

Donald Griffin
54 Phelps Avenue
Rochester, NY 14608

July 5, 2013

Ms. Rebecca Jarrett
RG&E Executive Office
Appeals Department
89 East Avenue
Rochester, New York 14649

RE: Case 11-G-0693 (037454)

Dear Ms. Jarrett,

On June 18, 2013, I gave access to your meter, as I am legally obligated to do as a customer of Rochester Gas and Electric (RG&E). I conducted one of the RG&E employees to the meter, and left him at the meter to proceed and complete the gas service replacement as requested in your letter dated June 4, 2013, and as I recounted to you by letter, dated June 20, 2013.

At approximately 2:00 PM of June 18, 2013, after remaining on the premises to assure that RG&E had continuous access to the easement in my basement, the RG&E contractors left without completing the gas service replacement in the established easement in my basement, and indeed, removed the meter in its established easement. They also did not indicate if or when they would return to complete the gas service replacement in the established easement in my basement.

As I have asserted on numerous occasions to both the Public Service Commission (PSC) and to RG&E, I make no verbal, physical or written hindrance of Rochester Gas & Electric to comply with any mandated replacement of their gas lines including the service line through insertion to my home, per the 2009 rate case approved by the Public Service Commission. RG&E has had and will continue to have access to read, test, repair or replace their meter, or to add appurtenances as it needs in the established easement in my basement. Once I have given access to the meter, I have no legal say as to how or what you may do, or not do, within the easement afforded RG&E, that according to your letter, dated June 14, 2013, infers I needed to do.

Given this, again, I must conclude, that RG&E has chosen to ignore the fact, that above all, I have always given access to the meter, as I am legally obligated as a RG&E customer, as I willingly gave access to your meter on June 18, 2013.

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That RG&E has chosen to ignore the fact that I am a current and continuing customer of RG&E. in good standing.

That RG&E has chosen to ignore the fact that I have met the criteria for being a current and continuing RG&E customer, in particular, as to any needed upgrade to your equipment, as if I were a customer requesting service, to the point at which you removed your meter, that does not require me to reapply for service, that in your letter dated June 14, 2013, states I must do.

That RG&E has chosen to ignore the Public Service Commission's Determination of October 22, 2012, that would allow the meter and regulator to remain inside my basement, or a compact installation of the regulator outside.

That on June 18, 2013, as RG&E removed the meter from its established easement in my basement, concurrently, I observed contract RG&E workers install a compact installation of the regulator, outside, to the service line to my property, outside of my property, that as I have repeatedly made known and requested, would not negatively affect the exterior of my home and property, including any siding, foundation walls, bushes, plants, or accouterments, that except for testing, repair, or replacement, might preclude the need for removing the meter from my basement.

That I have not given RG&E any cause to be unable to serve me and to disconnect my gas service and to remove your meter from my basement and to continue with your system upgrade.

And finally, that RG&E has chosen to unilaterally, maliciously and capriciously, removed your meter from my basement, and that since June 18, 2013, to the date of this letter, 18 days have elapsed since RG&E has chosen to deprive me of gas service and to breach the business agreement we have, for RG&E to provide gas service to my home.

I would request that RG&E provide written acknowledgement of this letter within 10 business days. Given the point(s) I have stated above, in particular the point that I am legally bound to perform, I respectfully ask that you explain the reason(s) why RG&E has chosen to withdraw gas service to my home, and what further requirement(s) that may be unknown to me at this time, or that I may have misunderstood, in order for me to continue receiving gas service the way I was receiving it, prior to June 18, 2013.

Sincerely,

A handwritten signature in black ink that reads "Donald Griffin". The first letter "D" is large and stylized, with the rest of the name written in a cursive script.

Donald Griffin

Xc: State of New York
Department of Public Service
Attn: Jaclyn Brillling
Secretary to the Commission
3 Empire State Plaza
Albany, NY 12223