

STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of New York Electric & Gas Corporation for Electric Service.

Case 19-E-0378

Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of New York Electric & Gas Corporation for Gas Service.

Case 19-G-0379

Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Rochester Gas and Electric Corporation for Electric Service.

Case 19-E-0380

Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Rochester Gas and Electric Corporation for Gas Service.

Case 19-G-0381

EXHIBITS

OF

UIU RATE PANEL DIRECT TESTIMONY

Dated: September 20, 2019
Albany, New York

UTILITY INTERVENTION UNIT
DIVISION OF CONSUMER PROTECTION
NYS DEPARTMENT OF STATE
99 WASHINGTON AVENUE
SUITE 640
ALBANY, NY 12231-0001
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INDEX TO
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of
DIRECT TESTIMONY OF UIU RATE PANEL

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New York State Electric & Gas Corporation
Comparison of ECOS Models for
Illustrative Electric Revenue Allocation Purposes
Rate Year April 1, 2020 - March 31, 2021

Rate Case Revenues

| | | |
|-------------------------------------|---|----------------|
| 1 | Current Delivery and EE Tracker Revenues with forecasted billing determinants | \$ 662,531,728 |
| 2 | Current Total System Rate of Return | 6.73% |
| 3 | Over All Revenue Increase (Decrease) | \$ 154,649,186 |
| 4 | Total Proposed Revenue (at overall increase or decrease) | \$ 817,180,914 |
| Percent Revenue Increase/(Decrease) | | |
| 5 | Over all increase - within band | 23.3% |
| Over/Under Contributing Bandwidth | | |
| 6 | Over Contributing | 15% |
| 7 | Within 15% Band | 15% |
| 8 | Under Contributing | 15% |

| | |
|---|------------|
| Multiplier Based on Over/Under Contributing | |
| Average Increase | 1.00 23.3% |
| Above Average Increase | 1.25 29.2% |
| Below Average Increase | 0.75 17.5% |

| | | ECOS Results (based on Company's proposed ECOS that classifies distribution costs as 50% demand-related and 50% customer-related) | | | | ECOS Results (based on Company's second filed ECOS study that classifies distribution costs as 100% demand-related) | | | | Illustrative Proposed Revenue Allocation (utilizing both ECOS studies filed in the Company's electric case) | | | | | | | |
|--------------------------------------|---|---|----------------------------|---|--|---|---|---|---|---|--------------------------------|---|---|-------------------------|-----------------------------------|----------------------------------|--|
| | | Delivery Revenue Prior to Rate Increase [\$]* | Current Rate of Return [%] | Current Contribution Assessment Based on 15% Band Width | Company's Proposed Increase Based on Current Contribution Assessment | Current Rate of Return [%] | Current Contribution Assessment Based on 15% Band Width | Increase Based on Current Contribution Assessment | Tolerance Band Result Status between the two filed ECOS studies (Column E vs H) | Contribution Assessment Based on Match vs No Match Results in Column J | Illustrative Proposed Increase | Initial Revenue Requirement Increase [\$] | Service Classes to be allocated surplus (did not include if over contributing) [\$] | Standby Adjustment [\$] | Revenue Requirement Increase [\$] | Rate Year Delivery Revenues [\$] | Total Illustrative Proposed Revenue Percent Change [%] |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R |
| PSC 120 Service Classifications (SC) | | | | | | | | | | | | | | | | | |
| 9 | SC1 Residential Regular | 326,214,557 | 5.64% | Under Contributing | Above Average Increase | 11.14% | Over Contributing | Below Average Increase | No Match | Within 15% Band | Average Increase | 76,145,509 | (3,057,337) | 18,321.77 | 73,106,493 | 399,321,050 | 22.4% |
| 10 | SC8 Residential Day-Night | 87,112,656 | 5.07% | Under Contributing | Above Average Increase | 4.14% | Under Contributing | Above Average Increase | Match | Under Contributing | Average Increase | 25,417,464 | (816,434) | 4,893 | 24,605,923 | 111,718,579 | 28.2% |
| 11 | SC12 Residential Time of Use | 7,486,017 | 11.45% | Over Contributing | Below Average Increase | 4.12% | Under Contributing | Above Average Increase | No Match | Within 15% Band | Average Increase | 1,747,398 | (70,160) | 420 | 1,677,658 | 9,163,675 | 22.4% |
| 12 | SC2*** General Service-w/Demand | 115,355,568 | 10.21% | Over Contributing | Below Average Increase | 3.51% | Under Contributing | Above Average Increase | No Match | Within 15% Band | Average Increase | 26,926,476 | (1,081,132) | 6,479 | 25,851,823 | 141,207,391 | 22.4% |
| 13 | SC3P*** Primary Service | 3,923,589 | 3.72% | Under Contributing | Above Average Increase | -2.04% | Under Contributing | Above Average Increase | Match | Under Contributing | Average Increase | 1,144,813 | (36,773) | 220.37 | 1,108,261 | 5,031,850 | 28.2% |
| 14 | SC3S*** Sub transmission Service | 120,859 | 21.07% | Over Contributing | Below Average Increase | 21.15% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 21,158 | - | 6.79 | 21,165 | 142,024 | 17.5% |
| 15 | SC6 General Service Regular | 29,772,469 | 3.12% | Under Contributing | Above Average Increase | 14.95% | Over Contributing | Below Average Increase | No Match | Within 15% Band | Average Increase | 6,949,536 | (279,033) | 1,672 | 6,672,176 | 36,444,645 | 22.4% |
| 16 | SC7-1*** General Service-Time of Use | 36,278,856 | 12.78% | Over Contributing | Below Average Increase | 4.77% | Under Contributing | Above Average Increase | No Match | Within 15% Band | Average Increase | 8,468,267 | (340,011) | 2,038 | 8,130,293 | 44,409,149 | 22.4% |
| 17 | SC7-2*** Primary Service-Time of Use | 28,770,482 | 5.35% | Under Contributing | Above Average Increase | -1.00% | Under Contributing | Above Average Increase | Match | Under Contributing | Average Increase | 8,394,563 | (269,642) | 1,616 | 8,126,537 | 36,897,019 | 28.2% |
| 18 | SC7-3*** Sub transmission-Time of Use | 8,152,298 | 10.03% | Over Contributing | Below Average Increase | 10.09% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 1,427,191 | - | 458 | 1,427,649 | 9,579,947 | 17.5% |
| 19 | SC7-4*** Transmission-Time of Use | 2,778,990 | 0.26% | Under Contributing | Above Average Increase | 0.31% | Under Contributing | Above Average Increase | Match | Under Contributing | Average Increase | 810,845 | (26,045) | 156 | 784,956 | 3,563,946 | 28.2% |
| 20 | SC9 General Service Day-Night | 1,542,519 | 8.57% | Over Contributing | Below Average Increase | 11.98% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 270,043 | - | 87 | 270,130 | 1,812,649 | 17.5% |
| 21 | Street Lighting PSC 121 Street Lighting | 10,902,598 | 13.07% | Over Contributing | Below Average Increase | 9.01% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 1,908,676 | - | | 1,908,676 | 12,811,274 | 17.5% |
| 22 | SC5 Outdoor Lighting | 2,494,959 | -0.77% | Under Contributing | Above Average Increase | 10.31% | Over Contributing | Below Average Increase | No Match | Within 15% Band | Average Increase | 582,377 | (23,383) | | 558,994 | 3,053,953 | 22.4% |
| 23 | SC 11 Standby Service | 1,625,313 | | | | | | | | | | 449,615 | (14,796) | (36,367.20) | 398,452 | 2,023,765 | 24.5% |
| 24 | Total PSC 120 and 121 | 662,531,728 | | | | | | | | | | 160,663,932 | (6,014,746) | 36,367 | 154,649,186 | 817,180,914 | 23.3% |

*Includes Energy Efficiency Costs transferred into Delivery Rates

**Standby service Subclasses rate of return based on OASC

***Service Classes that currently have Standby Customers

Rochester Gas and Electric Corporation
Comparison of ECOS Models for
Illustrative Electric Revenue Allocation Purposes
Rate Year April 1, 2020 - March 31, 2021

Rate Case Revenues

| | | | | | | | | | | | | | | | | | | | |
|---|---|----------------|-------|--|--|--|--|--|------|-------|--|--|--|--|--|--|--|--|--|
| 1 | Current Delivery and EE Tracker Revenues with forecasted billing determinants | \$ 399,002,591 | | | | | | | | | | | | | | | | | |
| 2 | Current Total System Rate of Return | | 8.58% | | | | | | | | | | | | | | | | |
| 3 | Over All Revenue Increase (Decrease) | \$ 32,378,327 | | | | | | | | | | | | | | | | | |
| 4 | Total Proposed Revenue (at overall increase or decrease) | \$ 431,380,917 | | | | | | | | | | | | | | | | | |
| 5 | Percent Revenue Increase/(Decrease) Over all increase - within band | | 8.1% | | | | | | | | | | | | | | | | |
| 6 | Over/Under Contributing Bandwidth | | | | | | | | | | | | | | | | | | |
| 7 | Over Contributing | | 15% | | | | | | 1.00 | 8.1% | | | | | | | | | |
| 8 | Within 15% Band | | | | | | | | 1.25 | 10.1% | | | | | | | | | |
| 8 | Under Contributing | | 15% | | | | | | 0.75 | 6.1% | | | | | | | | | |

| | | ECOS Results (based on Company's proposed ECOS that classifies distribution costs as 50% demand-related and 50% customer-related) | | | | ECOS Results (based on Company's second filed ECOS study that classifies distribution costs as 100% demand-related) | | | Illustrative Proposed Revenue Allocation (utilizing both ECOS studies filed in the Company's electric case) | | | | | | | | | |
|-------------------------------------|--|---|----------------------------|---|--|---|---|---|---|--|--------------------------------|---|--|-------------------------|-----------------------------------|----------------------------------|--|--|
| | | Delivery Revenue Prior to Rate Increase [\$]* | Current Rate of Return [%] | Current Contribution Assessment Based on 15% Band Width | Company's Proposed Increase Based on Current Contribution Assessment | Current Rate of Return [%] | Current Contribution Assessment Based on 15% Band Width | Increase Based on Current Contribution Assessment | Tolerance Band Result Status between the two filed ECOS studies (Column E vs H) | Contribution Assessment Based on Match vs No Match Results in Column J | Illustrative Proposed Increase | Initial Revenue Requirement Increase [\$] | Service Classes to be allocated surplus (did not include if over contributing) [\$] | Standby Adjustment [\$] | Revenue Requirement Increase [\$] | Rate Year Delivery Revenues [\$] | Total Illustrative Proposed Revenue Percent Change [%] | |
| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | |
| PSC 19 Service Classifications (SC) | | | | | | | | | | | | | | | | | | |
| 9 | SC1 Residential Service | 201,820,393 | 6.73% | Under Contributing | Above Average Increase | 10.79% | Over Contributing | Below Average Increase | No Match | Within 15% Band | Average Increase | 16,377,354 | 912,076 | (1,677.40) | 17,287,752 | 219,108,145 | 8.6% | |
| 10 | SC2 General Service - Small Use | 15,240,737 | 3.98% | Under Contributing | Above Average Increase | 7.38% | Within 15% Band | Average Increase | No Match | Within 15% Band | Average Increase | 1,236,758 | 68,877 | (126.67) | 1,305,508 | 16,546,244 | 8.6% | |
| 11 | SC3*** General Service - 100 kW Minimum | 31,042,636 | 10.37% | Over Contributing | Below Average Increase | 5.20% | Under Contributing | Above Average Increase | No Match | Within 15% Band | Average Increase | 2,519,053 | 140,289 | (258.01) | 2,659,084 | 33,701,720 | 8.6% | |
| 12 | SC4 Residential Service TOU | 4,504,192 | 11.97% | Over Contributing | Below Average Increase | 9.96% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 274,130 | - | | 274,130 | 4,778,322 | 6.1% | |
| 13 | SC7 General Service - 12 kW Minimum | 54,405,234 | 15.42% | Over Contributing | Below Average Increase | 9.90% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 3,311,164 | - | (452.18) | 3,310,711 | 57,715,946 | 6.1% | |
| 14 | SC 8P*** Large General Service - Primary | 21,327,452 | 7.23% | Under Contributing | Above Average Increase | 3.14% | Under Contributing | Above Average Increase | Match | Under Contributing | Above Average Increase | 2,163,354 | 96,384 | (177.26) | 2,259,561 | 23,587,013 | 10.6% | |
| 15 | SC 8S*** Large General Service - Secondary | 29,483,690 | 8.16% | Within 15% Band | Average Increase | 3.78% | Under Contributing | Above Average Increase | No Match | Within 15% Band | Average Increase | 2,392,547 | 133,244 | (245.05) | 2,525,546 | 32,009,236 | 8.6% | |
| 16 | SC 8STComm*** Subtransmission - Commercial | 9,448,070 | 10.57% | Over Contributing | Below Average Increase | 10.63% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 575,020 | - | (78.53) | 574,942 | 10,023,011 | 6.1% | |
| 17 | SC 8STInd*** Subtransmission - Industrial | 15,039,900 | 13.02% | Over Contributing | Below Average Increase | 13.07% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 915,345 | - | (125.00) | 915,220 | 15,955,121 | 6.1% | |
| 18 | SC 8T Transmission | 772,194 | 12.71% | Over Contributing | Below Average Increase | 12.77% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 46,997 | - | (6.42) | 46,990 | 819,184 | 6.1% | |
| 19 | SC 8SubS*** Substation | 2,935,721 | 16.03% | Over Contributing | Below Average Increase | 16.09% | Over Contributing | Below Average Increase | Match | Over Contributing | Below Average Increase | 178,671 | - | (24.40) | 178,647 | 3,114,368 | 6.1% | |
| 20 | SC 9 General Service - Time-of-Use | 2,752,885 | 13.80% | Over Contributing | Below Average Increase | 8.29% | Within 15% Band | Above Average Increase | No Match | Within 15% Band | Average Increase | 223,392 | 12,441 | | 235,832 | 2,988,717 | 8.6% | |
| 21 | Lighting Area Lighting & Street Lighting | 5,707,511 | 12.52% | Over Contributing | Below Average Increase | 8.33% | Within 15% Band | Average Increase | No Match | Within 15% Band | Average Increase | 463,154 | 25,794 | | 488,948 | 6,196,458 | 8.6% | |
| 22 | SC 14 Standby Service | 4,521,978 | ** | | | ** | | | ** | | | 308,569 | 3,715 | 3,171 | 315,455 | 4,837,433 | 7.0% | |
| 23 | Subtotal PSC 120 and 121 | 399,002,591 | | | | | | | | | | 30,985,508 | 1,392,819 | (3,171) | 32,378,327 | 431,380,917 | 8.1% | |

*Includes Energy Efficiency Costs transferred into Delivery Rates
**Standby service Subclasses rate of return based on OASC
***Service Classes that currently have Standby Customers

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**19-E-0378, 19-G-0379, 19-E-0380 & 19-G-0381 Rate Cases
Request for Information**

Requesting Party: Multiple Intervenors
Request No.: NYRC-0953 (MI-139)
Date of Request: August 5, 2019
Response Due Date: August 12, 2019
Date of Reply: August 13, 2019
Witness: David Heintz
Subject: ECOS units vs. RY 1 units

Question:

For each utility, provide a schedule comparing the following statistics by customer class reflected in the electric embedded cost-of-service studies conducted by New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation for 2018 and the forecast test year ending March 31, 2021:

- a. number of customers;
- b. number of bills;
- c. meter investment;
- d. energy sold;
- e. billing demand (if applicable); and
- f. delivery revenues.

Response:

See Attachment 1.

The Companies do not have historical or forecasted meter investment by service class. In the embedded cost study, an allocation factor is used to allocate the historic meter investment amount to each service class.

NYRC-0953 - MI-139
Attachment 1, Page 1 of 2
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NYSEG Electric
Data from Rate Year 2 (Twelve months ending 4/2018)
Source is ECOS Workpapers

| | A | B | C [^] | D | E | F ^{^^} |
|--------------------|----------------|-------------------|------------------|-----------------------|-------------------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Billed kWh | KW Billing Determinants | Base Delivery Revenues |
| SC 1 | 633,226 | 7,655,031 | | 4,860,870,588 | 0 | 306,864,829 |
| SC 2 | 44,604 | 408,258 | | 2,940,096,198 | 9,905,963 | 112,172,893 |
| SC 3P | 316 | 3,527 | | 198,455,977 | 545,459 | 4,040,400 |
| SC 3S | 13 | 115 | | 4,565,521 | 16,069 | 120,380 |
| SC 6 | 70,184 | 822,441 | | 307,053,021 | 0 | 27,907,491 |
| SC 7-1 | 2,799 | 31,425 | | 1,392,460,046 | 3,601,747 | 36,088,582 |
| SC 7-2 | 389 | 4,756 | | 1,644,985,769 | 3,662,004 | 28,344,223 |
| SC 7-3 | 140 | 1,712 | | 1,231,211,380 | 2,696,608 | 7,825,623 |
| SC 7-4 | 23 | 275 | | 977,066,158 | 2,286,503 | 2,578,814 |
| SC 8 | 129,216 | 1,563,346 | | 1,627,815,083 | 0 | 84,629,892 |
| SC 9 | 2,426 | 29,343 | | 23,488,228 | 0 | 1,473,475 |
| SC 12 | 3,785 | 24,323 | | 170,239,602 | 0 | 7,455,712 |
| Strlight 1 | 17 | 204 | | 302,379 | 0 | 41,168 |
| Strlight 2 | 125 | 1,501 | | 5,418,689 | 0 | 319,868 |
| Strlight 3 | 904 | 10,847 | | 53,195,958 | 0 | 10,245,442 |
| Strlight 4 | 101 | 1,214 | | 10,832,882 | 0 | 360,553 |
| Arealght | 7,835 | 94,121 | | 18,968,394 | 0 | 2,624,104 |
| TOTAL | 896,101 | 10,652,439 | | 15,467,025,873 | 22,714,352 | 633,093,449 |

[^] The Companies do not itemize Meter Plant and Meter Depreciation Reserve by service class. An allocation factor is used in the ECOS study to estimate the amount of Meter Plant and depreciation reserve per service class

^{^^} Base delivery revenues consist of Customer charge, kWh charge, kW charge, and reactive charge revenues as applicable.

NYSEG Electric
Forecast Data for Rate Year 1
Source is Rate Design Workpapers

| | A | B | C [^] | D | E | F ^{^^} |
|--------------------|----------------|-------------------|------------------|-----------------------|-------------------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Billed kWh | KW Billing Determinants | Base Delivery Revenues |
| SC 1 | 639,418 | 7,673,011 | | 5,068,507,228 | | 319,830,942 |
| SC 2 | 45,078 | 540,933 | | 2,909,513,094 | 9,768,720 | 112,682,941 |
| SC 3P | 307 | 3,666 | | 172,993,923 | 508,090 | 3,877,436 |
| SC 3S | 10 | 121 | | 7,168,531 | 17,164 | 128,364 |
| SC 6 | 70,696 | 848,348 | | 322,242,897 | | 29,257,844 |
| SC 7-1 | 2,633 | 31,600 | | 1,352,550,376 | 3,513,222 | 35,373,322 |
| SC 7-2 | 366 | 4,386 | | 1,653,476,626 | 3,634,150 | 28,561,811 |
| SC 7-3 | 133 | 1,595 | | 1,199,124,113 | 2,626,516 | 7,498,706 |
| SC 7-4 | 18 | 216 | | 944,533,452 | 2,228,590 | 2,561,196 |
| SC 8 | 128,384 | 1,540,609 | | 1,628,648,301 | | 85,272,230 |
| SC 9 | 2,456 | 29,476 | | 23,706,488 | | 1,512,408 |
| SC 12 | 3,702 | 44,420 | | 165,192,075 | | 7,315,227 |
| Strlight (SC 1- 4) | 1,143 | 13,720 | | 68,977,678 | | 10,738,254 |
| Arealght | 7,706 | 92,467 | | 18,299,919 | | 2,456,114 |
| TOTAL | 902,049 | 10,824,588 | | 15,534,934,700 | 22,296,451 | 647,066,796 |

[^] The Companies do not forecast Meter investment by service class.

^{^^} Base delivery revenues consist of Customer charge, kWh charge, kW charge, and reactive charge revenues as applicable. Base delivery revenues are consistent with Exhibit RARD -3.

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Attachment 1, Page 2 of 2
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RG&E Electric
Data from Rate Year 2 (Twelve months ending 4/2018)
Source is ECOS Workpapers

| | A | B | C [^] | D | E | F ^{^^} |
|--------------------|-----------|-----------------|------------------|------------------|-------------------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Billed kWh | KW Billing Determinants | Base Delivery Revenues |
| SC 1 | 333,186 | 4,059,893 | | 2,592,641,930 | - | 193,731,392 |
| SC 2 | 29,052 | 351,312 | | 214,205,860 | - | 14,474,078 |
| SC 3S | 1,105 | 13,300 | | 573,847,978 | 1,519,477 | 28,979,989 |
| SC 3P | 20 | 241 | | 13,031,691 | 34,535 | 615,437 |
| Strlight 1 | 305 | 3,648 | | 11,927,907 | - | 3,031,269 |
| Strlight 2 | 84 | 997 | | 27,544,754 | - | 1,522,520 |
| Strlight 3 | 78 | 936 | | 2,866,831 | - | 99,066 |
| SC 4 | 3,569 | 43,066 | | 73,680,930 | - | 4,743,348 |
| AreaightNonRes | 1,645 | 19,789 | | 6,721,421 | - | 1,011,600 |
| AreaightRes | 677 | 8,142 | | 683,580 | - | 125,740 |
| SC 7 | 8,822 | 106,444 | | 764,167,612 | 2,280,546 | 52,965,433 |
| SC 8P | 168 | 2,020 | | 618,810,633 | 1,349,357 | 21,306,565 |
| SC 8S | 389 | 4,693 | | 722,952,316 | 1,725,279 | 28,688,942 |
| SC 8STComm | 60 | 722 | | 512,007,286 | 1,100,217 | 11,722,520 |
| SC 8STInd | 52 | 625 | | 762,535,332 | 1,706,699 | 15,703,761 |
| SC 8T | 1 | 12 | | 29,872,898 | 72,995 | 705,297 |
| SC 8SubS | 38 | 444 | | 111,736,236 | 273,208 | 3,331,461 |
| SC 9S | 323 | 3,898 | | 40,835,861 | 160,013 | 2,657,332 |
| SC 9P | 1 | 12 | | 692,880 | 1,846 | 30,654 |
| TOTAL | 379,573 | 4,620,194 | | 7,080,763,936 | 10,224,172 | 385,446,405 |

[^] The Companies do not itemize Meter Plant and Meter Depreciation Reserve by service class. An allocation factor is used in the ECOS study to estimate the amount of Meter Plant and depreciation reserve per service class

^{^^} Base delivery revenues consist of Customer charge, kWh charge, kW charge, and reactive charge revenues as applicable.

RG&E Electric
Forecast Data for Rate Year 1
Source is Rate Design Workpapers

| | A | B | C [^] | D | E | F ^{^^} |
|------------------------|-----------|-----------------|------------------|------------------|-------------------------|-----------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Billed kWh | KW Billing Determinants | Base Delivery Revenue |
| SC 1 | 338,269 | 4,059,233 | | 2,648,858,569 | - | 198,541,751 |
| SC 2 | 29,803 | 357,640 | | 220,247,793 | - | 14,982,796 |
| SC 3 Total | 1,181 | 14,174 | | 606,573,401 | 1,606,565 | 30,766,602 |
| Strlight (SC 1, 2, 3) | 451 | 5,406 | | 40,400,389 | - | 4,492,401 |
| SC 4 | 3,355 | 40,255 | | 68,562,409 | - | 4,426,183 |
| AreaightNonRes | 1,575 | 18,897 | | 6,614,346 | - | 1,009,520 |
| AreaightRes | 646 | 7,749 | | 679,445 | - | 126,800 |
| SC 7 | 8,892 | 106,704 | | 775,624,761 | 2,305,051 | 53,489,893 |
| SC 8P | 166 | 1,994 | | 618,851,735 | 1,343,348 | 21,090,562 |
| SC 8S | 398 | 4,778 | | 721,543,350 | 1,723,894 | 29,035,897 |
| SC 8STComm | 57 | 684 | | 489,927,977 | 1,030,225 | 11,112,909 |
| SC 8STInd | 48 | 571 | | 748,958,997 | 1,700,484 | 15,889,051 |
| SC 8T | 1 | 12 | | 30,108,704 | 77,184 | 749,429 |
| SC 8SubS | 33 | 396 | | 111,713,330 | 272,978 | 3,213,806 |
| SC 9 Total | 313 | 3,757 | | 41,294,982 | 159,566 | 2,705,535 |
| TOTAL | 385,188 | 4,622,250 | | 7,129,960,188 | 10,219,295 | 391,633,135 |

[^] The Companies do not forecast Meter investment by service class.

^{^^} Base delivery revenues consist of Customer charge, kWh charge, kW charge, and reactive charge revenues as applicable.
Base delivery revenues are consistent with Exhibit RARD -3.

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**19-E-0378, 19-G-0379, 19-E-0380 & 19-G-0381 Rate Cases
Request for Information**

Requesting Party: Multiple Intervenors
Request No.: NYRC-0954 (MI-140)
Date of Request: August 5, 2019
Response Due Date: August 12, 2019
Date of Reply: August 13, 2019
Witness: David Heintz
Subject: ECOS units vs. RY 1 units

Question:

For each utility, provide a schedule comparing the following statistics by customer class as reflected in the gas embedded cost-of-service studies conducted by New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation for 2018 and for the forecast test year ending March 31, 2021:

- a. number of customers;
- b. number of bills;
- c. meter investment;
- d. energy sold;
- e. billing demand (if applicable); and
- f. delivery revenues.

Response:

See Attachment 1.

The Companies do not have historical or forecasted meter investment by service class. In the embedded cost study, an allocation factor is used to allocate the historic meter investment amount to each service class.

Question (e) is not applicable for the gas service classes.

NYRC-0954 - MI 140
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NYSEG Gas
Data from Rate Year 2 (Twelve months ending 4/2018)
Source is ECOS Workpapers

| | A | B | C [^] | D | F ^{^^} |
|--|-----------|-----------------|------------------|--------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Therms | Base Delivery Revenues |
| Sc 1 S Resid non heat | 5,294 | 65,132 | | 1,191,464 | 1,268,056 |
| SC 1 S Resid Heat | 194,677 | 2,366,489 | | 193,073,131 | 103,037,403 |
| SC 2 S general service | 20,872 | 252,094 | | 61,641,535 | 25,376,406 |
| SC 3S interruptible sales | 7 | 84 | | 3,352,993 | 393,163 |
| SC 5S gas cooling | 1 | 7 | | 15,254 | 676 |
| SC 9S industrial manufacturing | 1 | 12 | | 61,440 | 13,110 |
| SC 13T residential heat aggregation service | 34,876 | 425,096 | | 37,335,835 | 19,239,633 |
| SC 13 T residential non-heat aggregation service | 584 | 7,144 | | 115,530 | 142,608 |
| SC 14 T non-resid aggregation service | 10,150 | 122,479 | | 76,014,323 | 24,010,973 |
| SC 1T large firm transportation | 87 | 1,049 | | 85,593,342 | 8,139,647 |
| SC 2T interruptible transportation | 28 | 336 | | 24,560,871 | 2,601,741 |
| SC 5 T small firm transportation | 357 | 4,297 | | 28,847,183 | 6,072,210 |
| SC 7T firm or limited firm negotiated transportation | 8 | 93 | | 63,156,055 | 2,023,631 |
| SC 16 Small DG transportation w/o res | 3 | 31 | | 374,496 | 41,560 |
| | 266,944 | 3,244,343 | | 575,333,452 | 192,360,817 |

[^] The Companies do not itemize Meter Plant and Meter Depreciation Reserve by service class. An allocation factor is used in the ECOS study to estimate the amount of Meter Plant and depreciation reserve per service class

^{^^} Base delivery revenues include the customer charge and term charge revenues.

NYSEG Gas
Forecast Data for Rate Year 1
Source is Rate Design Workpapers

| | A | B | C [^] | D | F ^{^^} |
|--|-----------|-----------------|------------------|----------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Therms | Base Delivery Revenues |
| Sc 1 S Resid (Ht and NonHt) | 213,908 | 2,566,900 | | 195,507,362.47 | 112,130,490 |
| SC 2 S general service | 23,262 | 279,142 | | 61,623,388.35 | 25,784,149 |
| SC 3S interruptible sales | 7 | 84 | | 3,548,503.54 | 296,700 |
| SC 5S gas cooling | 1 | 6 | | 21,335.69 | 920 |
| SC 9S industrial manufacturing | 1 | 12 | | 65,079.59 | 13,302 |
| SC 13T residential aggregation service (Ht and NonHt) | 22,984 | 275,810 | | 23,896,516.27 | 13,112,015 |
| SC 14 T non-resid aggregation service | 8,531 | 102,369 | | 72,212,221.83 | 24,913,462 |
| SC 1T large firm transportation | 84 | 1,009 | | 88,092,105.79 | 8,453,976 |
| SC 2T interruptible transportation | 26 | 312 | | 21,166,285.24 | 2,362,972 |
| SC 5 T small firm transportation | 338 | 4,059 | | 27,537,425.85 | 5,843,436 |
| SC 7T firm or limited firm negotiated transportation | 8 | 96 | | 61,780,761.43 | 2,098,920 |
| | 269,150 | 3,229,799 | | 555,450,986 | 195,010,343 |

[^] The Companies do not forecast Meter investment by service class.

^{^^} Base delivery revenues include the customer charge and term charge revenues.

Base Delivery revenues are consistent with Exhibit RARD-8.

NYRC-0954 - MI 140
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Case 19-E-0378 et. al

RG&E Gas
Data from Rate Year 2 (Twelve months ending 4/2018)
Source is ECOS Workpapers

| | A | B | C [^] | D | F ^{^^} |
|---------------------------------|-----------|-----------------|------------------|--------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Therms | Base Delivery Revenues |
| SC 1 Sales Resid Non Heat | 9,653 | 117,531 | | 5,555,998 | 3,370,712 |
| SC 1 Sales Resid Heat | 236,038 | 2,873,892 | | 226,062,563 | 106,434,285 |
| SC 1 Sales Commercial | 14,549 | 170,460 | | 37,071,747 | 11,065,392 |
| SC 1 Sales Industrial and Muni | 739 | 8,914 | | 6,764,669 | 1,280,880 |
| SC 3 Transp Large Commercial | 127 | 1,555 | | 57,420,184 | 4,174,537 |
| SC 3 Transp Industrial and Muni | 136 | 1,641 | | 107,174,760 | 5,657,287 |
| SC 3 Transp High Pressure | 1 | 12 | | 1,048,954 | 56,745 |
| SC 5 Transp Resid Non Heat | 1,429 | 17,458 | | 999,528 | 546,124 |
| SC 5 Transp Resid Heat | 42,123 | 514,468 | | 42,951,497 | 19,657,500 |
| SC 5 Transp Commercial | 7,861 | 95,050 | | 54,849,151 | 11,910,413 |
| SC 5 Transp Industrial and Muni | 1,021 | 12,258 | | 17,802,624 | 2,886,102 |
| SC 7 DG Transp | 3 | 36 | | 822,717 | 37,400 |
| | 313,680 | 3,813,275 | | 558,524,392 | 167,077,377 |

[^] The Companies do not itemize Meter Plant and Meter Depreciation Reserve by service class. An allocation factor is used in the ECOS study to estimate the amount of Meter Plant and depreciation reserve per service class

^{^^} Base delivery revenues include the customer charge and therm charge revenues.

RG&E Gas
Forecast Data for Rate Year 1
Source is Rate Design Workpapers

| | A | B | C [^] | D | F ^{^^} |
|---|-----------|-----------------|------------------|--------------|------------------------|
| Service Class Code | Customers | Number of Bills | Meter Investment | TOTAL Therms | Base Delivery Revenues |
| SC 1 Total | 279,201 | 3,350,415 | | 273,910,434 | 126,617,171 |
| SC 5 Total | 39,060 | 468,718 | | 102,307,960 | 28,905,198 |
| SC 3 Total Commercial, Industrial, and Muni | 236 | 2,836 | | 197,238,977 | 10,027,004 |
| SC 3 HP | 1 | 12 | | 1,226,911 | 63,892 |
| | 318,498 | 3,821,981 | | 574,684,282 | 165,613,266 |

[^] The Companies do not forecast Meter investment by service class.

^{^^} Base delivery revenues include the customer charge and therm charge revenues. Base Delivery revenues are consistent with Exhibit RARD-8.

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**19-E-0378, 19-G-0379, 19-E-0380 & 19-G-0381 Rate Cases
Request for Information**

Requesting Party: Utility Intervention Unit of the New York State
Department of State

Request No.: NYRC-1092 (UIU-30)

Date of Request: August 19, 2019

Response Due Date: August 26, 2019

Date of Reply: August 23, 2019

Witness: David Heintz

Subject: Back Up for Exhibit ____ (ECOS-E1) and Exhibit ____ (ECOS-E2)

Question:

In these interrogatories, all requests for workpapers or supporting calculations should be construed as requesting any Word, Excel or other computer spreadsheet models in original electronic format with all formulae intact.

Unless noted otherwise, each of the following information requests pertains to both NYSEG and RG&E (or the Companies) electric and gas services. Please provide a separate answer to each such information request as it pertains to (a) electric and (b) gas in each Service Territory.

Referring to Exhibit ____ (ECOS-E1) and Exhibit ____ (ECOS-E2), please identify and provide a copy of all computer files, source documents, analyses, computations, calculations, formulas, algorithms, workpapers, and exhibits that were used, relied upon, referenced, considered or evaluated while producing, preparing or developing these exhibits. To the maximum extent feasible, provide a copy of each requested item in one or more unlocked, working electronic spreadsheet files that are compatible with Microsoft Excel, with all data, formulas and links intact.

Response:

The following attachments are being provided to show the detailed information for the NYSEG electric and RG&E electric ECOS scenarios using a 100% demand scenario.

Attachment 1 provides the equivalent of the NYSEG electric ECOS filed exhibits A1 – A12 using the 100% demand scenario instead of the 50/50 demand/customer split.

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**19-E-0378, 19-G-0379, 19-E-0380 & 19-G-0381 Rate Cases
Request for Information**

Attachment 2 provides the equivalent of the RG&E electric ECOS filed exhibits B1 – B12 using the 100% demand scenario instead of the 50/50 demand/customer split.

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**19-E-0378, 19-G-0379, 19-E-0380 & 19-G-0381 Rate Cases
Request for Information**

Requesting Party: Utility Intervention Unit of the NY Department of State

Request No.: NYRC-0390 (UIU-26)

Date of Request: June 19, 2019

Response Due Date: July 1, 2019

Date of Reply: June 28, 2019

Witness: Scott Baker

Subject: Rate Communications

Question:

Unless noted otherwise, each of the following information requests pertains to both NYSEG and RG&E (or the Companies) electric and natural gas services. Please provide a separate answer to each such information request as it pertains to (a) electric and (b) natural gas in each Service Territory.

1. Since 2016, have the Companies conducted any outreach and education effort specifically directed toward informing residential customers about how rate design works (i.e., brochures discussing customer charges, block rate structures, typical bills)? If yes, please explain in detail and provide examples.

Response:

The Companies (NYSEG & RG&E) completes core outreach and education efforts annually to residential customers relating to our available rates.

- Electric and Natural Gas Rates Summaries provide all customers a general summary of electric and natural gas rates, eligibility requirements and service classifications. These documents are available on our websites (nyseg.com/rge.com).
- A bill message is displayed on all NYSEG seasonal billing customer invoices each year to ensure they have the opportunity to review materials available during the months they were not billed:
“Visit our Energy Library at nyseg.com for information that was included in our bills when you weren't receiving bills, such as: Energy Lines, customer rights and responsibilities, electricity rates, safety information, and more. Visit nyseg.com and click on Energy Library in the footer.”

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**19-E-0378, 19-G-0379, 19-E-0380 & 19-G-0381 Rate Cases
Request for Information**

- The Rights & Responsibilities (R&R) booklet provides information on where customers can find information on our rates and how to request additional information. R&R is sent annually to all new and current NYSEG and RG&E customers and is available on our websites (nyseg.com/rge.com).
- Customers who are on the residential time-of-use and day/night rate can obtain information about the rate and how to use it on our websites (nyseg.com/rge.com). Landing pages can be found at:

<https://www.nyseg.com/wps/portal/nyseg/account/understandyourbill/electricpricing/timeofuserate/>
<https://www.nyseg.com/wps/portal/nyseg/account/understandyourbill/electricpricing/day-nightrate/>
<https://www.rge.com/wps/portal/rge/account/understandyourbill/pricing/timeofuserates/>
- The residential time-of-use brochure is available on our websites (nyseg.com/rge.com). The day/night rate brochure, a rate only available in NYSEG territory, is available on nyseg.com
- In August 2016, customers received a bill insert highlighting our three year plan for our new electricity and natural gas rate adjustments.

The most recent documentation, as described above is included in Attachment 1. Communications from prior years are similar to the samples provided.



Electric Rates Summary – Effective May 1, 2018

PSC No. 19

Introduction

*This document is a general summary of RG&E's electric rates. For a complete description of terms and conditions of service, please refer to RG&E's tariffs as approved by the New York State Public Service Commission (PSC) available at rge.com. Questions? Please contact us at **1.800.743.2110**.*

Electricity Service

Your electricity bill is made up of delivery and supply charges. The delivery charge is what you pay RG&E to transport electricity to you over our power lines. The supply charge is what you pay for the electricity you use.

As an RG&E electricity customer, you can purchase your electricity supply from RG&E or an energy services company ("ESCO"), also known as a supplier other than RG&E.

RG&E is your electricity delivery company. Whether you purchase your electricity supply from RG&E or an ESCO, RG&E will continue to deliver your energy, safely and reliably. If your power is interrupted or you have questions regarding your electricity delivery service, RG&E will be there for you.

Overview of Electricity Supply Choices

Electricity customers can purchase their electricity supply from RG&E, or from an ESCO.

If you purchase your electricity supply from RG&E, you will be served under the RG&E Supply Service (RSS). Under the RSS, RG&E will provide delivery service and electricity supply.

If you purchase your electricity supply from an ESCO, you will be served under the ESCO Supply Service (ESS). Under the ESS, RG&E will provide only delivery service. Electricity supply will be provided by an ESCO. You should contact ESCOs directly to find out more about their offers, terms, and conditions. A complete list of qualified ESCOs is available at rge.com, or by calling **1.800.743.2110**.

Supply Service Options

1. RG&E Supply Service (RSS) – You can choose to buy your electricity supply from RG&E at a variable price.

This election consists of fixed delivery charges, a variable transition charge, a Bill Issuance Charge, a variable Merchant Function Charge and an electricity supply charge that changes monthly with the market price of electricity.

- a. The electricity supply charge for customers billed in residential Service Classification Nos. 1 and 6, and nonresidential Service Classification Nos. 2, 6, and non-demand billed Service Classification Nos. 1, 2, and 3 within PSC No. 18 - Street Lighting, will reflect a managed mix of supply resources.
- b. The electricity supply charge for customers in residential Service Classification No. 4 and nonresidential Service Classification Nos. 3, 7, 8, and 9 who are not participating in Hourly Pricing will reflect the market price of electricity.

2. ESCO Supply Service (ESS) – You can choose to buy your electricity supply from an ESCO. This election consists of fixed RG&E delivery charges and a variable RG&E transition charge; and supply charges from your ESCO. When taking supply from an ESCO, the ESCO determines whether the supply charges appear on your RG&E bill or if they will issue a separate bill.

3. Hourly Pricing – This service is mandatory for some customers and voluntary for other customers who take Service Classifications Nos. 8 and 14. Service Classification No. 8 or 14 customers can purchase hourly priced electricity supply from either RG&E or an ESCO.

- a. If you take electricity supply from an ESCO, you will be responsible for RG&E fixed delivery charges and a variable transition charge as further described in the applicable service classification.
- b. If you take electricity supply from RG&E, you will be responsible for RG&E fixed delivery charges, a variable transition charge, a supply charge that changes hourly with the market price (including losses, ancillary services, NTAC, a supply adjustment charge, capacity and capacity reserve).

Residential and Nonresidential Service Classifications

As an RG&E customer, you are responsible to select the most advantageous service classification (SC) for which you qualify. Upon request, we are happy to help you determine which service classification may be best for you.

Residential Service Rates – SC1, SC4

Generally, a customer qualifies for residential rates if they reside in a single-family, private dwelling unit or family farm with single-phase service. Each apartment or residential dwelling unit in a multi-unit building must be separately metered, unless the unit's internal wiring was installed before January 1, 1977. Residential rates are also available to religious houses of worship, religious schools, not-for-profit corporations' community residences for the mentally handicapped, and not-for-profit veterans organizations' posts and halls with single or three-phase service. To qualify for these residential service rates, a dwelling unit's estimated connected load for any nonresidential use cannot exceed 2 kilowatt (kw).

Nonresidential Service Rates

- **General Service Without Demand Billing – SC2**
A nonresidential customer qualifies for this rate if use has an estimated or metered demand of 12 kw or less and whose consumption does not exceed 3,000 kwh in each of the previous four consecutive months.
- **General Service With Demand Billing – SC3**
A nonresidential customer qualifies for this rate if use has a metered demand of not less than 100 kw during any three of the previous 12 months.
- **General Service With Demand Billing – SC7**
A nonresidential customer qualifies for this rate if use has a billing demand of not less than 12 kw or whose consumption exceeds 3,000 kwh in each of four consecutive months.
- **Large General Service Time-Of-Use Rates – SC8**
A nonresidential customer qualifies for this rate if use has a basic demand of not less than 300 kw during any three of the previous 12 months. Whenever the monthly basic demand has been 200 kw or less for 12 consecutive months, the customer will be billed under another appropriate service classification.
- **General Service Time-Of-Use Rates – SC9**
A nonresidential customer taking service continuously as of October 24, 1997, who would otherwise be served under SC2, SC3 or SC7. This service classification is no longer available to new customers.

Definitions of Selected Terms

Bill Issuance Charge – Charge to cover the cost to produce and send a bill and to process payment. ESCO customers will not be assessed this charge by RG&E if their ESCO electricity supply charges appear on their RG&E bill.

Merchant Function Charge – Reflects the administrative costs of obtaining electricity supply. Customers with an ESCO are not charged for this service by RG&E.

Late Payment Charge – Will be assessed at 1.5% per month on any unpaid balance, including service billing arrears and unpaid late payment charges.

Applicable to SC 1, 2, 3, 4, 7, 8, 9

Customer Charge – Charge representing part of the cost of providing service and will be billed whether or not you use any electricity. Based on 25 to 35 days of service, the customer charge will be prorated for any longer or shorter period using a 30-day billing period.

Delivery Charge – What you pay RG&E to transport electricity to your home or business over our power lines and is billed as a fixed rate on a per kwh (kilowatt-hour) basis.

Transition Charge – Collects from or refunds to electricity delivery customers an amount based on the difference between RG&E's owned generation and purchased power contracts and the market value of those assets. Can appear as a charge or credit; the transition charge varies monthly and is applied to your bill on a per kwh basis, and on a per kw basis for demand-billed service classifications.

System Benefits Charge – A per kwh charge used to fund energy efficiency programs, low income assistance and energy research and development.

Reliability Support Services (RSS) Surcharge – A surcharge designed to recover the costs associated with third-party services to ensure local electric reliability needs are met.

Delivery Revenue Surcharge – Used to pay the Gross Receipts Tax imposed by New York State and/or local municipalities. The rate will vary depending on the town, village or city and may change based on state or local government actions. Applied to the subtotal of all other delivery charges.

Supply Charge – What you pay for electricity purchased on your behalf by RG&E or an ESCO.

Taxes on Supply Charge – Used to pay the Gross Receipts Tax imposed by New York State and/or local municipalities. The rate will vary depending on the town, village, or city and may change based on state or local government actions. Applied to the subtotal of all other RG&E supply charges.

Sales Taxes – May be applied to RG&E supply customers' bills in two forms: County Sales Tax and State Sales Tax. The New York State portion and the County portion for certain counties does not apply to residential SCs. These taxes may change based on state or local government actions.

Revenue Decoupling Mechanism (RDM) – A charge or credit on your bill that reflects the difference between forecast and actual delivery service revenues by service classification to encourage the promotion of energy efficiency and renewable technologies.

Applicable to SC 1, 2, 4, 7, 9

Delivery Charge – What you pay RG&E to transport electricity to your home or business over our power lines and is billed as a fixed rate on a per kwh basis.

Applicable to SC 3, 7, 8, 9

Demand Charge – Determined using the maximum demand occurring during the monthly billing period and billed as a fixed rate calculated on a per kw basis.

Competitive Meter, Competitive Meter Service and Competitive Meter Data Service Charges – These meter related charges are now listed in the electricity delivery section of the bill. Customers with a demand of 50 kw or more for two consecutive months who use a meter service provider and a meter data service provider other than RG&E are not assessed these charges.

Metered Demand and Billing Demand – RG&E's electronic and mechanical demand meters record energy use in kwh over a 30 minute period. The recorded kwh are then used to calculate the average demand, in kw, for that 30 minute period. This demand information is then stored in the meter. The meter continues to calculate a new average demand every 30 minutes.

When an average demand exceeds the previous average demand, it replaces the previous average demand stored in the meter. This process continues throughout the billing period and provides RG&E with the highest average 30 minute demand for that billing period. This highest average demand, sometimes called the metered demand, is added to the previously accumulated total of all maximum demands at reset. The difference between the past months' Demand Cumulative and the reset Demand Cumulative is the current month's total kw.

The metered demand reading for the billing period is then used by RG&E to determine the customer's billing demand.

Applicable to SC 8

Reactive Charge per Month (rkvah) – All SC8 customers will have a meter to measure the customer's reactive kilovolt ampere hours (rkvah). A customer is billed for the rkvah used that exceeds one-fourth of the metered kwh used. The difference between rkvah and one-fourth of the kwh used, known as the billing rkvah, indicates a low power factor. Power factor is the relationship between the energy actually supplied to the customer's equipment and the energy being effectively used by this equipment. Motors, magnetic lighting ballasts, and other equipment requiring magnetic fields to operate can adversely impact power factor.

Residential Electric Service Classifications

Service Classification No. 1 – Residential Service

Eligibility: Generally applies to single-family dwelling units, apartments, religious houses of worship, religious schools, not-for-profit community residences for the mentally disabled, and not-for-profit veterans organizations.

Rates: (Note: any statement referenced below can be found in RG&E’s published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$21.38 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.72 |
| Delivery Charge per kwh | \$0.04645 |
| Transition Charge per kwh | Variable (TCV Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |
| RSS Surcharge..... | Rate per kWh (RSS Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. RG&E Supply Service (RSS).....Varies monthly – see **rge.com**
Merchant Function Charge
2. ESCO Supply Service (ESS).....Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges..... | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 2 – General Service - Small Use

Eligibility: Generally applies to any customer whose demand is, or is estimated to be, 12 kw or less, and whose consumption does not exceed 3,000 kwh in each of four consecutive monthly billing periods.

Rates: (Note: any statement referenced below can be found in RG&E’s published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$21.38 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.72 |
| Delivery Charge per kwh | \$0.03712 |
| Transition Charge per kwh | Variable (TCV Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |
| RSS Surcharge..... | Rate per kWh (RSS Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. RG&E Supply Service (RSS).....Varies monthly – see **rge.com**
Merchant Function Charge
2. ESCO Supply Service (ESS).....Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges..... | Percentage applicable to Delivery and Supply charges (RTS Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 3 – General Service - 100 kw Minimum

Eligibility: Generally applies to any customer with billing demand of not less than 100 kw during any three of the previous 12 months.

Rates: (Note: any statement referenced below can be found in RG&E's published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$278.36 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.72 |
| Meter Ownership Charge | \$2.12 |
| Meter Service Charge | \$14.39 |
| Meter Data Service Charge | \$2.26 |
| Demand Charge per kw | \$17.57 |
| Transition Charge per kwh | Variable (TCV Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kw (RDM Statement) |
| RSS Surcharge..... | Rate per kWh (RSS Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. RG&E Supply Service (RSS).....Varies monthly – see **rge.com**
Merchant Function Charge
2. ESCO Supply Service (ESS)

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (RTS Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 4 – Residential Service - Time-of-Use Rate

Eligibility: Generally applies to any customer who would otherwise be served under Service Classification No. 1. Annual consumption up to and including 24,750 kwh will be served under Rate Schedule I; annual consumption exceeding 24,750 kwh will be served under Rate Schedule II. The use of this service is voluntary for all customers.

Time Period: If you use electricity when demand is low (off-peak), your costs may be lower. The Time-of-Use service rate gives customers with high electricity usage an opportunity to control their bill by shifting to off-peak periods. Peak hours are Monday through Friday, 7 a.m. to 9 p.m. All remaining hours are "off-peak" hours. If you believe you would benefit from the Time-of-Use rate, call our Customer Relations Center at **1.800.743.2110**.

Rates: (Note: any statement referenced below can be found in RG&E's published tariff)

Electricity Delivery Charges:

| ■ SC No. 4 | Schedule I | Schedule II |
|--|------------------------------|-------------|
| Customer Charge | \$21.38 | \$24.86 |
| Bill Issuance Charge* | \$0.72 | \$0.72 |
| Meter Charge | \$3.98 | \$3.98 |
| Peak Delivery Charge per kwh | \$0.04792 | \$0.05823 |
| Off-Peak Delivery Charge per kwh | \$0.04792 | \$0.05823 |
| Transition Charge per kwh | Variable (TCV Statement) | |
| System Benefits Charge | Rate per kwh (SBC Statement) | |
| RDM Adjustment | Rate per kwh (RDM Statement) | |
| RSS Surcharge..... | Rate per kWh (RSS Statement) | |

Electricity Supply Charges (customers select one of the two offered):

1. RG&E Supply Service (RSS).....Varies monthly – see **rge.com**
Merchant Function Charge
2. ESCO Supply Service (ESS)

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

* A per-bill charge appearing in the Miscellaneous Charges section of the bill

Service Classification No. 7 – General Service - 12 kw Minimum

Eligibility: Generally applies to any customer with billing demands of not less than 12 kw or whose consumption exceeds 3,000 kwh in each of four consecutive monthly billing periods.

Rates: (Note: any statement referenced below can be found in RG&E’s published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$77.75 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.72 |
| Meter Ownership Charge | \$1.10 |
| Meter Service Charge | \$8.12 |
| Meter Data Service Charge | \$1.80 |
| Demand Charge (per kw) | \$17.42 |
| Delivery Charge (first 200 hours use, per kwh) | \$0.00887 |
| Delivery Charge (over 200 hours use, per kwh)..... | \$0.00887 |
| Transition Charge per kwh | Variable (TCV Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |
| RSS Surcharge..... | Rate per kWh (RSS Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. RG&E Supply Service (RSS).....Varies monthly – see rge.com
Merchant Function Charge
2. ESCO Supply Service (ESS)

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 8 – Large General Service - Time-of-Use Rate

Eligibility: Generally applies to any customer with a basic demand of not less than 300 kw during any three of the previous 12 months, provided that whenever the monthly basic demand has been 200 kw or less for 12 consecutive months, the customer thereafter will be billed under another appropriate service classification.

Rates: (Note: any statement referenced below can be found in RG&E’s published tariff)

Electricity Delivery Charges:

| | Secondary | Substation | Primary | Subtransmission Industrial | Subtransmission Commercial | Transmission |
|---------------------------|-----------|------------|-----------|----------------------------|----------------------------|--------------|
| Customer Charge | \$863.89 | \$1922.78 | \$1088.64 | \$2034.02 | \$1962.80 | \$3573.11 |
| Bill Issuance Charge* | \$0.72 | \$0.72 | \$0.72 | \$0.72 | \$0.72 | \$0.72 |
| Meter Ownership Charge | \$5.69 | \$5.57 | \$7.21 | \$11.28 | \$8.43 | \$18.84 |
| Meter Service Charge | \$37.18 | \$37.49 | \$43.80 | \$61.34 | \$49.39 | \$93.83 |
| Meter Data Service Charge | \$3.71 | \$3.71 | \$5.22 | \$10.13 | \$7.00 | \$17.95 |
| Demand Charge per kw | \$15.13 | \$9.55 | \$14.71 | \$9.68 | \$10.51 | \$9.31 |

Reactive Charge per billing reactive kilovolt-ampere hour\$0.00127
Transition Charge per kwhVariable (TCV Statement)
System Benefits ChargeRate per kwh (SBC Statement)
RDM AdjustmentRate per kw (RDM Statement)
RSS Surcharge.....Rate per kWh (RSS Statement)

Electricity Supply Charges (customers select one of the three offered):

1. RG&E Supply Service (RSS).....Varies monthly – see **rge.com**
Merchant Function ChargeVariable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS)Determined by ESCO
3. Hourly PricingRG&E or ESCO pricing

Taxes and Other Charges:

Revenue SurchargesPercentage applicable to Delivery and Supply charges (TSP Statement)
Sales TaxStatutory NYS and County sales tax rates, where applicable
Late Payment Charges1.5% per month on any unpaid balance

* A per-bill charge appearing in the Miscellaneous Charges section of the bill

Service Classification No. 9 – General Service - Time-of-Use

Eligibility: Generally available to any customer taking service continuously as of October 24, 1997, who would otherwise be served under Service Classification No. 2, 3, or 7, provided that access to a telephone extension is available at the meter location(s). This Service Classification is available at the option of the customer.

Rates: (Note: any statement referenced below can be found in RG&E's published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$66.69 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.72 |
| Meter Ownership Charge..... | \$3.08 |
| Meter Service Charge..... | \$23.88 |
| Meter Data Service Charge | \$1.85 |
| Additional Meter Charge – single phase | \$4.98 |
| Additional Meter Charge – poly phase..... | \$8.19 |
| Demand Charge (per kw)..... | \$12.26 |
| Peak Delivery Charge per kwh | \$0.01408 |
| Off-Peak Delivery Charge per kwh | \$0.01408 |
| Transition Charge per kwh | Variable (TCV Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |
| RSS Surcharge..... | Rate per kWh (RSS Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. RG&E Supply Service (RSS).....Varies monthly – see **rge.com**
 Merchant Function Charge
2. ESCO Supply Service (ESS)

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: 1.800.743.1701
- Natural gas odors or emergencies: 1.800.743.1702

Email:

Send an email to customer_service@rge.com.

Mail:

- Bill PaymentRG&E, P.O. Box 847813
 Boston, MA 02284-7813
- Customer Relations CenterRG&E, 89 East Avenue
 Rochester, NY 14649-0001

Payment arrangements: 1.877.266.3492

Service and billing questions: 1.800.743.2110

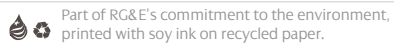
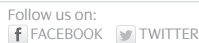
Hearing and speech impaired: 1.800.962.3293

Self service line: 1.800.295.7323

>> Call anytime 24/7 to enter a meter reading, pay by phone, learn your account balance and more.

Online services at rge.com:

>> Click on "Account" and then on "Pay Online"





Residential Rights and Responsibilities

2019

This booklet, which we provide once each year, summarizes our service policies, energy supply choices and your rights under Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) – Rules (Title 16 of the New York Codes, Rules and Regulations – Parts 11 & 12) based on New York State Public Law. Please take time to read it, and keep it for future reference.

Your Residential Service

Residential Customer

A residential customer is anyone we deliver electricity or natural gas to, at a place used primarily as their residence.

Selection of the Most Advantageous Rate

It is your responsibility to select the most advantageous rate classification for your account. Upon request, we can review your energy use and help you determine which rate classification may be best for you. Our rate summaries and tariffs are available online at nyseg.com or at any of our walk-in offices.

Please note: HEFPA requires that New York state utilities provide certain consumer protections and follow specific procedures prior to terminating utility service for customers who fall behind in paying their bills. HEFPA requires that suppliers (also known as energy services companies or ESCOs) provide the same consumer protections before terminating a customer's supply service for non-payment. If you purchase your energy supply from an ESCO you may want to contact that ESCO for more information on HEFPA protections.

Closing Your Account

If you want to close your account and have service turned off because you are moving to another location, contact us online at nyseg.com or by phone and schedule service turn off in advance. Once we have final meter readings, our billing system will automatically discontinue your energy supply choice, including terminating your enrollment with an ESCO and send you a final bill. If you have ESCO service, contact your ESCO to determine if they have any fees for terminating your supply agreement.

Access to the Meter

It's important that we access our meter for readings (so that we can provide you with a bill based on your actual energy use), and to perform inspections and maintenance.

- If we are unable to read the meter for six months or three billing periods of estimated bills, whichever is greater, we will send you a "no access" notice or contact you requesting that you either arrange access to the meter or provide us with a reading.
- Providing your own reading is easy and ensures your bill is based on your actual energy use. For more information, visit nyseg.com.

- If we cannot gain access, you may be subject to special charges.
- If the meter has not been read in eight consecutive months or four billing periods, whichever is greater, you or your building owner may be subject to a \$25 charge on your next bill and all subsequent bills until we gain access.

Indoor Meters: If you will not be home on a scheduled meter reading date:

- Please let us know by contacting us at nyseg.com or by calling **1.800.572.1111** with special access instructions to your property, such as letting us know where a key is kept. Our meter reader will use these instructions to gain access to the meter. We will not enter your property without an adult present unless it is an emergency or you have granted us permission to do so. If you do not control access to the meter at your home, please help us by asking the building owner to let the meter reader in.
- If special access arrangements cannot be made, consider providing your own reading. For more information, visit nyseg.com.

For your protection, every NYSEG employee carries a photo identification card. Always ask to see this card before granting entry to your home. Before entering your home, we knock and announce our presence.

New York State Gas Safety Regulations require that we perform periodic inspections of indoor gas meters. The inspection includes both a survey for gas leakage and inspection for corrosion that could result in leakage. It's important that we access the meter to perform these inspections to ensure the highest level of public safety and verify the condition of our meter and service piping.

- We will typically attempt to perform these inspections along with obtaining the meter read or during other scheduled activities.
- If we are unable to access the meter and perform the inspections we will send you a "no access" notice or contact you requesting that you arrange access to the meter.
- If we cannot gain access, you may be subject to special charges.

Billing & Payment Billing

We issue a monthly bill based on an actual or estimated meter reading based on the amount of energy you have used. Past energy use is the primary factor we consider when preparing an estimated bill.

Whenever we send a bill based on estimated energy use, it is clearly marked in the meter reading table. The procedure we use to estimate your bill is approved by the PSC.

If you prefer, you can provide us with a meter reading on the months we don't read your meter. For a reminder when a reading is due, we offer a Customer Meter Reading Reminder service. To enroll, visit nyseg.com.

Payment and Billing Service Charges

These charges are the cost to produce and send you (electronically or on paper) a bill and process payments. Customers who use an energy supplier other than NYSEG will not be assessed this charge by NYSEG if their ESCO supply charges appear on their NYSEG bill. Payment and billing service charges appear in the Miscellaneous Charges section of the bill.

Bill Payment Options

We offer you several ways to pay your bill*:

- Receive and pay your bill online through our **eBill** service at nyseg.com or through your own online billing provider.
- Use **AutoPay** (electronic funds transfer). With **AutoPay**, we'll automatically deduct your payment from your checking account on the date indicated on the bill (approximately 23 days after we mail your bill each month). To sign up, visit nyseg.com or complete the form on the back of your bill payment stub.
- Make a single electronic payment through our **ePayment** service at nyseg.com or by calling us at **1.800.600.2275** (and still receive paper bills). Go paper- and worry-free by combining **AutoPay** and **eBill**.
- **Mail** your payment.
- Use our **self-service kiosks** available at our walk-in offices. They accept cash, credit cards and check transactions.
- Bring your payment to one of our approved **pay agents** (nearly 1,100 supermarkets or other businesses) – and any Walmart and K-Mart location nationwide – and it will post to your account the next business day. To find the pay agent nearest you, visit nyseg.com.
- Leave your payment in our **drop-box** at one of our walk-in offices.
- Make a credit card payment online or by phone.
- Pay with a **NYSEG gift card**, available for purchase at one of our walk-in offices or at nyseg.com.

* Return check fees apply for payments with insufficient funds and for payments with incorrect bank information.

Must pay right away? Make an electronic payment by phone. For the fastest payment posting and processing, make an electronic check payment anytime using our **ePayment** service by calling our self-service line at **1.800.600.2275**.

Payment Due Date: Your payment is due when you receive your bill. Late payment charges are 1.5% a month (18% per year). If you pay by mail, online or at an authorized pay agent, you can avoid a late payment charge by having your payment received by NYSEG by the date on the payment stub on page 1 of your bill.

Budget Billing: Spread your energy costs evenly over 12 months. While there are no cost savings, you'll know your payment amount in advance. We'll review your account every three months and if necessary, adjust your monthly payment based on recent usage and energy prices. Combine Budget Billing and Autopay to spread your energy costs across 12 months and never miss a payment. For more information or to enroll, visit nyseg.com. Customers can be removed from Budget Billing if they are in arrears and from Autopay if they have insufficient funds. If you wish to be refunded any excess credit at the end of the Budget Billing year, instead of having a credit on your bill, please contact us at **1.800.572.1111**.

Deposits

We will require a deposit from new customers who are requesting service for less than one year (short term or seasonal) or are asked for proof of identity and fail to provide any. We will require the deposit be paid in full prior to service being turned on. The deposit is waived for new customers who:

- Are on public assistance.
- Receive Supplemental Security Income or additional state payments.
- Are 62 years of age or older and **have not been** shut off for nonpayment in the past six months.

For electricity and/or natural gas customers whose usage peaks during the heating and/or cooling season, the deposit is twice the estimated average monthly bill during the heating and/or cooling seasons.

Deposits requested from current customers may be paid in full within 20 days of our request or in installments for up to 12 months. To pay installments, you must contact us to make arrangements. Deposits are refunded to customers who have paid their bills in full and on time for one year. If you file bankruptcy, you will be required to pay a deposit, per Federal Bankruptcy Law.

Payment Arrangements

If you are having difficulty paying your NYSEG bill, don't wait, please call us at 1.888.315.1755. Together we can work on a solution, including a possible payment agreement.

A payment agreement will specify a down payment of 15% of the amount you owe or one-half of your average monthly bill, whichever is greater. One-tenth of the balance or one-half of the average monthly bill, whichever is greater, will be due each month. This is in addition to your current charges.

If you cannot meet the terms of this agreement, please call us at **1.888.315.1755**. We will work with you to determine if you are eligible for an alternate payment agreement. In making this agreement, we will require documentation of your financial circumstances. Payments may be as low as \$10 a month plus current charges.

Termination of Service for Nonpayment

The last thing we want to do is terminate your electricity and/or natural gas service. Before we terminate your service for nonpayment, we make every effort to help you find a way to pay your bill. We will refer you to agencies that may be able to assist you. If you are having difficulty paying your bill, please call us at **1.888.315.1755**.

Before we terminate your service for nonpayment, we will send you a final termination notice. We do not send a final termination notice until a bill is past due.

We will send you a payment agreement at least 10 days prior to the termination date on your final termination notice if you are not presently on a payment agreement. If a payment agreement has not been made with us or you are not up-to-date on your present payment agreement, we have the right to turn off your electricity and/or natural gas service.

We may terminate service only between 8 a.m. and 4 p.m., Monday through Thursday. We will not terminate service on a day when our offices or the PSC offices are closed, or on the day before a public holiday, on a holiday, or during the two-week period that includes Christmas Day and New Year's Day.

If your service has been terminated and you cannot reach an agreement with our representative to reconnect service, you may ask to speak with a supervisor. If you still are not satisfied, you may call NYSEG Customer Appeals at **1.800.231.2888**. If an agreement cannot be reached, you may call the PSC Emergency Hotline at **1.800.342.3355**, weekdays between 7:30 a.m. and 7:30 p.m.

Special Services

Cold Weather Protections

(In effect between November 1 and April 15)

Heat-related service is vital to maintain your comfort and safety during winter months. You have heat-related service if we deliver electricity and/or natural gas used to heat your home or if we deliver electricity needed to operate your primary heating system. Under any of these circumstances, we will not terminate your electricity and/or natural gas service between November 1 and April 15 unless we have made a diligent effort to personally contact you or an adult member of your household and have determined that no serious impairment to health or safety would result if the service is terminated.

Termination of Service During Cold Weather Months

(In effect between November 1 and April 15)

We will try to contact you regarding payment arrangements at least 72 hours before termination of service. If our efforts to contact you by telephone during the day and evening hours are unsuccessful, we will send a representative to your home. If we are unable to contact you, your service may be terminated. If, after meeting with you, we find that a service termination might cause serious harm, we will ask the Department of Social Services (DSS) to look into the matter. We will continue your service while DSS reviews your situation.

If you live in a multiple dwelling where the meter serves more than one unit, we will not terminate your heat-related service without giving you written notice at least 30 days in advance during the winter heating season (18 days in advance during the remainder of the year). If it is determined that any tenant has a medical problem that would be worsened by terminating the heat-related service, we will continue service and refer him or her to DSS.

If you have any questions on the preceding protections, please call us at **1.800.572.1111**.

Turn Off of Service for Unsafe Conditions

We may turn off service any time we find a serious safety or technical problem. After the problem is corrected, we will turn service on as soon as possible.

Hardship Protections

When you are faced with a hardship that threatens your health or safety, we may refer you to DSS and to other resources and services. To ensure that you receive all of the protections available to you, return the form found at the bottom of page 6.

Medical Emergency: If you or a member of your household has a serious medical condition and you receive a service termination notice, we will continue your electricity and/or natural gas service for 30 days when you file a **medical certificate with us from your doctor or local board of health**. To renew the certificate and continue service after the 30 days are up, have your doctor or local board of health provide in writing why the service is still needed. They must submit this on their stationery and **include their medical identification number**. As long as you can document that you are unable to make a payment, we will not terminate your service during your medical emergency. However, **you are still responsible for payment of your NYSEG bills**.

Life Support Customer Program: If you need NYSEG service to operate life-sustaining equipment, it is your responsibility to notify us. As a life support customer, we will tag your meter, code your account and make every effort to contact you during an extended service interruption. You are also responsible for having an emergency plan in place for up to the first 24 hours of a power interruption and contacting your local fire department, rescue squad or equipment provider to inform them of your possible emergency needs. You may also wish to make arrangements for emergency housing with family or friends.

One Less Worry Program: If you or a member of your household is hospitalized, we can help with our One Less Worry program. This program extends the due date of your NYSEG bill for 30 days. Although you are still responsible for bill payments, we will not terminate your service during the time covered by the 30-day extension.

Special Identification Program: If everyone in your household (including yourself) is either blind or disabled, 18 years of age or under, or at least 62 years of age or older, we will attempt to contact you by phone or in person at least 72 hours before termination of service to work out a payment agreement.

If a payment agreement cannot be reached, we will notify DSS and will continue your electricity and/or natural gas service while DSS reviews your situation. If service has been terminated, we will attempt to contact you again within 10 days to offer a plan to reconnect service.

Large-print bills are available (at no charge) upon request.

Friendly Reminder Third Party Notification Service:

If circumstances make it difficult for you to keep track of your account, you can designate a friend, relative or agency to receive a notice from us whenever your service is at risk of being terminated. The person or agency is not responsible for paying your bill, but can help make sure you avoid an interruption.

If you are having difficulty paying your NYSEG bill, don't wait, contact us immediately at 1.888.315.1755 and together we can work on a solution.

- ▶ **To ensure you receive these hardship protections listed above, complete and return the form found on page 6 or contact us at 1.800.572.1111. All of the information you provide will be kept confidential.**

Customer Rights & Responsibilities

Reconnection of Service

We charge to reconnect service during and after normal business hours. Our fees are published at nyseg.com in our tariffs.

If your service has been terminated for nonpayment, we will reconnect it within 24 hours when:

- You have paid the amount due, or signed a payment agreement (if eligible) and made a down payment, if you are not now on a payment agreement.
- Your doctor confirms a medical emergency (see Hardship Protections on page 3).
- We receive notice of payment from a social service agency that is helping you.
- The PSC directs us to reconnect the service.

Tenants

By law, tenants are required to pay only for the electricity and/or natural gas they use.

Sometimes a tenant's electricity and/or natural gas meter also registers electricity or natural gas used outside the tenant's dwelling. This is called a "shared meter." In those cases, tenants are only required to pay for the energy they use for their dwellings.

In situations where a shared meter exists, the landlord must either:

- If permitted by New York State's Shared Meter Law (Section 52 of the Public Service Law of New York State), enter into an agreement with the tenant to compensate the tenant for any energy the tenant did not use.
- Place the dwelling unit's electricity and/or natural gas account in the landlord's name.

If you suspect your electricity and/or natural gas meter is registering energy not used in your dwelling, call us at **1.800.572.1111**, and we will investigate. When the investigation is complete, we will send you a written summary of our findings.

If you live in an apartment where your landlord fails to pay the electricity and/or natural gas bills for which he or she is responsible, you may be able to keep the service on if you can join with other tenants to pay the bill. To do this, you would only have to pay the current bill. You can then deduct that amount from your rent.

If your landlord has not paid his or her NYSEG bill, we will post notices throughout the building to inform you. From November 1 through April 15, we will also send notices to each tenant or dwelling unit at least 30 days before the service will be terminated. The rest of the year, we will send notices at least 18 days before service will be terminated. This notice will tell you whom to contact to resolve the problem.

Complaint Handling Procedure

Whether you write, contact us by phone or send an email to us, we will address your questions. If you

feel our representative has not adequately addressed your concern, please ask to speak with a supervisor. If after talking with a supervisor you are still not satisfied, you can call NYSEG Customer Appeals at **1.800.231.2888**.

If your concern remains unresolved, you can:

- Write to the New York State Public Service Commission (PSC), Three Empire State Plaza, Albany, NY 12223.
- Call the PSC's toll-free Helpline at **1.800.342.3377**, Monday through Friday, 8:30 a.m. to 4 p.m.
- Visit askpsc.com.

If your complaint involves a NYSEG bill, you will not be asked to pay the disputed portion of the bill while the matter is being reviewed by the PSC. However, the remaining balance of the bill in question and any future bills should be paid when due.

Power Disturbances

All electrical systems are subject to occasional, uncontrollable events, such as severe weather conditions or accidents involving utility poles or wires. These events can result in electrical disturbances such as high and low voltage conditions or power spikes that can damage or affect the operation of your electrical equipment, including appliances. Please be aware that it is your responsibility to protect your equipment against the possible effects of power disturbances.

Authorization

You can designate someone (a relative, roommate, caretaker, business agent, etc.) to have access to your account information and contact us on your behalf. The authorized person will be able to make decisions about your service, but not be responsible for any costs incurred on your account. To designate an authorized person, contact us.

For Emergencies, Call NYSEG. Need Service? Call a Contractor.

For natural gas emergencies, call us anytime at **1.800.572.1121** or **911**. If you suspect a natural gas leak, get up, get out and call us immediately at **1.800.572.1121** or call **911**. Do not call from the building or site of the leak. For electricity emergencies, call us anytime at **1.800.572.1131** or call **911**.

For all non-emergency energy services (furnace, boiler, water heater, stove or oven problems; second opinions; inspections; repair of heating, air conditioning or appliances) contact trained, certified equipment and appliance professionals or contractors to help you. Qualified, licensed electricians, plumbers, heating contractors or appliance repair professionals should install electricity and/or natural gas lines, change appliance connectors or check service lines running from the meter to your appliances. This is the responsibility of the property owner along with the maintenance and repair of these lines to ensure safe, proper operation.

Energy Supply

Contact Information

If you do not purchase your energy supply from NYSEG, contact your supplier (also known as an energy services company or ESCO) for questions regarding your energy supply. Contact NYSEG if you have questions regarding your delivery services. You can select an ESCO at any time for your energy supply. Please note: Pursuant to a PSC Order, Energy Supply Companies must satisfy conditions set by the PSC before servicing customers enrolled in our Energy Assistance Program. To learn more about this order, please visit dps.ny.gov, reference case 12-M-0476.

Electricity Supply Options

NYSEG Supply Service consists of variable NYSEG electricity supply and transition charges and a fixed NYSEG delivery charge. The supply charge changes each month as the market price of electricity fluctuates.

ESCO Supply Service consists of an ESCO electricity supply charge, a variable transition charge and a fixed NYSEG delivery charge. How much you pay for electricity supply depends on your agreement with your supplier. Contact an ESCO if you wish to select this option. Regardless of which supply option you choose, you will pay the same delivery and transition charges as other customers with the same service classification.

Electricity and Natural Gas Supply Choices

New/Moving and Existing Customers: You can choose an ESCO or NYSEG to provide your electricity and/or natural gas supply at anytime.

Enrolling with an ESCO

- **Step 1: Obtain an ESCO List** - Participating ESCOs must meet certain requirements set forth by the PSC, New York Independent System Operator (NYISO)* and NYSEG. For the most current list of ESCOs, visit nyseg.com or call 1.800.572.1111.
- **Step 2: Compare Prices and Services.**
- **Step 3: Notify the ESCO of Your Choice** - Your ESCO must then contact NYSEG to enroll your account. Your ESCO will need your account number and Point of Delivery (PoD) ID number, which can be found on page 3 of your bill.

* For electricity ESCOs only.

Energy Supply Start Date

Once NYSEG receives your enrollment from your ESCO, your start date will be confirmed by NYSEG in writing.

Your start date to receive supply from your ESCO is the date of your next scheduled actual or estimated meter reading that occurs:

- **For Electricity Supply** - five business days after NYSEG receives a valid enrollment from your ESCO.
- **For Natural Gas Supply** - ten business days after NYSEG receives a valid enrollment from your ESCO.

If you want to begin receiving supply from your ESCO earlier than the start date, you or your ESCO can notify NYSEG to request a special meter reading (a \$20 fee will apply) that will occur no earlier than:

- **For Electricity Supply** - five business days from the time of request.
- **For Natural Gas Supply** - ten business days from the time of request.

Billing with an ESCO

Once NYSEG processes your ESCO enrollment, you will receive a bill for any energy supply received from NYSEG up to the date of your meter reading.

- **Single-Bill Option** - If your ESCO offered a consolidated (single) bill option, your ESCO supply and NYSEG delivery charges will be included in your NYSEG bill. Pay NYSEG the total amount owed (NYSEG delivery and transition charges and ESCO supply charge).
- **Two-Bill Option** - If your ESCO's charges do not appear on your NYSEG bill, your ESCO will be billing you separately for energy supply, and you will pay your ESCO directly. Continue to pay NYSEG directly for your delivery and transition charges.

Consumer Protections

You have consumer protections when you choose an ESCO, including the ESCO Consumer Bill of Rights. Check with your ESCO about any consumer protections that might apply to you.

ESCO Terms and Conditions – Disclosure Statement: Your ESCO is required to provide you with a statement of the terms and conditions and your rights and responsibilities prior to you making a commitment to the ESCO. Your commitment to the ESCO will not be considered final until three business days after your receipt of the ESCO's disclosure statement. The statement must inform you about the

intent of the ESCO to obtain your billing, usage and payment history information from NYSEG.

Confidentiality of Your Account Information: With your authorization, an ESCO may obtain your billing and usage history from NYSEG. To receive your payment history, the ESCO must provide NYSEG with your authorization at NYSEG's request. If you do not want NYSEG to release *any or all* account information, please contact us at nyseg.com or call **1.800.572.1111**.

Unauthorized Switches (Slamming) Prevention: Slamming is the illegal practice of switching a customer's energy supply service without the customer's consent. Before you receive your energy supply from an ESCO, NYSEG will send you a letter confirming your choice of ESCO. **If you did not request this switch**, please contact us immediately to stop the transfer of your supply service. To contact us online, please visit nyseg.com to complete and submit the Stop Supplier Switch form. To contact us by phone, call

607.762.7052 and at the tone provide your name, service address, account number, phone number and type of service for which the transfer should be stopped.

Provider of Last Resort: If, for any reason, your ESCO ceases to provide you with energy supply services, NYSEG will automatically provide you with electricity and/or natural gas supply. Your service will not be interrupted.

Complaint Handling Procedures

If your complaint is with an ESCO:

- Contact your ESCO directly.
- If your complaint remains unresolved or you are still not satisfied, you can contact the PSC toll-free at **1.888.697.7728** or askpsc.com.
- If you are still not satisfied after talking to the PSC, you may call the New York State Attorney General's Office at **1.800.771.7755**.

If your complaint is with NYSEG's delivery service, refer to page 4.

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: **1.800.572.1131**
- Natural gas odors or emergencies: **1.800.572.1121**

Mail:

- Bill Payment: NYSEG, P.O. Box 847812, Boston, MA 02284-7812
- Customer Relations Center: NYSEG, P.O. Box 5240, Binghamton, NY 13902-5240

Payment arrangements: 1.888.315.1755

Service and billing questions: 1.800.572.1111

Hearing and speech-impaired: Dial **711** (NY Relay Service)

Self-service number: Call **1.800.600.2275** anytime 24/7 to enter a meter reading, pay by phone, learn account balance and more.

Website:

- Report outages, view estimated restoration times and more by visiting nyseg.com from your smartphone, tablet or computer.
- Send us an email by visiting nyseg.com.

Stay informed about power outages: Log in to your account at nyseg.com and sign up for Outage Alerts to receive notifications regarding weather conditions that may impact your electricity, updates on reported outages and more. Choose how you want to receive alerts - by text message, email, voice message, or all three.

Please check any of the statements below that apply to you, complete the form below with your most current contact information, and mail it to: NYSEG Customer Relations Center, P.O. Box 5240, Binghamton, NY 13902-5240. This will ensure that you are afforded all protections to which you are entitled, and kept safe.

- I am at least 62 years old or disabled or blind and live alone.
- Everyone in my household is at least 62 years old or blind or disabled or 18 years old or younger.
- I or someone in my household uses the following life-sustaining equipment: _____
- Please send me more information about NYSEG's special services that are described on page 3.

Name: _____

Daytime phone: _____ Evening phone: _____

Address: _____

Town/City: _____ State: _____ ZIP: _____

NYSEG account number (11 digits): _____ - _____ - _____

Email address: _____





Residential Rights and Responsibilities

2019

This booklet, which we provide once each year, summarizes our service policies, energy supply choices and your rights under Public Service Commission (PSC) rules and the Home Energy Fair Practices Act (HEFPA) – Rules (Title 16 of the New York Codes, Rules and Regulations – Parts 11 & 12) based on New York State Public Law. Please take time to read it, and keep it for future reference.

Your Residential Service

Residential Customer

A residential customer is a person who is receiving service at a dwelling for his or her own residential use or the residential use of another person.

Selection of the Most Advantageous Rate

It is your responsibility to select the most advantageous rate classification for your account. Upon request, we can review your energy use and help you determine which rate classification may be best for you. Our rate summaries and tariffs are available online at rge.com or at any of our walk-in offices.

Please note: HEFPA requires that New York state utilities provide certain consumer protections and follow specific procedures prior to terminating utility service for customers who fall behind in paying their bills. HEFPA requires that suppliers (also known as energy services companies or ESCOs) provide the same consumer protections before terminating a customer's supply service for non-payment. If you purchase your energy supply from an ESCO you may want to contact that ESCO for more information on HEFPA protections.

Closing Your Account

If you want to close your account and have service turned off because you are moving to another location, contact us online at rge.com or by phone and schedule service turn off in advance. Once we have final meter readings, our billing system will automatically discontinue your energy supply choice, including terminating your enrollment with an ESCO and send you a final bill. If you have ESCO service, contact your ESCO to determine if they have any fees for terminating your supply agreement.

Access to the Meter

It's important that we access our meter for readings (so that we can provide you with a bill based on your actual energy use), and to perform inspections and maintenance.

- If we are unable to read the meter for six months or three billing periods of estimated bills, whichever is greater, we will send you a "no access" notice or contact you requesting that you either arrange access to the meter or provide us with a reading.
- Providing your own reading is easy and ensures your bill is based on your actual energy use. For more information, visit rge.com.

- If we cannot gain access, you may be subject to special charges.
- If the meter has not been read in eight consecutive months or four billing periods, whichever is greater, you or your building owner may be subject to a \$25 charge on your next bill and all subsequent bills until we gain access.

Indoor Meters: If you will not be home on a scheduled meter reading date:

- Please let us know in advance by contacting us at rge.com or by calling **1.800.743.2110** with special access instructions to your property, such as letting us know where a key is kept. Our meter reader will use these instructions to gain access to the meter. We will not enter your property without an adult present unless it is an emergency or you have granted us permission to do so. If you do not control access to the meter at your home, please help us by asking the building owner to let the meter reader in.
- If special access arrangements cannot be made, consider providing your own reading. For more information, visit rge.com.

For your protection, every RG&E employee carries a photo identification card. Always ask to see this card before granting entry to your home. Before entering your home, we knock and announce our presence.

New York State Gas Safety Regulations require that we perform periodic inspections of indoor gas meters. The inspection includes both a survey for gas leakage and inspection for corrosion that could result in leakage. It's important that we access the meter to perform these inspections to ensure the highest level of public safety and verify the condition of our meter and service piping.

- We will typically attempt to perform these inspections along with obtaining the meter read or during other scheduled activities.
- If we are unable to access the meter and perform the inspections we will send you a "no access" notice or contact you requesting that you arrange access to the meter.
- If we cannot gain access, you may be subject to special charges.

Billing & Payment

Billing

We issue a monthly bill based on an actual or estimated meter reading based on the amount of energy you have used. Past energy use is the primary factor we consider when preparing an estimated bill.

Whenever we send a bill based on estimated energy use, it is clearly marked in the meter reading table. The procedure we use to estimate your bill is approved by the PSC.

If you prefer, you can provide us with a meter reading on the months we don't read your meter. For a reminder when a reading is due, we offer a Customer Meter Reading Reminder service. To enroll, visit rge.com.

Payment and Billing Service Charges

These charges are the cost to produce and send you (electronically or on paper) a bill and process payments. Customers who use an energy supplier (also known as an energy services company or ESCO) other than RG&E will not be assessed this charge by RG&E if their ESCO supply charges appear on their RG&E bill. Payment and billing service charges appear in the Miscellaneous Charges section of the bill.

Bill Payment Options

We offer you several ways to pay your bill*:

- Receive and pay your bill online through our **eBill** service at rge.com or through your own online billing provider.
- Use **AutoPay** (electronic funds transfer). With **AutoPay**, we'll automatically deduct your payment from your checking account on the date indicated on the bill (approximately 23 days after we mail your bill each month). To sign up, visit rge.com or complete the form on the back of your bill payment stub.
- Make a single electronic payment through our **ePayment** service at rge.com or by calling us at **1.800.295.7323** (and still receive paper bills). Go paper- and worry-free by combining **AutoPay** and **eBill**.
- **Mail** your payment.
- Use our **self-service kiosks** available at our walk-in offices. They accept cash, credit cards and check transactions.
- Bring your payment to one of our approved **pay agents** (nearly 1,100 supermarkets or other businesses) – and any Walmart and K-Mart location nationwide – and it will post to your account the next business day. To find the pay agent nearest you, visit rge.com.
- Leave your payment in our **drop-box** at one of our walk-in offices.
- Make a credit card payment online or by phone.
- Pay with an **RG&E gift card**, available for purchase at one of our walk-in offices or at rge.com.

* Return check fees apply for payments with insufficient funds and for payments with incorrect bank information.

Must pay right away? Make an electronic payment by phone. For the fastest payment posting and processing, make an electronic check payment anytime using our **ePayment** service by calling our self-service line at **1.800.295.7323**.

Payment Due Date: Your payment is due when you receive your bill. Late payment charges are 1.5% a month (18% per year). If you pay by mail, online or at an authorized pay agent, you can avoid a late payment charge by having your payment received

by RG&E by the date on the payment stub on page 1 of your bill.

Budget Billing: Spread your energy costs evenly over 12 months. While there are no cost savings, you'll know your payment amount in advance. We'll review your account every three months and if necessary, adjust your monthly payment based on recent usage and energy prices. Combine Budget Billing and Autopay to spread your energy costs across 12 months and never miss a payment. For more information or to enroll, visit rge.com. Customers can be removed from Budget Billing if they are in arrears and from Autopay if they have insufficient funds. If you wish to be refunded any excess credit at the end of the Budget Billing year, instead of having a credit on your bill, please contact us at **1.800.743.2110**.

Deposits

We will require a deposit from new customers who are requesting service for less than one year (short term or seasonal) or are asked for proof of identity and fail to provide any. We will require the deposit be paid in full prior to service being turned on. The deposit is waived for new customers who:

- Are on public assistance.
- Receive Supplemental Security Income or additional state payments.
- Are 62 years of age or older and **have not been** shut off for nonpayment in the past six months.

For electricity and/or natural gas customers whose usage peaks during the heating and/or cooling season, the deposit is twice the estimated average monthly bill during the heating and/or cooling seasons.

Deposits requested from current customers may be paid in full within 20 days of our request or in installments for up to 12 months. Deposits are refunded to customers who have paid their bills in full and on time for one year. If you file bankruptcy, you will be required to pay a deposit, per Federal Bankruptcy Law.

Payment Arrangements

If you are having difficulty paying your RG&E bill, don't wait, please call us at 1.877.266.3492. Together we can work on a solution, including a possible payment agreement.

A payment agreement will specify a down payment of 15% of the amount you owe or one-half of your average monthly bill, whichever is greater. One-tenth of the balance or one-half of the average monthly bill, whichever is greater, will be due each month. This is in addition to your current charges.

If you cannot meet the terms of this agreement, please call us at **1.877.266.3492**. We will work with you to determine if you are eligible for an alternate payment agreement. In making this agreement, we will require documentation of your financial circumstances. Payments may be as low as \$10 a month plus current charges.

Termination of Service for Nonpayment

The last thing we want to do is terminate your electricity and/or natural gas service. Before we terminate your service for nonpayment, we make every effort to help you find a way to pay your bill. We will refer you to agencies that may be able to assist you. If you are having difficulty paying your bill, please call us at **1.877.266.3492**.

Before we terminate your service for nonpayment, we will send you a final termination notice. We do not send a final termination notice until a bill is past due.

We will send you a payment agreement at least 10 days prior to the termination date on your final termination notice if you are not presently on a payment agreement. If a payment agreement has not been made with us or you are not up-to-date on your present payment agreement, we have the right to turn off your electricity and/or natural gas service.

We may terminate service only between 8 a.m. and 4 p.m., Monday through Thursday. We will not terminate service on a day when our offices or the PSC offices are closed, or on the day before a public holiday, on a holiday, or during the two-week period that includes Christmas Day and New Year's Day.

If your service has been terminated and you cannot reach an agreement with our representative to reconnect service, you may ask to speak with a supervisor. If you still are not satisfied, you may call RG&E Customer Appeals at **1.800.743.1150**. If an agreement cannot be reached, you may call the PSC Emergency Hotline at **1.800.342.3355**, weekdays between 7:30 a.m. and 7:30 p.m.

Special Services

Cold Weather Protections (In effect between November 1 and April 15)

Heat-related service is vital to maintain your comfort and safety during winter months. You have heat-related service if we deliver electricity and/or natural gas used to heat your home or if we deliver electricity needed to operate your primary heating system. Under any of these circumstances, we will not terminate your electricity and/or natural gas service between November 1 and April 15 unless we have made a diligent effort to personally contact you or an adult member of your household and have determined that no serious impairment to health or safety would result if the service is terminated.

Termination of Service During Cold Weather Months (In effect between November 1 and April 15)

We will try to contact you regarding payment arrangements at least 72 hours before termination of service. If our efforts to contact you by phone during the day and evening hours are unsuccessful, we will send a representative to your home. If we are unable to contact you, your service may be terminated. If, after meeting with you, we find that a service termination might cause serious harm, we will ask the Department of Social Services (DSS) to look into the matter. We will continue your service while DSS reviews your situation.

If you live in a multiple dwelling where the meter serves more than one unit, we will not terminate your heat-related service without giving you written notice at least 30 days in advance during the winter heating season (18 days in advance during the remainder of the year). If it is determined that any tenant has a medical problem that would be worsened by terminating the heat-related service, we will continue service and refer him or her to DSS.

If you have any questions on the preceding protections, please call us at **1.877.266.3492**.

Turn Off of Service for Unsafe Conditions

We may turn off service any time we find a serious safety or technical problem. After the problem is corrected, we will turn service on as soon as possible.

Hardship Protections

When you are faced with a hardship that threatens your health or safety, we may refer you to DSS and to other resources and services. To ensure that you receive all of the protections available to you, return the form found at the bottom of page 6.

Medical Emergency: If you or a member of your household has a serious medical condition and you receive a service termination notice, we will continue your electricity and/or natural gas service for 30 days when you file a **medical certificate with us from your doctor or local board of health**. To renew the certificate and continue service after the 30 days are up, have your doctor or local board of health provide in writing why the service is still needed. They must submit this on their stationery and **include their medical identification number**. As long as you can document that you are unable to make a payment, we will not terminate your service during your medical emergency. However, **you are still responsible for payment of your RG&E bills**.

Life Support Customer Program: If you need RG&E service to operate life-sustaining equipment, it is your responsibility to notify us. As a life support customer, we will tag your meter, code your account and make every effort to contact you during an extended service interruption. You are also responsible for having an emergency plan in place for up to the first 24 hours of a power interruption and contacting your local fire department, rescue squad or equipment provider to inform them of your possible emergency needs. You may also wish to make arrangements for emergency housing with family or friends.

Special Identification Program: If everyone in your household (including yourself) is either blind or disabled, 18 years of age or under, or at least 62 years of age or older, we will attempt to contact you by phone or in person at least 72 hours before termination of service to work out a payment agreement.

If a payment agreement cannot be reached, we will notify DSS and will continue your electricity and/or natural gas service while DSS reviews your situation. If service has been terminated, we will attempt to contact you again within 10 days to offer a plan to reconnect service.

Large-print bills are available (at no charge) upon request.

Third Party Notification Service: If circumstances make it difficult for you to keep track of your account, you can designate a friend, relative or agency to receive a notice from us whenever your service is at risk of being terminated. The person or agency is not responsible for paying your bill, but can help make sure you avoid an interruption.

If you are having difficulty paying your RG&E bill, don't wait, contact us immediately at 1.877.266.3492 and together we can work on a solution.

▶ **To ensure you receive these hardship protections listed above, complete and return the form found on page 6 or contact us at 1.877.266.3492. All of the information you provide will be kept confidential.**

Customer Rights & Responsibilities

Reconnection of Service

We charge to reconnect service during and after normal business hours. Our fees are published at rge.com in our tariffs.

If your service has been terminated for nonpayment, we will reconnect it within 24 hours when:

- You have paid the amount due, or signed a payment agreement (if eligible) and made a down payment, if you are not now on a payment agreement.
- Your doctor confirms a medical emergency (see Hardship Protections on page 3).
- We receive notice of payment from a social service agency that is helping you.
- The PSC directs us to reconnect the service.

Tenants

By law, tenants are required to pay only for the electricity and/or natural gas they use.

Sometimes a tenant's electricity and/or natural gas meter also registers electricity or natural gas used outside the tenant's dwelling. This is called a "shared meter." In those cases, tenants are only required to pay for the energy they use for their dwellings.

In situations where a shared meter exists, the landlord must either:

- If permitted by New York State's Shared Meter Law (Section 52 of the Public Service Law of New York State), enter into an agreement with the tenant to compensate the tenant for any energy the tenant did not use.
- Place the dwelling unit's electricity and/or natural gas account in the landlord's name.

If you suspect your electricity and/or natural gas meter is registering energy not used in your dwelling, call us at **1.800.743.2110**, and we will investigate. When the investigation is complete, we will send you a written summary of our findings.

If you live in an apartment where your landlord fails to pay the electricity and/or natural gas bills for which he or she is responsible, you may be able to keep the service on if you can join with other tenants to pay the bill. To do this, you would only have to pay the current bill. You can then deduct that amount from your rent.

If your landlord has not paid his or her RG&E bill, we will post notices throughout the building to inform you. From November 1 through April 15, we will also send notices to each tenant or dwelling unit at least 30 days before the service will be terminated. The rest of the year, we will send notices at least 18 days before service will be terminated. This notice will tell you whom to contact to resolve the problem.

Complaint Handling Procedure

Whether you write, contact us by phone or send an email to us, we will address your questions. If you

feel our representative has not adequately addressed your concern, please ask to speak with a supervisor.

If after talking with a supervisor you are still not satisfied, you can call RG&E Customer Appeals at **1.800.743.1150**.

If your concern remains unresolved, you can:

- Write to the New York State Public Service Commission (PSC), Three Empire State Plaza, Albany, NY 12223.
- Call the PSC's toll-free Helpline at **1.800.342.3377**, Monday through Friday, 8:30 a.m. to 4 p.m.
- Visit askpsc.com.

If your complaint involves an RG&E bill, you will not be asked to pay the disputed portion of the bill while the matter is being reviewed by the PSC. However, the remaining balance of the bill in question and any future bills should be paid when due.

Power Disturbances

All electrical systems are subject to occasional, uncontrollable events, such as severe weather conditions or accidents involving utility poles or wires. These events can result in electrical disturbances such as high and low voltage conditions or power spikes that can damage or affect the operation of your electrical equipment, including appliances. Please be aware that it is your responsibility to protect your equipment against the possible effects of power disturbances.

Authorization

You can designate someone (a relative, roommate, caretaker, business agent, etc.) to have access to your account information and contact us on your behalf. The authorized person will be able to make decisions about your service, but not be responsible for any costs incurred on your account. To designate an authorized person, contact us.

For Emergencies, Call RG&E. Need Service? Call a Contractor.

For natural gas emergencies, call us anytime at **1.800.743.1702** or **911**. If you suspect a natural gas leak, get up, get out and call us immediately at **1.800.743.1702** or call **911**. Do not call from the building or site of the leak. For electricity emergencies, call us anytime at **1.800.743.1701** or call **911**.

For all non-emergency energy services (furnace, boiler, water heater, stove or oven problems; second opinions; inspections; repair of heating, air conditioning or appliances) contact trained, certified equipment and appliance professionals or contractors to help you. Qualified, licensed electricians, plumbers, heating contractors or appliance repair professionals should install electricity and/or natural gas lines, change appliance connectors or check service lines running from the meter to your appliances. This is the responsibility of the property owner along with the maintenance and repair of these lines to ensure safe, proper operation.

Energy Supply

Contact Information

If you do not purchase your energy supply from RG&E, contact your supplier (also known as an energy services company or ESCO) for questions regarding your energy supply. Contact RG&E if you have questions regarding your delivery services. You can select an ESCO at any time for your energy supply. Please note: Pursuant to a PSC Order, Energy Supply Companies must satisfy conditions set by the PSC before servicing customers enrolled in our Energy Assistance Program. To learn more about this order, please visit dps.ny.gov, reference case 12-M-0476.

Electricity Supply Options

RG&E Supply Service consists of variable RG&E electricity supply and transition charges and a fixed RG&E delivery charge. The supply charge changes each month as the market price of electricity fluctuates.

ESCO Supply Service consists of an ESCO electricity supply charge, a variable transition charge and a fixed RG&E delivery charge. How much you pay for electricity supply depends on your agreement with your supplier. Contact an ESCO if you wish to select this option. Regardless of which supply option you choose, you will pay the same delivery and transition charges as other customers with the same service classification.

Electricity and Natural Gas Supply Choices

New/Moving and Existing Customers: You can choose an ESCO or RG&E to provide your electricity and/or natural gas supply at anytime.

Enrolling with an ESCO

- **Step 1: Obtain an ESCO List** - Participating ESCOs must meet certain requirements set forth by the PSC, New York Independent System Operator (NYISO)* and RG&E. For the most current list of ESCOs, visit rge.com or call **1.800.743.2110**.
- **Step 2: Compare Prices and Services.**
- **Step 3: Notify the ESCO of Your Choice** - Your ESCO must then contact RG&E to enroll your account. Your ESCO will need your account number and Point of Delivery (PoD) ID number, which can be found on page 3 of your bill.

* For electricity ESCOs only.

Energy Supply Start Date

Once RG&E receives your enrollment from your ESCO, your start date will be confirmed by RG&E in writing. Your start date to receive supply from your ESCO is the date of your next scheduled actual or estimated meter reading that occurs:

- **For Electricity Supply** - five business days after RG&E receives a valid enrollment from your ESCO.
- **For Natural Gas Supply** - ten business days after RG&E receives a valid enrollment from your ESCO.

If you want to begin receiving supply from your ESCO earlier than the start date, you or your ESCO can notify RG&E to request a special meter reading (a \$20 fee will apply) that will occur no earlier than:

- **For Electricity Supply** - five business days from the time of request.
- **For Natural Gas Supply** - ten business days from the time of request.

Billing with an ESCO

Once RG&E processes your ESCO enrollment, you will receive a bill for any energy supply received from RG&E up to the date of your meter reading.

- **Single-Bill Option** - If your ESCO offered a consolidated (single) bill option, your ESCO supply and RG&E delivery charges will be included in your RG&E bill. Pay RG&E the total amount owed (RG&E delivery and transition charges and ESCO supply charge).
- **Two-Bill Option** - If your ESCO's charges do not appear on your RG&E bill, your ESCO will be billing you separately for energy supply, and you will pay your ESCO directly. Continue to pay RG&E directly for your delivery and transition charges.

Consumer Protections

You have consumer protections when you choose an ESCO, including the ESCO Consumer Bill of Rights. Check with your ESCO about any consumer protections that might apply to you.

ESCO Terms and Conditions – Disclosure Statement: Your ESCO is required to provide you with a statement of the terms and conditions and your rights and responsibilities prior to you making a commitment to the ESCO. Your commitment to the ESCO will not be considered final until three business days after your receipt of the ESCO's disclosure statement. The statement must inform you about the

intent of the ESCO to obtain your billing, usage and payment history information from RG&E.

Confidentiality of Your Account Information: With your authorization, an ESCO may obtain your billing and usage history from RG&E. To receive your payment history, the ESCO must provide RG&E with your authorization at RG&E's request. If you do not want RG&E to release *any* or *all* account information, please contact us at rge.com or call **1.800.743.2110**.

Unauthorized Switches (Slamming) Prevention: Slamming is the illegal practice of switching a customer's energy supply service without the customer's consent. Before you receive your energy supply from an ESCO, RG&E will send you a letter confirming your choice of ESCO. **If you did not request this switch**, please contact us immediately to stop the transfer of your supply service. To contact us online, please visit rge.com to complete and submit the Stop Supplier Switch form. To contact us by phone, call **585.771.6000** and at the tone provide your name, service address, account number,

phone number and type of service for which the transfer should be stopped.

Provider of Last Resort: If, for any reason, your ESCO ceases to provide you with energy supply services, RG&E will automatically provide you with electricity and/or natural gas supply. Your service will not be interrupted.

Complaint Handling Procedures

If your complaint is with an ESCO:

- Contact your ESCO directly.
- If your complaint remains unresolved or you are still not satisfied, you can contact the PSC toll-free at **1.888.697.7728** or askpsc.com.
- If you are still not satisfied after talking to the PSC, you may call the New York State Attorney General's Office at **1.800.771.7755**.

If your complaint is with RG&E's delivery service, refer to page 4.

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: **1.800.743.1701**
- Natural gas odors or emergencies: **1.800.743.1702**

Mail:

- Bill Payment: RG&E, P.O. Box 847813, Boston, MA 02284-7813
- Customer Relations Center: RG&E, 89 East Avenue, Rochester, NY 14649-0001

Payment arrangements: 1.877.266.3492

Service and billing questions: 1.800.743.2110

Hearing and speech-impaired: Dial **711** (NY Relay Service) or **1.800.962.3293**

Self-service number: Call **1.800.295.7323** anytime 24/7 to enter a meter reading, pay by phone, learn account balance and more.

Website:

- Report outages, view estimated restoration times and more by visiting rge.com from your smartphone, tablet or computer.
- Send us an email by visiting rge.com.

Stay informed about power outages: Log in to your account at rge.com and sign up for Outage Alerts to receive notifications regarding weather conditions that may impact your electricity, updates on reported outages and more. Choose how you want to receive alerts - by text message, email, voice message, or all three.

Please check any of the statements below that apply to you, complete the form with your most current contact information, and mail it to: RG&E Customer Relations Center, 89 East Avenue, Rochester, NY 14649-0001. This will ensure that you are afforded all protections to which you are entitled, and kept safe.

- I am at least 62 years old or disabled or blind and live alone.
- Everyone in my household is at least 62 years old or blind or disabled or 18 years old or younger.
- I or someone in my household uses the following life-sustaining equipment: _____
- Please send me more information about RG&E's special services that are described on page 3.

Name: _____

Daytime phone: _____ Evening phone: _____

Address: _____

Town/City: _____ State: _____ ZIP: _____

RG&E account number (11 digits): _____ - _____ - _____

Email address: _____





Natural Gas Rates Summary – Effective May 1, 2018

PSC No. 87 and 88

Introduction

*This document is a generalized summary of NYSEG's natural gas rates. For a complete description of terms and conditions of service, please refer to NYSEG's tariffs as approved by the New York State Public Service Commission (PSC). Our tariffs are available for review on our website at nyseg.com. If you have any questions about this rate summary, please contact us at **1.800.572.1111**.*

Overview of Natural Gas Supply Choice

As a NYSEG natural gas customer, you can purchase your natural gas **supply** from NYSEG or a supplier other than NYSEG. Your natural gas price is made up of a **delivery** charge and a **supply** charge. The **delivery** charge is what you pay NYSEG to transport natural gas to you through our pipes. The **supply** charge is what you pay NYSEG or a supplier other than NYSEG for the natural gas you use. NYSEG is your natural gas **delivery** company. Whether you purchase your natural gas **supply** from NYSEG or a supplier, NYSEG will continue to deliver your natural gas safely and reliably. If you have a natural gas emergency or you have questions regarding your natural gas **delivery** service, NYSEG will be there for you.

For more information about your natural gas supply choices call **1.800.572.1111** or visit nyseg.com.

Important Information About Your Bill

Terms of Payment – Payment is due when you receive your bill. To avoid a late payment charge, your payment must be postmarked by the date shown at the bottom of page 1 of your bill. If you pay your bill in person or online, your payment must be received on or before that date. The late payment charge is 1.5% per month.

Payment Options – Pay your NYSEG bill online, by mail, electronic funds transfer, or at any of our authorized pay agents. If you pay in person, please bring your entire bill.

Term of Service Requirements – The term of service is one (1) month and thereafter until terminated by 48 hours' written notice, unless otherwise defined within a Transportation Service Agreement.

Monthly Basic Service Charge and Transportation

Administration Charge – The Basic Service Charge includes a portion of the cost of the meter, meter reading and billing, and part of the cost of providing delivery service. It will appear on your bill whether or not you used any energy during the billing period. For natural gas transportation customers, a Transportation Administration Charge will be assessed on all accounts, unless otherwise stated in the applicable NYSEG tariff.

Merchant Function Charge – The Merchant Function Charge (MFC) reflects the administrative costs associated with obtaining natural gas supply. Customers who choose an alternate gas supplier will not be charged the MFC. The MFC may be revised annually on May 1.

System Benefits Charge – The System Benefits Charge (SBC) is a state-mandated charge for all residential natural gas customers. This charge is used to fund initiatives focused on reducing residential natural gas use in the state as part of the Energy Efficiency Portfolio Standard and was ordered by the Public Service Commission.

Gas Supply Charge – The Gas Supply Charge (GSC) reflects the costs associated with purchasing natural gas and transporting it to NYSEG's delivery system for customers receiving their natural gas supply from NYSEG.

Taxes – NYSEG collects the applicable local revenue taxes and/or Gross Income Tax by applying a Tax Surcharge Factor (TSF) to each service classification's charges when a customer's bill is calculated. Where applicable, NYSEG must also pay a Temporary Metropolitan Transportation Business Tax Surcharge.

Additionally, some cities and villages charge a 1% Municipal Gross Income Tax on a utility's local revenues. The TSF is not applied to the state and/or local sales taxes.

The charges specified in this document do not include any applicable state and/or local revenue taxes or income taxes.

Transition Surcharge – The Transition Surcharge (TS) reflects the costs of making the natural gas industry more competitive and includes other associated credits and/or charges.

Weather Adjustment – Weather Adjustment (WA), also called the Weather Normalization Adjustment, is an adjustment in the delivery charge portion of customer gas bills due to variations from normal weather during the heating season, October 1 through May 31. If temperatures during the billing period are colder than normal, customers typically receive a credit on their bill. If temperatures are warmer than normal, customers typically receive a charge.

TRANSPORTATION SERVICE ONLY

Customer Aggregation – Any natural gas customer or group of natural gas customers can combine their usage for the purpose of buying natural gas from a natural gas supplier (also called a gas marketer or nonutility natural gas provider). The combined usage must be more than 50,000 therms per year. Customers interested in aggregation transportation service (PSC No. 88 - Service Classification Nos. 13 and 14) must contact a natural gas supplier to be in an aggregation "pool."

Reservation of Sales Customer Status – Transportation customers, except those as defined as Mandatory Capacity Release Customers, can pay pipeline capacity demand charges for the right to use NYSEG-supplied natural gas in the event customer-owned transportation gas is not available.

These customers will also pay a Demand Cost of Gas Adjustment.

Demand Cost of Gas Adjustment – Transportation customers who elect to reserve their "Sales Customer" status shall be subject to a Demand Cost of Gas Adjustment per therm of natural gas supplied. The Demand Cost of Gas Adjustment applies when NYSEG's average demand cost of reserving "Sales Customer" status differs from the base demand cost of \$0.1111 per therm.

Research and Development (R&D) Adjustment – The R&D Adjustment provides funding for R&D programs.

Sales Service

PSC No. 87 Service Classification No. 1 - Residential Sales Service Rates

1. Eligibility Requirements: Residential service in individual private dwellings; two-family dwellings where the customer is a resident; flats; apartments; and separately metered non-space or non-water heating equipment in common areas used by tenants of individually metered multi-family residences of ten (10) units or less. Applicable also to natural gas used exclusively for religious purposes by any corporation, association or school organized and conducted in good faith for religious purposes; or for any post or hall owned or leased by a not-for-profit corporation that is a veterans' organization. Applicable also to natural gas used exclusively in connection with a community residence for the mentally disabled, as defined in Subdivision 28, 28-a, or 28-b of Section 1.03 of the Mental Hygiene Law, provided that such residence is operated by a not-for-profit corporation and, if supervisory staff is on site twenty-four (24) hours a day, that the residence provides living accommodations for fourteen (14) or fewer residents.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

- Basic Service Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First three therms or less (non-heating) \$12.30
 - First three therms or less (heating) \$16.30
- Usage Charge:
 - Next 47 therms, per therm \$ 0.72809
 - Over 50 therms, per therm \$ 0.17105
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

GAS SUPPLY CHARGE (\$/therm)

- Gas Supply Charge (GSC) GSC rates vary monthly
- Merchant Function Charge (MFC) MFC rates vary monthly

PSC No. 87 Service Classification No. 2 - General Sales Service Rates

1. Eligibility Requirements: Applies to nonresidential customers not qualified for the residential sales rate.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

- Basic Service Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First three therms or less \$23.60
- Usage Charge:
 - Next 497 therms, per therm \$ 0.43958
 - Next 14,500 therms, per therm \$ 0.25323
 - Over 15,000 therms, per therm \$ 0.15577
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

GAS SUPPLY CHARGE (\$/therm)

- Gas Supply Charge (GSC) GSC rates vary monthly
- Merchant Function Charge (MFC) MFC rates vary monthly

PSC No. 87 Service Classification No. 5 - Seasonal Gas Cooling Sales Service Rates

1. Eligibility Requirements: Applies to nonresidential customers also taking service under another service classification and using this service exclusively for natural gas cooling or desiccant dehumidifying equipment. This service is only available during the period of May through September of each year.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

- Basic Service Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First three therms or less \$16.86
- Usage Charge:
 - Over three therms, per therm \$ 0.04168
- Transition Surcharge (TS) TS rates vary with each bill

GAS SUPPLY CHARGE (\$/therm)

- Gas Supply Charge (GSC) GSC rates vary monthly
- Merchant Function Charge (MFC) MFC rates vary monthly

Binghamton Rate Area Sales Service

PSC No. 87 Service Classification No. 9 - Industrial Manufacturing or Processing Purposes Sales Service Rates

1. Eligibility Requirements: Applies to customers whose principal use of natural gas is for industrial manufacturing or processing purposes; or for drilling and operating oil or gas wells.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

- Basic Service Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First 500 therms or less \$352.77
- Usage Charge:
 - Next 14,500 therms, per therm \$ 0.17820
 - Over 15,000 therms, per therm \$ 0.12000
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

GAS SUPPLY CHARGE (\$/therm)

- Gas Supply Charge (GSC) GSC rates vary monthly
- Merchant Function Charge (MFC) MFC rates vary monthly

Transportation Service

PSC No. 88 Service Classification No. 1 - Firm Transportation Service Rates

1. Eligibility Requirements: Available to existing firm sales service customers or new firm customers, who purchase natural gas from a nonutility natural gas supplier with minimum quantities eligible for transportation of 250,000 therms per year, when the company has facilities and capacity available and adequate for the customer's load.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

Without Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First 500 therms or less \$1,723.55
- Usage Charge:
 - Next 14,500 therms, per therm \$ 0.14683
 - Next 35,000 therms, per therm \$ 0.07911
 - Over 50,000 therms, per therm \$ 0.06050
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

With Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First 500 therms or less \$1,779.10
- Usage Charge:
 - Next 14,500 therms, per therm \$ 0.25793
 - Next 35,000 therms, per therm \$ 0.19021
 - Over 50,000 therms, per therm \$ 0.17160
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

3. Special Provision: All potential and existing customers should be familiar with the special provisions associated with this service classification. To review the special provisions for this service classification, please refer to PSC No. 88 Gas tariff.

PSC No. 88 Service Classification No. 5 - Small Firm Transportation Service Rates

1. Eligibility Requirements: Available to existing firm sales service customers or new firm customers, who purchase natural gas from a nonutility natural gas supplier with maximum quantities eligible for transportation of less than 250,000 therms per year, when the company has facilities and capacity available and adequate for the customer's load.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

Without Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First 500 therms or less \$357.39
- Usage Charge:
 - Next 14,500 therms, per therm \$ 0.19813
 - Over 15,000 therms, per therm \$ 0.12000
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

With Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First 500 therms or less \$412.94
- Usage Charge:
 - Next 14,500 therms, per therm \$ 0.30923
 - Over 15,000 therms, per therm \$ 0.23110
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

3. Special Provision: All potential and existing customers should be familiar with the special provisions associated with this service classification. To review the special provisions for this service classification, please refer to PSC No. 88 Gas tariff.

PSC No. 88 Service Classification No. 13 - Residential Firm Aggregation Transportation Service Rates

1. Eligibility Requirements: Available to existing firm sales service customers, or new firm customers, who purchase natural gas from a nonutility natural gas provider with minimum aggregation quantities for transportation of natural gas greater than 50,000 therms per year, when the company has facilities and capacity available and adequate for the load.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

Without Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First three therms or less (non-heating) \$12.30
 - First three therms or less (heating) \$16.30
- Usage Charge:
 - Next 47 therms, per therm \$ 0.72809
 - Over 50 therms, per therm \$ 0.17105
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

3. Special Provision: All potential and existing customers should be familiar with the special provisions associated with this service classification. To review the special provisions for this service classification, please refer to PSC No. 88 Gas tariff.

Transportation Service (continued)

PSC No. 88 Service Classification No. 14 - Nonresidential Firm Aggregation Transportation Service Rates

1. Eligibility Requirements: Available to existing firm sales service customers or new firm customers, who purchase natural gas from a nonutility natural gas supplier with minimum aggregation quantities of natural gas for transportation greater than 50,000 therms per year, when the company has facilities and capacity available and adequate for the customer's load.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

Without Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First three therms or less \$23.60
- Usage Charge:
 - Next 497 therms, per therm \$ 0.43958
 - Next 14,500 therms, per therm \$ 0.25323
 - Over 15,000 therms, per therm \$ 0.15577
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

With Sales Reservation:

- Transportation Administration Charge:
 - Bill Issuance and Payment Processing \$ 0.81
 - First three therms or less \$23.93
- Usage Charge:
 - Next 497 therms, per therm \$ 0.55068
 - Next 14,500 therms, per therm \$ 0.36433
 - Next 35,000 therms, per therm \$ 0.26687
- Weather Adjustment (WA) WA varies with each bill (heating season only)
- Transition Surcharge (TS) TS rates vary with each bill

3. Special Provision: All potential and existing customers should be familiar with the special provisions associated with this service classification. To review the special provisions for this service classification, please refer to PSC No. 88 Gas tariff.

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: 1.800.572.1131
- Natural gas odors or emergencies: 1.800.572.1121

Email:

Send an email to custserv@nyseg.com

Mail:

- Bill PaymentNYSEG, P.O. Box 847812
Boston, MA 02284-7812
- Customer Relations Center.....NYSEG, P.O. Box 5240
Binghamton, NY 13902-5240

Payment arrangements: 1.888.315.1755

Service and billing questions: 1.800.572.1111

Hearing and speech impaired:

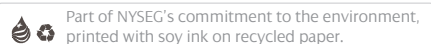
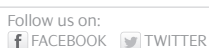
Dial 711 (New York Relay Service)

Self-service line: 1.800.600.2275

>> Call anytime 24/7 to enter a meter reading, pay by phone, learn your account balance and more.

Online services at nyseg.com:

>> Click on "Account" and then on "Pay Online"





Electric Rates Summary – Effective May 1, 2018

PSC No. 120

Introduction

*This document is a general summary of NYSEG's electric rates. For a complete description of terms and conditions of service, please refer to NYSEG's tariffs as approved by the New York State Public Service Commission (PSC) available at nyseg.com. Questions? Please contact us at **1.800.572.1111**.*

Electricity Service

Your electricity bill is made up of delivery and supply charges. The delivery charge is what you pay NYSEG to transport electricity to you over our power lines. The supply charge is what you pay for the electricity you use.

As a NYSEG electricity customer, you can purchase your electricity supply from NYSEG or an energy services company ("ESCO"), also known as a supplier other than NYSEG.

NYSEG is your electricity delivery company. Whether you purchase your electricity supply from NYSEG or an ESCO, NYSEG will continue to deliver your energy safely and reliably. If your power is interrupted or you have questions regarding your energy delivery service, NYSEG will be there for you.

Overview of Electricity Supply Choices

Electricity customers can purchase their electricity supply from NYSEG or from an ESCO.

If you purchase your electricity supply from NYSEG, you will be served under the NYSEG Supply Service (NSS). Under the NSS, NYSEG will provide delivery service and electricity supply.

If you purchase your electricity supply from an ESCO, you will be served under the ESCO Supply Service (ESS). Under the ESS, NYSEG will provide only delivery service. Electricity supply will be provided by an ESCO. You should contact ESCOs directly to find out more about their offers, terms, and conditions.

A complete list of qualified ESCOs is available at nyseg.com, or by calling **1.800.572.1111**.

Supply Service Options

1. NYSEG Supply Service (NSS) – You can choose to buy your electricity supply from NYSEG at a variable price.

This election consists of fixed delivery charges, a variable transition charge, a Bill Issuance Charge, a variable Merchant Function Charge, and an electricity supply charge that changes monthly with the market price of electricity.

- a. The electricity supply charge for customers billed at a non-demand metered rate, which includes residential Service Classification No. 1, nonresidential Service Classification Nos. 5, 6, 9 and non-demand billed Service Classification Nos. 1, 2, and 3 within PSC No. 121 - Street Lighting, will reflect a managed mix of supply resources.
- b. The electricity supply charge for customers billed under Service Classification Nos. 8 and 12 and at demand metered

rates, which includes nonresidential Service Classification Nos. 2, 3, and 7 who are not participating in Hourly Pricing will reflect the market price of electricity.

2. ESCO Supply Service (ESS) – You can choose to buy your electricity supply from an ESCO. This election consists of fixed NYSEG delivery charges and a variable NYSEG transition charge; and supply charges from your ESCO. When taking supply from an ESCO, the ESCO determines whether the supply charges appear on your NYSEG bill or if they will issue a separate bill.

3. Hourly Pricing – This service is mandatory for some customers and voluntary for other customers who take Service Classifications Nos. 2, 3, 7 and 11. Service Classification No. 2, 3, 7 or 11 customers can purchase hourly priced electricity supply from either NYSEG or an ESCO.

- a. If you take electricity supply from an ESCO, you will be responsible for NYSEG fixed delivery charges and a variable transition charge as described in the applicable service classification.
- b. If you take electricity supply from NYSEG, you will be responsible for NYSEG fixed delivery charges, a variable transition charge, a bill issuance charge, a variable merchant function charge and a supply charge that changes hourly with the market price (including losses, unaccounted for energy, capacity and capacity reserve).

Residential and Nonresidential Service Classifications

As a NYSEG customer, you are responsible to select the most advantageous service classification (SC) for which you qualify. Upon request, we are happy to help you determine which service classification may be best for you.

Residential Service Rates – SC1, SC8, SC12

Generally, a customer qualifies for residential rates if they reside in a single-family, private dwelling unit or family farm with single-phase service. Each apartment or residential dwelling unit in a multi-unit building must be separately metered, unless the unit's internal wiring was installed before January 1, 1977. Residential rates are also available to religious houses of worship, religious schools, not-for-profit corporations' community residences for the mentally handicapped, and not-for-profit veterans organizations' posts and halls with single or three-phase service. To qualify for these residential service rates, a dwelling unit's estimated connected load for any nonresidential use cannot exceed 1.5 kilowatt (kw).

Nonresidential Service Rates

- **General Service Without Demand Billing – SC6, SC9**
A nonresidential customer qualifies for these rates if use has an estimated or metered demand of 5 kw or less and is served at secondary voltages (120 to 480 volts).
- **General Service With Demand Billing – SC2**
A nonresidential customer qualifies for this rate if use has a metered demand greater than 5 kw but less than 500 kw and is served at secondary voltages (120 to 480 volts).
- **Primary Service With Demand Billing – SC3**
A nonresidential customer qualifies for this rate if use has a metered demand greater than or equal to 25 kw but less than 500 kw and is served at primary distribution or primary subtransmission voltages (2,400 to 34,500 volts – regulated; or 34,500 to 46,000 volts – non-regulated).
- **Large General Service Time-Of-Use Rates – SC7**
A nonresidential customer qualifies for this rate if use has a billed demand of 500 kw or more. Agricultural SC2 customers and any SC2 or SC3 customer qualifying for certain NYSEG economic development incentives may also request these rates.

Definitions of Selected Terms

Bill Issuance Charge – Charge to cover the cost to produce and send a bill and to process payment. ESCO customers will not be assessed this charge by NYSEG if their ESCO electricity supply charges appear on their NYSEG bill.

Merchant Function Charge – Reflects the administrative costs of obtaining electricity supply. Customers with an ESCO are not charged for this service by NYSEG.

Late Payment Charge – Will be assessed at 1.5% per month on any unpaid balance, including service billing arrears and unpaid late payment charges.

Applicable to SC 1, 2, 3, 6, 7, 8, 9, 12

Customer Charge – Charge represents part of the cost of providing service and will be billed whether or not you use any electricity. Based on 25 to 35 days of service, the customer charge will be prorated for any longer or shorter period using a 30-day billing period.

Delivery Charge – What you pay NYSEG to transport electricity to your home or business over our power lines and is billed as a fixed rate on a per kwh (kilowatt-hour) basis.

Transition Charge – Reflects the costs of making the electricity industry more competitive; the transition charge can be a charge or credit; varies monthly and is applied on a per kwh basis, and on a per kw basis for demand-billed service classifications.

Supply Charge – What you pay for electricity purchased on your behalf by NYSEG or an ESCO.

System Benefits Charge – A per kwh charge used to fund energy efficiency programs, low income assistance and energy research and development.

Revenue Decoupling Mechanism (RDM) – A charge or credit on your bill that reflects the difference between forecast and actual delivery service revenues by service classification to encourage the promotion of energy efficiency and renewable technologies.

Delivery Revenue Surcharge – Used to pay the Gross Receipts Tax imposed by New York State and/or local municipalities. The rate will vary depending on the town, village or city and may change based on state or local government actions. Applied to the subtotal of all other delivery charges.

Taxes on Supply Charge – Used to pay the Gross Receipts Tax imposed by New York State and/or local municipalities. The rate will vary depending on the town, village, or city and may change based on state or local government actions. Applied to the subtotal of all other NYSEG supply charges.

Sales Taxes – May be applied to NYSEG supply customers' bills in two forms: County Sales Tax and State Sales Tax. The New York State portion and the County portion for certain counties does not apply to residential SCs. These taxes may change based on state or local government actions.

Applicable to SC 2, 3, 7

Demand Charge – Determined using the maximum demand occurring during the monthly billing period and billed as a fixed rate calculated on a per kw basis.

Competitive Meter Charge, Competitive Meter Service Charge and Competitive Meter Data Service Charge – These meter related charges are now listed in the electricity delivery section of the bill. Customers with a demand of 50 kw or more for two consecutive months who use a meter service provider and a meter data service provider other than NYSEG are not assessed these charges.

Metered Demand and Billing Demand – NYSEG's electronic and mechanical demand meters record energy use in kwh over a 15 minute (for SC3 or SC7 customers) or 30 minute (for SC2 customers) period. The recorded kwh are then used to calculate the average demand, in kw, for that 15 or 30 minute period. This demand information is then stored in the meter. The meter continues to calculate a new average demand every 15 or 30 minutes.

When an average demand exceeds the previous average demand, it replaces the previous average demand stored in the meter. This process continues throughout the billing period and provides NYSEG with the highest average 15 or 30 minute demand for that billing period. This highest average demand, sometimes called the metered demand, is reset to "0" after the meter is read.

The metered demand reading for the billing period is then used by NYSEG to determine the customer's billing demand. This billing demand is adjusted for bimonthly billed customers, if appropriate, and then multiplied by the service classification's demand charge.

Reactive Charge per Month (rkvah) – When a metered demand is at least 200 kilowatts for two months, NYSEG installs a special meter to measure the customer's reactive kilovolt ampere hours (rkvah). A customer is billed for the rkvah used that exceeds one-fourth of the metered kwh used. The difference between rkvah and one-fourth of the kwh used, known as the billing rkvah, indicates a low power factor.

Power factor is the relationship between the energy actually supplied to the customer's equipment and the energy being effectively used by this equipment. Motors, magnetic lighting ballasts, and other equipment requiring magnetic fields to operate can adversely impact power factor.

Residential Electric Service Classifications

Service Classification No. 1 – Residential Service

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

| | |
|--|------------------------------|
| Customer Charge | \$15.11 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill)..... | \$0.81 |
| Delivery Charge per kwh..... | \$0.04256 |
| Transition Charge per kwh..... | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)Varies monthly – see nyseg.com
Merchant Function Charge.....Variable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS).....Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax..... | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Seasonal Rate – An SC 1 customer who uses little or no electricity in their dwelling unit for six to eight months may request NYSEG’s seasonal rate. This rate is particularly helpful for customers who own cottages and other types of seasonal dwellings. During this six- to eight-month period, the customer is only billed for their electric use per kwh. The total yearly bill for an SC 1 seasonal account shall not be less than \$181.32 plus Bill Issuance Charges.

Service Classification No. 2 – General Service with Demand Billing

Eligibility: Generally applies to a nonresidential customer with billing demand of more than 5 kw and less than 500 kw.

- If an SC2 customer’s meter is read every two months, NYSEG will reduce the customer’s highest metered demand reading for the billing period by 5% and use the resulting kilowatts figure to determine the customer’s billing demand. The billing demand is then multiplied by the monthly demand charge listed below, and the results are doubled to obtain the customer’s demand bill for the two month period.

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

■ SC No. 2

| | |
|---|------------------------------|
| Customer Charge | \$9.57 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.81 |
| Meter Ownership Charge..... | \$0.76 |
| Meter Service Charge | \$10.37 |
| Meter Data Service Charge | \$3.61 |
| Demand Charge per kw..... | \$9.79 |
| Delivery Charge per kwh..... | \$0.00261 |
| Reactive Charge per billing reactive kilovolt-ampere hour | \$0.00078 |
| Transition Charge | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)Varies monthly – see nyseg.com
Merchant Function Charge.....Variable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS).....Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax..... | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 3 – Primary Service with Demand Billing

Eligibility: Generally applies to a nonresidential customer with billing demand of more than 25 kw and less than 500 kw and is served at primary distribution or primary subtransmission voltages (2,400 to 34,500 volts – regulated; or 34,500 to 46,000 volts – non-regulated)

- If an SC3 customer’s metered demand for any two billing periods during the last 12 months is 500 kw or more, the customer’s account will be automatically reclassified and billed as an SC 7-2 or SC 7-3 account.
- An SC3 customer who has at least 12.5 kw of newly installed equipment designed to operate during the off-peak period, or who is receiving a NYSEG economic development incentive, may request reclassification to SC7, designed for NYSEG’s large general service time-of-use rates.

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

| ■ SC No. 3 | Primary Voltage | Subtransmission Voltage |
|---|-----------------|-------------------------|
| Customer Charge | \$71.59 | \$304.55 |
| Bill Issuance Charge* | \$0.81 | \$0.81 |
| Meter Ownership Charge | \$1.74 | \$1.65 |
| Meter Service Charge | \$21.54 | \$22.31 |
| Meter Data Service Charge | \$6.30 | \$4.55 |
| Demand Charge per kw | \$6.12 | \$4.50 |
| Delivery Charge per kwh | \$0.00261 | \$0.00 |
| Reactive Charge per billing reactive kilovolt-ampere hour | \$0.00078 | \$0.00078 |

Service Classification No. 3 – Primary Service with Demand Billing

| | |
|------------------------------|------------------------------|
| Transition Charge | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NSS.....Varies monthly – see nyseg.com
Merchant Function Charge
2. ESCO Supply Service (ESS).....Determined by ESCO
3. Hourly Pricing

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 6 – General Service without Demand Billing

Eligibility: Generally applies to a nonresidential customer with demands of less than 5 kw and served at secondary voltage (120 to 480 volts).

When an SC6 customer uses 2,000 kwh or more each month for two consecutive months, a demand meter will be installed on the customer’s service to record the demand for electricity. If the metered demand exceeds 5 kw during any billing period, the customer’s account will be reclassified as an SC2 account.

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$17.60 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.81 |
| Delivery Charge per kwh | \$0.04746 |
| Transition Charge per kwh | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)Varies monthly – see nyseg.com
Merchant Function ChargeVariable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS)Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 7 – Primary Service with Demand Billing

Eligibility: Generally applies to a nonresidential customer with billing demand of 500 kw or more in two of the previous 12 months.

- Agricultural SC2 customers and any SC2 or SC3 customer qualifying for certain NYSEG economic development incentives, or any SC3 customer adding 12.5 kw or more of controlled load may also request these rates.

Time Period:

■ **On Peak Period: January through December**, Monday through Friday, 7 a.m. to 10 p.m. local time

■ **Off Peak Period: January through December**, Monday through Friday, 10 p.m. to 7 a.m. local time

All weekends, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day, 10 p.m. to 7 a.m. local time

- SC7-1 – Large General Service at Secondary Voltages120-480 volts
- SC7-2 – Large General Service at Primary Voltages2,400 to 34,500 or 46,000 volts – regulated
- SC7-3 – Large General Service at Subtransmission Voltages34,500 or 46,000 volts – non-regulated
- SC7-4 – Large General Service at Transmission Voltages115,000 volts and above – non-regulated

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

| ■ SC No. 7 | SECONDARY | | PRIMARY | |
|---|------------------------|------------------------|---------------------------|------------------------|
| | SC 7-1 Distribution | SC 7-2 Distribution | SC 7-3 Subtransmission | SC 7-4 Transmission |
| Customer Charge | \$137.44 | \$492.62 | \$1103.22 | \$2413.80 |
| Meter Ownership Charge | \$1.33 | \$4.97 | \$4.68 | \$18.32 |
| Bill Issuance Charge* | \$0.81 | \$0.81 | \$0.81 | \$0.81 |
| Meter Service Charge | \$15.90 | \$46.24 | \$46.09 | \$154.73 |
| Meter Data Service Charge | \$5.98 | \$17.94 | \$15.56 | \$54.78 |
| Demand Charge per kw | \$8.94 | \$7.30 | \$2.14 | \$0.83 |
| Delivery Charge per kwh | \$0 | \$0 | \$0 | \$0 |
| Reactive Charge per billing reactive kilovolt-ampere hour | \$0.00078 | \$0.00078 | \$0.00078 | \$0.00078 |

- Transition ChargeVariable (TCS Statement)
- System Benefits ChargeRate per kwh (SBC Statement)
- RDM AdjustmentRate per kw (RDM Statement)

Electricity Supply Charges (customers select one of the three offered):

1. NYSEG Supply Service (NSS)Varies monthly – see **nyseg.com**
Merchant Function ChargeVariable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS)Determined by ESCO
3. Hourly PricingNYSEG or ESCO pricing

Taxes and Other Charges:

- Revenue SurchargesPercentage applicable to Delivery and Supply charges (TSP Statement)
- Sales TaxStatutory NYS and County sales tax rates, where applicable
- Late Payment Charges1.5% per month on any unpaid balance

* A per-bill charge appearing in the Miscellaneous Charges section of the bill

Service Classification No. 8 – Residential Service - Day/Night Rate

Eligibility: Generally applies to any customer who would otherwise be served under SC1 and has consumption of more than 1,000 kwh each month. The use of this service is voluntary for all customers.

Time Period:

■ **Day Time Period:** 7 a.m. to 11:30 p.m. Eastern Standard Time (EST) or 8 to 12:30 a.m. Daylight Saving Time (DST)

■ **Night Time Period:** 11:30 p.m. to 7 a.m. EST or 12:30 to 8 a.m. DST

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$17.40 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.81 |
| Day Delivery Charge per kwh | \$0.03790 |
| Night Delivery Charge per kwh | \$0.03790 |
| Transition Charge per kwh | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)Varies monthly – see nyseg.com
Merchant Function ChargeVariable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS).....Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Seasonal Rate – An SC 8 customer who uses little or no electricity in their dwelling unit for six to eight months may request NYSEG’s seasonal rate. This rate is particularly helpful for customers who own cottages and other types of seasonal dwellings. During this six- to eight-month period, the customer is only billed for their electric use per kwh. If an SC 8 customer requests this rate, their daytime and nighttime kwh are combined and billed per kwh during this six-to-eight-month period. The total yearly bill for an SC 8 seasonal account shall not be less than \$208.80 plus Bill Issuance Charges.

Service Classification No. 9 – General Service without Demand Billing (Day/Night)

Eligibility: Generally applies to a nonresidential customer with demands of less than 5 kw or uses 2,000 kwh or more per month during the “Day” period and served at secondary voltage (120 to 480 volts). The use of this service is voluntary for all customers.

Time Period:

■ **Day Time Period:** 7 a.m. to 11:30 p.m. Eastern Standard Time (EST) or 8 to 12:30 a.m. Daylight Saving Time (DST)

■ **Night Time Period:** 11:30 p.m. to 7 a.m. EST or 12:30 to 8 a.m. DST

Rates: (Note: any statement referenced below can be found in NYSEG’s published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$20.41 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.81 |
| Day Delivery Charge per kwh | \$0.04058 |
| Night Delivery Charge per kwh | \$0.04058 |
| Transition Charge per kwh | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)Varies monthly – see nyseg.com
Merchant Function ChargeVariable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS).....Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

Service Classification No. 12 – Residential Service - Time of Use Rate

Eligibility: Generally applies to any customer who would otherwise be served under SC1 and has an annual consumption of more than 35,000 kwh. The use of this service is voluntary for all customers.

Time Period:

■ On Peak Period

- **Summer: June, July and August**, Monday through Friday, 10 a.m. to 6 p.m. EST or 11 a.m. to 7 p.m. DST
- **Winter: December, January and February**, Monday through Friday, 7 a.m. to 10 a.m. and 5 p.m. to 10 p.m. EST

■ Mid Peak Period

- **All weekends, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day:** 7 a.m. to 11:30 p.m. EST or 8 p.m. to 12:30 p.m. DST
- **Spring: March, April and May**, Monday through Friday, 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. DST
- **Summer: June, July and August**, Monday through Friday, 7 a.m. to 10 a.m. and 6 p.m. to 11:30 p.m. EST or 8 a.m. to 11 a.m. and 7 p.m. to 12:30 a.m. DST
- **Autumn: September, October and November**, Monday through Friday, 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. DST
- **Winter: December, January and February**, Monday through Friday, 10 a.m. to 5 p.m. and 10 p.m. to 11:30 p.m. EST

■ Off Peak Period

- **January through December:** Monday through Sunday and New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day, 11:30 p.m. to 7 a.m. EST or 12:30 a.m. to 8 a.m. DST

Rates: (Note: any statement referenced below can be found in NYSEG's published tariff)

Electricity Delivery Charges:

| | |
|---|------------------------------|
| Customer Charge | \$24.11 |
| Bill Issuance Charge (a per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$.081 |
| On-Peak Delivery Charge per kwh | \$.03951 |
| Mid-Peak Delivery Charge per kwh | \$.03951 |
| Off-Peak Delivery Charge per kwh | \$.03951 |
| Transition Charge per kwh | Variable (TCS Statement) |
| System Benefits Charge | Rate per kwh (SBC Statement) |
| RDM Adjustment | Rate per kwh (RDM Statement) |

Electricity Supply Charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)Varies monthly – see nyseg.com
 Merchant Function ChargeVariable rate per kwh (MFC Statement)
2. ESCO Supply Service (ESS)Determined by ESCO

Taxes and Other Charges:

| | |
|----------------------------|--|
| Revenue Surcharges | Percentage applicable to Delivery and Supply charges (TSP Statement) |
| Sales Tax | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges | 1.5% per month on any unpaid balance |

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: 1.800.572.1131
- Natural gas odors or emergencies: 1.800.572.1121

Email:

Send an email to custserv@nyseg.com.

Mail:

- Bill PaymentNYSEG, P.O. Box 847812
 Boston, MA 02284-7812
- Customer Relations CenterNYSEG, P.O. Box 5240
 Binghamton, NY 13902-5240

Payment arrangements: 1.888.315.1755

Service and billing questions: 1.800.572.1111

Hearing and speech impaired:

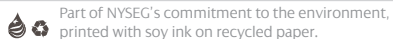
Dial 711 (New York Relay Service)

Self service line: 1.800.600.2275

>> Call anytime 24/7 to enter a meter reading, pay by phone, learn your account balance and more.

Online services at nyseg.com:

>> Click on "Account" and then on "Pay Online"

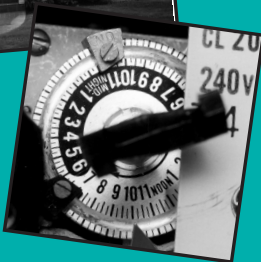
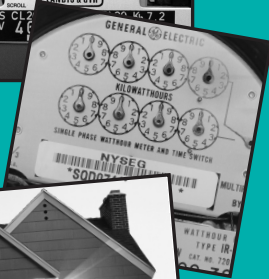
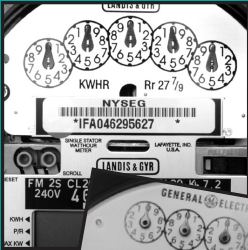


NYSEG

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Electricity Service Rate

Service Class 8,
Rate No. 115-08-00



Residential Day-Night

Reliable. *Essential.*

Residential Day-Night Service Rate

NYSEG's Residential Day-Night electricity service rate* offers another option to NYSEG electricity customers to effectively manage their energy costs.



If you are a NYSEG residential customer who uses at least 1,000 kilowatt-hours (kwh) of electricity per month and can shift approximately 20% of your total usage to the nighttime service hours, you may be able to benefit from the Day-Night rate.

* Service Class 8, Rate No. 115-08-00

Residential Day-Night Service Rate

How does the Residential Day-Night service rate work?

During nighttime service hours, we sell electricity at a lower price to many of our residential customers. This optional service is available to residential customers who qualify, and it applies to all electricity used between approximately 11:30 p.m. and 7 a.m. Eastern Standard Time (12:30 a.m. to 8 a.m. Eastern Daylight Time).

Why does NYSEG have a Residential Day-Night service rate?

The Day-Night service rate allows us to charge based on time-of-day differences in the cost of providing electricity. During daytime service hours, when customer demands for electricity are highest, the cost of providing electricity is greater than at nighttime service hours when customer demand is lower.



What's the difference in cost?

With Residential Day-Night service, the nighttime service rate per kilowatt-hour (kwh) is about two-thirds the cost of the daytime service rate. However, there is a higher monthly meter charge, and the cost per kwh for electricity used during the daytime service hours is higher than our regular residential service rate. Therefore, it's important to review your use of electricity carefully before switching to Day-Night service rate.

Will I save money if I switch to Residential Day-Night service rate?

It depends on the amount of electricity you use and when you use it. The greater the percentage of electricity you use during the nighttime service hours, the greater your savings.

In general, only those customers who have considerable nighttime usage will benefit. Unless you have appliances like electric space heaters or an electric water heater controlled to operate during the nighttime hours, you may not use enough electricity during the nighttime service hours to benefit. You must use at least 1,000 kwh of electricity per month to qualify for and have approximately 20% of your total usage during night time service hours to benefit from the Residential Day-Night Service rate.

We can help determine if you will benefit from the Day-Night service rate. Just contact our Customer Service Call Center at 1.800.572.1111, Monday through Friday, 7 a.m. to 7 p.m.

Nighttime Service Hours

Why are the nighttime service hours different during daylight-saving time?

We don't reset the clocks in our Day-Night meters for Eastern Daylight Time. As a result, the nighttime service hours are from 12:30 a.m. to 8 a.m. from the second Sunday in March until the first Sunday in November. Any timers you use to control equipment or appliances during the nighttime service hours should always be synchronized with the clock in the electric meter.

Eastern Daylight Time (EDT)

Nighttime Service Hours:

12:30 a.m. to 8 a.m.

When: The second Sunday in March until the first Sunday in November.



Eastern Standard Time (EST)

Nighttime Service Hours:

11:30 p.m. to 7 a.m.

When: The first Sunday in November until the second Sunday in March.



What equipment and appliances can be controlled to operate during the nighttime service hours?

Electric space heating and domestic water heating controlled to operate during nighttime service hours can provide substantial savings. These other appliances can also be shifted and controlled for use during the nighttime service hours:

- Dehumidifiers
- Self-cleaning ovens
- Pool filters
- Clothes dryers
- Exterior lighting
- Air conditioners
- Heat pumps
- Engine block heaters
- Waterbeds
- Dishwashers



Using any one of these items alone during the nighttime service hours would not justify switching to Day-Night service unless use is substantial. However, if you already use Day-Night service, you may want to shift the use of these appliances to the nighttime service hours whenever possible.

If it's inconvenient to manually turn on an appliance during the nighttime service hours, such as a pool filter or a dishwasher, you can use a timer to turn the appliance on and off automatically.

Farmers on the Day-Night service rate can reduce their energy costs if they complete at least one of their milkings during nighttime service hours.

Day-Night Meters

How is Day-Night service electricity use recorded?

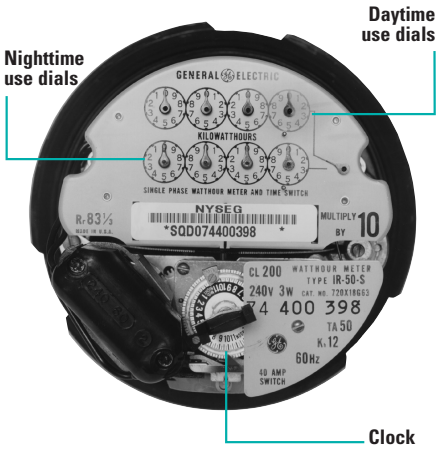
Both daytime use (electricity used between approximately 7 a.m. and 11:30 p.m. EST) and nighttime use (between approximately 11:30 p.m. and 7 a.m. EST) are recorded by a Day-Night meter. These meters are either mechanical or electronic.

Note: As of July 1, 2003 electronic meters will be installed for all new Day-Night service requests.

How do mechanical meters differ from electronic ones?

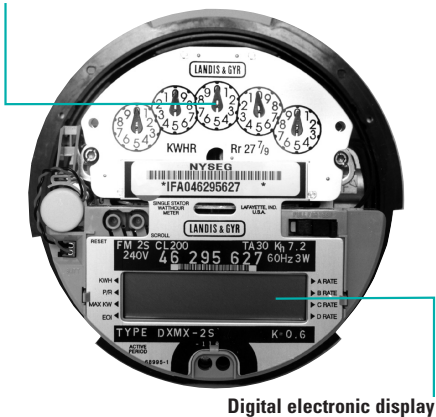
Mechanical Day-Night meters record daytime electricity usage on the top set of dials and nighttime usage on the bottom set.

Mechanical Meter



Electronic Meter

Dials record total electric use



Electronic Meters

Electronic meters use one set of dials to record the total amount of electricity used. Below this set of dials is a changing digital electronic display.

The digital electronic display on an electronic meter sequences through a number of displays, showing:

- A series of "8s" which indicates the numbers on the display are working correctly.

88 88.88.88

- The meter number.

79 162193

- Total electricity used (cumulative use), indicated by "2" or "TOTAL."

04040
TOTAL kWh

- Electricity used during the daytime service hours (cumulative), indicated by "3" or "A."

02440
A kWh

- Electricity used during the nighttime service hours (cumulative), indicated by "4" or "B."

01600
B kWh

- Time of day EST shown on a 24-hour clock.

13:15

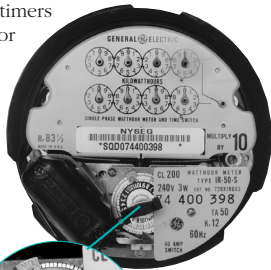
Note: The order in which this information appears may vary depending on the manufacturer of the meter.

What if my power goes off?

Electronic meters contain a battery that will keep the meter's internal clock running even during a power interruption. This ensures that your daytime and nighttime use of electricity are recorded properly.

Mechanical meters do not contain batteries. In the event of a power interruption, we will reset the clock in the meter to the correct time, as needed, whenever we read the meter.

Remember: If you use timers to control equipment or appliances to operate during the nighttime service hours, they should always be synchronized with the clock in our electric meter.



Clock in electric mechanical meter



Can I control my water heater or Electric Thermal Storage (ETS) heating equipment with the clock (mechanical meter) or the load control signal (electronic meter) in the Day-Night meter?

Customers with mechanical meters:

Yes. If you are already using the clock in the Day-Night meter, you can continue using this method to control equipment. However, if you are not already using this method, you will need to use a customer-supplied timer or a load control device that operates independent of the meter to control your equipment.



Customers with electronic meters:

Yes. If you are already using a load control signal provided from the Day-Night meter, you can continue using this method to control your equipment. However, if you are not already using this method, you will need to use a customer-supplied relay and override system to control your equipment.

Note: For new requests, NYSEG does not provide any direct load control or load control signals from the meter.

My water heater and ETS heating system are controlled by the Day-Night meter. Can I install equipment to "bypass" the control supplied by NYSEG?

Yes. Consult with your electrician to learn how this can be done.

How much does it cost to have a Day-Night meter installed?

There is no NYSEG charge for the installation of a Day-Night meter. Your local electrical contractor has information on the methods of controlling equipment such as relays or time clocks, and installation costs for these items. Electronic meters will be installed for all new Day-Night service requests.

How do I apply for the Day-Night service rate?

If you think you would benefit from the Day-Night service rate, call us at 1.800.572.1111 Monday through Friday, 7 a.m. to 7 p.m. We'll be happy to assist you.



What if I don't want to remain on the Day-Night service rate?

Once you change your electricity service classification from Regular service rate to Day-Night service rate, you must remain on that service for a minimum of one year. Switching back and forth between service classifications for short periods of time is not permitted.

For more information about the Day-Night service rate or meters, please contact us at 1.800.572.1111.

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Electricity Service Rate

Service Class 12,
Rate No. 115-12-00



Residential Time-of-Use

Residential Time-of-Use

**NYSEG's Residential
Time-of-Use (RTOU)
electricity service
rate* gives our
largest residential
customers, who use**



**more than 35,000 kilowatt-
hours (kwh) each year, greater flexibility in
managing their energy costs. RTOU pricing for
electricity is similar to the lower rates offered
by telephone companies for calls placed at
certain times of the day, and by airlines and
hotels for travel in the off-season.**

**If you are a NYSEG residential customer
who uses at least 35,000 kilowatt-hours
of electricity per year, you may be able to
benefit from the RTOU service rate.**

* Service Class 8, Rate No. 115-12-00

Residential Time-of-Use

How does the RTOU service rate work?

The RTOU service rate is designed to more accurately reflect the cost of providing electricity to customers at different times of the day, and seasons of the year.

During on-peak hours, when customer demands for electricity are highest, the cost of providing electricity is greater than at mid- and off-peak hours, when customer demand is lower.

With the RTOU service rate, if you use electricity when demand is high (on-peak), your cost will be higher. However, if you use electricity when the demand is low (off-peak), your cost will be lower. If you use electricity during mid-peak hours, your cost will be in between the on-peak and off-peak rates.

Can I save money with the RTOU service rate?

Customers who shift a large portion of their use of major electrical appliances to off-peak or mid-peak hours may save money.



The important thing to remember is that the RTOU service rate gives customers with high electricity usage an opportunity to control their bill by shifting use to mid-peak and off-peak periods. Generally, it's important to think about shifting your use of these and other kinds of large electrical appliances:

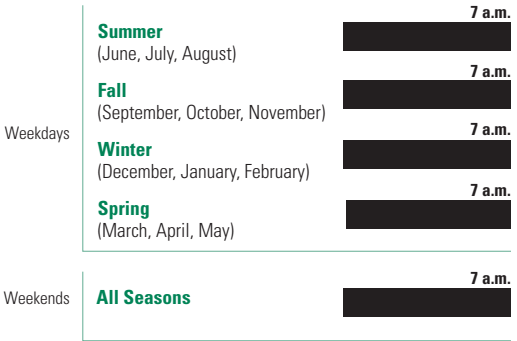
- Electric heat
- Electric thermal storage heat
- Air conditioning
- Add-on heat pumps
- Dehumidifiers
- Electric water heaters

Shifting your use of these appliances to mid-peak and off-peak periods can mean you'll pay less for electricity even though the total amount of electricity you use is the same or even more.



Residential Time-of-Use Time Periods

This chart summarizes the RTOU time periods for the entire year. Mid-peak and off-peak hours comprise nearly 88% of all hours in the year, including six entire months.



Mid-Peak Period

All weekends, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day

Time: 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. EDT

Summer: June, July and August

Time: 7 a.m. to 10 a.m. and 6 p.m. to 11:30 p.m. EST or 8 a.m. to 11 a.m. and 7 p.m. to 12:30 a.m. EDT

Fall: September, October and November

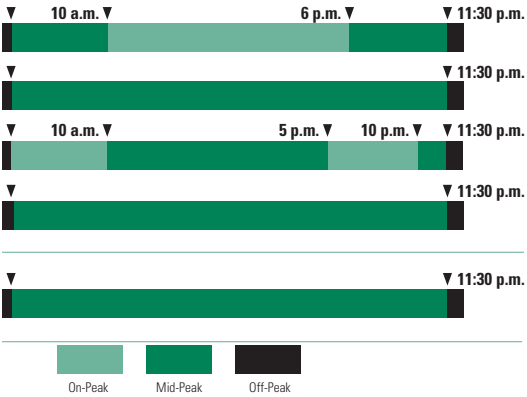
Time: 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. EDT

Winter: December, January and February

Time: 10 a.m. to 5 p.m. and 10 p.m. to 11:30 p.m. EST

Spring: March, April and May

Time: 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. EDT



On-Peak Period

Summer: June, July and August

Time: 10 a.m. to 6 p.m. EST or 11 a.m. to 7 p.m. EDT

Winter: December, January and February

Time: 7 a.m. to 10 a.m. and 5 p.m. to 10 p.m. EST

Off-Peak Period

January through December, Monday through Sunday and New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

Time: 11:30 p.m. to 7 a.m. EST or 12:30 a.m. to 8 a.m. EDT

NOTE: On-peak, mid-peak and off-peak hours are not adjusted for Eastern Daylight (EDT) time.

EST or Eastern Standard Time: Beginning the first Sunday in November and ending on the second Sunday in March.

EDT or Eastern Daylight Time: Beginning the second Sunday in March and ending on the first Sunday in November.

Why does the RTOU service rate have different periods for summer, winter, fall and spring?

The RTOU service rate consists of four seasonal periods and up to three pricing periods to reflect both daily and seasonal changes in demand for electricity and our cost of meeting demand:

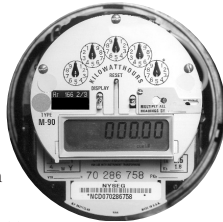
Summer: June, July and August

Fall: September, October and November

Winter: December, January and February

Spring: March, April and May

During summer and winter, the different daily rates for on-peak, mid-peak and off-peak use reflect the variations in cost at different times of day within each season. For instance, peak demand during summer occurs from 10 a.m. to 6 p.m. when air conditioning use is highest. Winter peaks occur from 7 a.m. to 10 a.m. as people start their day, and 5 p.m. to 10 p.m. when temperatures drop and people return home and begin to use more electricity. During spring and fall, all electricity is billed at the lower off-peak and mid-peak rates because electricity demand and cost remain more consistent over the day.



What about holiday time periods?

All hours on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day are either mid-peak or off-peak hours.

How do I shift the use of my electrical appliances to the mid-and off-peak rates?

While it isn't possible or necessary to shift all your electricity use to the mid-and off-peak rates, concentrating on shifting the use of some of your big users can save you money. Here's how:

- Use automatic timers to run appliances such as water heaters, waterbeds, spas and hot tubs, etc. only during the off-peak hours.
- Use clock thermostats: on electric heating systems to lower your heat automatically during on-peak hours or when your home is unoccupied; and on air conditioners to control the hours of usage primarily during off-peak hours.
- Wait until mid- or off-peak hours to run appliances.



Remember: If you use timers to control appliances to operate during the mid- and off-peak periods, they should be synchronized with the clock in the electric meter.

How will NYSEG know when I use electricity during the different time periods?

If you sign up for the RTOU service rate, we'll replace your current meter with a RTOU electronic meter that records how much electricity you use within the different time periods.

How do I apply for the RTOU service rate?

If you think you would benefit from the RTOU service rate, call us at 1.800.572.1111, Monday through Friday, 7 a.m. to 7 p.m. We'll be happy to assist you.

What if I don't want to remain on the RTOU service rate?

Once you change your electricity service classification from Regular or Day-Night service to RTOU, you must remain on that service for a minimum of one year. Switching back and forth between service classifications for short periods of time is not permitted.

For more information about the RTOU service rate or meters, please contact us at 1.800.572.1111.

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Reliable people, reliable power, our plan delivers

Our service plan supports enhanced reliability and new services for you

Our new plan for electricity and natural gas delivery service went into effect July 1, 2016 with approval by the New York State Public Service Commission. The plan includes system and service enhancements and new pricing plans. Our delivery rates last changed in September 2012.

Highlights of our three-year service plan include:

- Enhancements to the safety and reliability of our electricity and natural gas delivery systems, and expansions to innovative programs for consumers as our companies – and the utility industry – embrace new technology.
- Improvements in the safety and reliability of our natural gas service by accelerating the replacement of aging natural gas mains.
- Expansion of our rebate program to help more customers take advantage of natural gas service, and providing new funding options to expand our natural gas system to serve new communities.
- Increased tree trimming that will assist us in maintaining reliability for our electricity customers.
- Leading the Energy Smart Community, an innovative project using technology and consumer engagement in the Ithaca region. Results from this program will help determine feasibility for all of New York.
- Expanded assistance available for our lower-income customers.

Continued on reverse >>





Additional information about changes in electricity and natural gas delivery charges for residential and nonresidential customers is available at nyseg.com (click on "For Suppliers and Partners," then on "Pricing and Tariffs" and then on "PSC Filings").

- During the first year of the plan, residential electricity customers with an average use of 600 kilowatt-hours/month who purchase their electric supply from NYSEG can expect an estimated monthly total bill increase of \$1.64.
- During the first year of the plan, residential natural gas heating customers using 960 therms/year who purchase their natural gas supply from NYSEG can expect an estimated monthly total bill increase of \$2.01.
- During the first year of the plan:
 - > **Regular Residential Customers:** The electricity delivery charge will increase 0.35 cents per kilowatt-hour.
 - > **Day/Night and Time-of-Use Customers:** Electricity delivery charges will increase 0.34 cents per kilowatt-hour for Service Class 8 and 0.19 cents per kilowatt-hour for Service Class 12.
 - > **Residential Natural Gas Customers:** Natural gas delivery charges will increase 5.96 cents per therm for a 4- to 50-therms block and 1.40 cents per therm for the over 50-therms block.
 - > There are no changes to electric and natural gas monthly customer or minimum charges.





Reliable people, reliable power, our plan delivers

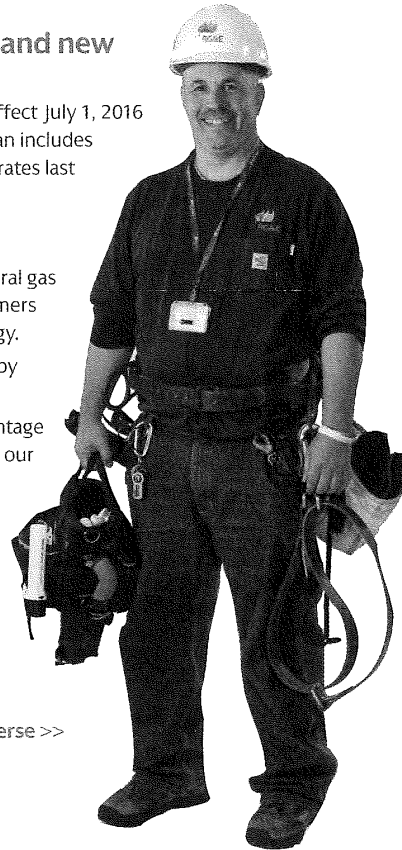
Our service plan supports enhanced reliability and new services for you

Our new plan for electricity and natural gas delivery service went into effect July 1, 2016 with approval by the New York State Public Service Commission. The plan includes system and service enhancements and new pricing plans. Our delivery rates last changed in September 2012.

Highlights of our three-year service plan include:

- Enhancements to the safety and reliability of our electricity and natural gas delivery systems, and expansions to innovative programs for consumers as our companies – and the utility industry – embrace new technology.
- Improvements in the safety and reliability of our natural gas service by accelerating the replacement of aging natural gas mains.
- Expansion of our rebate program to help more customers take advantage of natural gas service, and providing new funding options to expand our natural gas system to serve new communities.
- Increased tree trimming that will assist us in maintaining reliability for our electricity customers.
- Leading the Energy Smart Community, an innovative project using technology and consumer engagement in the Ithaca region. Results from this program will help determine feasibility for all of New York.
- Expanded assistance available for our lower-income customers.

Continued on reverse >>





Additional information about changes in electricity and natural gas delivery charges for residential and nonresidential customers is available at rge.com (click on "For Suppliers and Partners," then on "Pricing and Tariffs" and then on "PSC Filings").

- Although electric delivery revenues are increasing, residential electricity customers with an average use of 600 kilowatt-hours/month who purchase their electric supply from RG&E can expect an estimated monthly total bill decrease of 31 cents during the first year of the plan. This is primarily due to a reduction in the merchant function charge.
- During the first year of the plan, residential natural gas heating customers using 960 therms/year who purchase their natural gas supply from RG&E can expect an estimated monthly bill increase of \$1.83.
- During the first year of the plan:
 - > **Regular Residential Customers:** The electricity delivery charge will increase 0.22 cents per kilowatt-hour.
 - > **Time-of-Use Customers:** The electricity delivery charges will increase 0.19 cents per kilowatt-hour for Service Class 4, Schedules I and II.
 - > **Residential Natural Gas Customers:** Natural gas delivery charges will increase 3.34 cents per therm for the 4- to 100-therms block, 3.11 cents per therm for the 101- to 500-therms block and 2.75 cents per therm for the 501- to 1,000-therms block. There are no changes to the over 1,000-therms block.
 - > There are no changes to electric and natural gas monthly customer or minimum charges.





Natural Gas Rates Summary – Effective May 1, 2018

PSC No. 16

Introduction

*This document is a generalized summary of RG&E's natural gas rates. For a complete description of terms and conditions of service, please refer to RG&E's tariffs as approved by the New York State Public Service Commission (PSC). Our tariffs are available for review on our website at rge.com. If you have any questions about this rate summary, please contact us at **1.800.743.2110**.*

Natural Gas Service

Your natural gas bill is made up of delivery and supply charges. The delivery charge is what you pay RG&E to transport natural gas to you through our pipes. The supply charge is what you pay for the natural gas you use.

RG&E is your natural gas delivery company. For the purchase of your natural gas supply, you have the option of choosing RG&E or an energy services company (ESCO, also known as a supplier). Under either option, RG&E will continue to deliver your natural gas, safely and reliably. If your natural gas supply is interrupted, you have a natural gas emergency or you have questions regarding your natural gas service, RG&E will be there for you.

Overview of Natural Gas Supply Choice

As an RG&E customer, you may choose to buy your natural gas supply from either RG&E or an ESCO. If you choose RG&E as your supplier, your price for natural gas will be a variable rate that changes monthly and is based on our cost for the gas. You also have the option to purchase natural gas from a variety of ESCO's. You can obtain a complete list of qualified ESCO's at rge.com or by calling **1.800.743.2110**.

There are two delivery options available for customers who choose to purchase their natural gas supply from an ESCO. The Service Classification No. 3 (SC3) option originated in 1987 and is only available to large commercial, industrial, and municipal customers that use more than 35,000 therms per year at a service point. The Service Classification No. 5 (SC5) option originated in 1996 and is available to all residential customers and smaller commercial, industrial and municipal customers.

Important Information About Your Bill

Customer Charge is based on 25 to 35 days of service and will be prorated if the billing period is less than 25 days or more than 35 days. This charge is billed to you whether or not you use any natural gas.

Delivery Charge is what you pay RG&E to deliver natural gas to you through our gas pipes, and is based on the amount of natural gas that you consumed in your billing period.

Weather Adjustment moderates natural gas delivery bills during any extreme weather from October 1 through May 31 for space-heating customers. If temperatures during the billing period are colder than normal, customers may receive a weather adjustment credit. If temperatures are warmer than normal, customers may receive a weather adjustment charge.

Taxes on Delivery Charges is used to pay the Gross Receipts Tax imposed by New York State and/or local municipalities. The rate will vary depending on the city, town, or village in which you reside and may change from time to time based upon state or local government actions. It is applied to the subtotal of all other delivery charges shown on your bill.

System Benefits Charge is a per therm charge used to fund Energy Efficiency programs.

Gas Supply Charge is the cost of the actual natural gas plus the transportation costs to deliver it to RG&E's system. This cost will vary month to month based upon the market price for natural gas.

Merchant Function Charge reflects RG&E's administrative costs of obtaining your natural gas supply. Customers with an energy services company (ESCO) are not charged for this service.

Transportation Rate Adjustment is a charge that reflects the following components: interdepartmental sales, PSC transition cost surcharge, and the research and development surcharge. Only customers with an ESCO receive this charge.

Taxes on Supply Charges is used to pay the Gross Receipts Tax imposed by New York State and/or local municipalities. The rate will vary depending on the city, town, or village in which you reside and may change from time to time based upon state or local government actions. It is applied to the subtotal of all other supply charges shown on your bill.

Bill Issuance Charge covers the cost to produce and send a bill and to process payment. ESCO customers will not be assessed this charge by RG&E if their ESCO natural gas supply charges appear on their RG&E bill.

Sales Taxes may be applied to your bill in two forms: County Sales Tax and State Sales Tax. The New York State portion of the Sales Tax, as well as the County portion for some of the counties, does not apply to utility services for residential purposes. These taxes may change from time to time based upon state or local government actions.

Late Payment Charge will be assessed at 1.5% per month on any unpaid balance, including service billing arrears and unpaid late payment charges.

Service Classification No. 1 – General Service

1. **Character of Service:** A non-retail access rate, under which RG&E provides Delivery and Supply service.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

- Usage Charge:

| | |
|------------------------------|-----------|
| First 3 therms or less | \$16.30 |
| Next 97 therms, per therm | \$0.30946 |
| Next 400 therms, per therm | \$0.28857 |
| Next 500 therms, per therm | \$0.25511 |
| Over 1,000 therms, per therm | \$0.10859 |
- Bill Issuance Charge:

(per-bill charge appearing in the Miscellaneous Charges section of the bill) \$0.72
- System Benefits Charge: Rate per therm (SBC Statement)
- Weather Adjustment: Varies with each bill
- Gas Supply Charge: Varies monthly (GSC & MFC Statement)
- Merchant Function Charge: Varies monthly (GSC & MFC Statement)
- Taxes and Other Charges:

| | |
|---------------------------------------|---|
| Taxes on delivery and supply charges: | Percentage rate applicable to delivery charges and supply charges (RTS Statement) |
| Sales Tax: | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges: | 1.5% per month on any unpaid balance |

Service Classification No. 5 – Small Transportation Service

1. **Character of Service:** A retail access rate, under which RG&E provides Delivery service. Supply Service is provided by an ESCO.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

- Usage Charge:

| | |
|------------------------------|-----------|
| First 3 therms or less | \$16.30 |
| Next 97 therms, per therm | \$0.30946 |
| Next 400 therms, per therm | \$0.28857 |
| Next 500 therms, per therm | \$0.25511 |
| Over 1,000 therms, per therm | \$0.10859 |
- Bill Issuance Charge:

(per-bill charge appearing in the Miscellaneous Charges section of the bill) \$0.72
- System Benefits Charge: Rate per therm (SBC Statement)
- Weather Adjustment: Varies with each bill
- Transportation Rate Adjustment: Varies monthly (SC5 TRA Statement)
- Gas Supply Charge: Per contract between customer and ESCO
- Taxes and Other Charges:

| | |
|---------------------------------------|---|
| Taxes on delivery and supply charges: | Percentage rate applicable to delivery charges and supply charges (RTS Statement) |
| Sales Tax: | Statutory NYS and County sales tax rates, where applicable |
| Late Payment Charges: | 1.5% per month on any unpaid balance |

Service Classification No. 3 – Large Transportation Service

1. Character of Service: A retail access rate, under which RG&E provides Delivery service. Supply Service is provided by an ESCO. Service-point usage must be 35,000 therms or more to qualify for this service.

2. Rates:

GAS DELIVERY CHARGE (\$/therm)

| | | |
|--|---|---------------------------|
| • Usage Charge: | | |
| | Rate | High Pressure Rate Option |
| First 1,000 therms or less | \$1479.53 | \$1550.00 |
| Next 29,000 therms, per therm | \$0.06531 | \$0.03955 |
| Next 70,000 therms, per therm | \$0.05175 | \$0.03955 |
| Next 900,000 therms, per therm | \$0.02002 | \$0.03955 |
| Over 1,000,000 therms, per therm | \$0.00964 | \$0.00964 |
| • Bill Issuance Charge: (per-bill charge appearing in the Miscellaneous Charges section of the bill) | \$0.72 | |
| • System Benefits Charge: | Rate per therm (SBC Statement) | |
| • Weather Adjustment: | Varies with each bill | |
| • Transportation Rate Adjustment: | Varies monthly (SC3 TRA Statement) | |
| • Balancing Charge: | Varies monthly (SC3 TRA Statement) | |
| • Gas Supply Charge: | Per contract between customer and ESCO | |
| • Taxes and Other Charges: | | |
| Taxes on delivery and supply charges: | Percentage rate applicable to delivery charges and supply charges (RTS Statement) | |
| Sales Tax: | Statutory NYS and County sales tax rates, where applicable | |
| Late Payment Charges: | 1.5% per month on any unpaid balance | |

How to Contact Us

Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: 1.800.743.1701
- Natural gas odors or emergencies: 1.800.743.1702

Email:

Send an email to customer_service@rge.com

Mail:

- Bill PaymentRG&E, P.O. Box 847813
Boston, MA 02284-7813
- Customer Relations Center.....RG&E, 89 East Avenue
Rochester, NY 14649-0001

Payment arrangements: 1.877.266.3492

Service and billing questions: 1.800.743.2110

Hearing and speech impaired: 1.800.962.3293

Self-service line: 1.800.295.7323

>> Call anytime 24/7 to enter a meter reading, pay by phone, learn your account balance and more.

Online Services at rge.com:

>> Click on "Account" and then on "Pay Online"

