

**PSC NO. 4 GAS**

**ORANGE AND ROCKLAND UTILITIES, INC.** LEAF: 51  
INITIAL EFFECTIVE DATE: February 19, 2004 REVISION: 1  
SUPERSEDING REVISION: 0  
Issued in compliance with Orders of the Public Service Commission dated  
December 19, 2003 in Case Nos. 98-M-1343, 99-M-0631, and 03-M-0017.

**GENERAL INFORMATION**

9. REFUSAL OR DISCONTINUANCE OF SERVICE

For the purposes of this section, disconnection of service shall mean the physical disconnection of the customer's service including suspension of delivery service at the request of a Seller in accordance with the UBP, the Home Energy Fair Practices Act (Public Service Law, Article 2), and this Rate Schedule.

9.1 CONDITIONS OF DISCONNECTION

(A) Residential

The Company may disconnect service if a residential customer:

- (1) fails to pay undisputed charges for service rendered at any time during the preceding 12 months; or
- (2) fails to pay amounts due under a deferred payment agreement; or
- (3) fails to pay or agree in writing to pay equipment or installation charges relating to the initiation of service; or
- (4) fails to pay a lawfully required deposit; and
- (5) is sent a final disconnect notice at least 15 days prior to the disconnect date shown on the notice.

The Company may also disconnect service to a residential customer participating in the Company's Gas Transportation Service Program at the request of a Seller in accordance with the UBP and the Home Energy Fair Practices Act (Public Service Law, Article 2).

(B) Non-Residential

The Company may disconnect service if a non-residential customer:

- (1) fails to pay undisputed charges for service rendered at any time during the preceding six years; or
- (2) fails to pay amounts due under a deferred payment agreement; or
- (3) fails to pay a security deposit; or
- (4) fails to provide reasonable access to the premises for necessary or proper purposes in connection with rendering of service; or
- (5) fails to comply with a provision of the Company's tariff which permits the Company to refuse to supply or to disconnect service; and

Issued By: John D. McMahon, President, Pearl River, New York  
(Name of Officer, Title, Address)