthorized use.

## **GENERAL INFORMATION**

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

#### **F. LIMITATIONS OF SERVICE OFFER – Residential and Non-Residential (Cont'd)**

- (9) 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 the Customer's application is accepted by the Company. The applicant's priority eligibility for service shall be based upon the date the Company receives the Customer's application for gas service. 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 shall 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) Historic Meter Read and Billed History Data**

Data shall be provided to customers and their designees as described below.

Meter read and billed history data shall be provided 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. Supplied historical meter read or billed history shall be limited by the extent the historical data is available.

The Company shall 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 following fees shall 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 most recent 24 months of data, or for the life of account, if less than 24 months.
- (b) \$15.00 in total for each request beyond the most recent 24 months of data, up to and including six years of available data.

The fees detailed in this paragraph shall be payable by the requestor.

Historical meter read data shall 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 shall, within five calendar days:

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

##### **(2) Billing Information for Potential Residential Rental Customers**

Upon written request from a prospective tenant or lessee, the Company will provide, at no cost, the total gas charges incurred at the prospective residential rental premises for the life of the premises, or the preceding two-year period, whichever is shorter. Prior to the commencement of the tenancy or Execution of a lease, the Company will provide such information to the landlord or lessor and to the prospective tenant, or other authorized person, within 10 days of receipt of the written request.

## **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 12 months of available credit data for customers currently taking service from the Company, or 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 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 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)**

Reserved for Future Use

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York