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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: 06/01/01 SUPERSEDING REVISION:
STAMPS: Issued in compliance with Order in Cases 99-M-0631 and 98-M-1343, date
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GENERAL INFORMATION

6. METERING AND BILLING (Cont'd.)

6.5 RENDERING OF BILLS (Cont'd.)

(1) Rules Applicable to All Customers (Cont'd.)

- (C) The Company shall explain any billing corrections to customers under the Commission's jurisdiction and furnish customers with the reasons for any cancellations and subsequent rebillings caused by estimated readings.
- (D) In case any meter for any reason fails to register the full usage of service by the customer for any period of time, and/or where circumstances indicate that the meters or service has been tampered with or service otherwise improperly obtained, the usage of service by the customer may be estimated by the Company on the basis of the best available relevant factors, and the customer billed accordingly.
- (E) Bills rendered to residential customers are due on presentment or three days after mailing.
- (F) The Company shall send each residential customer who lives in multi-family housing an annual notice informing him or her that no tenant may be billed for gas service or disconnected for failure to pay for gas service which is not used to provide service within the tenant's apartment, if the tenant has not consented to pay for such usage.

(2) Transportation Customer Billing Options

(A) Customer Choice of Billing Option

A customer participating in the Company's Gas Transportation Service Program may choose one of the following billing methods by purchasing gas supply from a Marketer that offers one or more of these options:

Utility Single Bill: a consolidated bill rendered by the Company for gas supply and/or electric power supply provided by a Marketer and delivery and other services provided by the Company ("Company Services");

Marketer Single Bill: a consolidated bill rendered by a Marketer for Company Services and the gas supply and/or electric power supply provided by the Marketer;

Two Separate Bills: separate bills rendered by a Marketer and by the Company.

Issued By: Stephen B. Bram, President, Pearl River, New York
(Name of Officer, Title, Address)