

PSC NO. 4 GAS

ORANGE AND ROCKLAND UTILITIES, INC.

INITIAL EFFECTIVE DATE: June 26, 2024

LEAF: 33.1.1
REVISION: 1
SUPERSEDING REVISION: 0

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) Acceptable forms of payment are as follows: (1) checks sent via the U.S. mail to the address on the bill; (2) checks, money orders, or cash paid at any Company Business Office, Company-Owned Kiosk, or an Authorized Payment Location; (3) electronically through Enrollment in Auto Bill Payment, Pay By Phone with a Customer Service Representative, credit card, debit card, ACH, bank wire, automated phone system (IVR) or the Company website; (4) electronically by a recurring automatic bank debit or an electronic funds transfer the customer initiates through a third party (a transfer or transaction fee over and above the Company bill amount may be charged to the customer by a third-party vendor for these services); or (5) any other means agreeable to the Company. Acceptable forms of payments made to a Company field representative at the time of disconnection are outlined in General Information Section No. 9.5.

Issued By: Robert Sanchez, President, Pearl River, New York
(Name of Officer, Title, Address)

PSC NO. 4 GAS
ORANGE AND ROCKLAND UTILITIES, INC.
INITIAL EFFECTIVE DATE: June 26, 2024

LEAF: 33.1.2
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

6. METERING AND BILLING (Cont'd)

6.5 RENDERING OF BILLS (Cont'd.)

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

- (G) 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: Robert Sanchez, President, Pearl River, New York
(Name of Officer, Title, Address)

PSC NO. 4 GAS LEAF: 55
ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: June 26, 2024 SUPERSEDING REVISION: 0

GENERAL INFORMATION9. REFUSAL OR DISCONTINUANCE OF SERVICE (Cont'd.)9.3 PHYSICAL DISCONNECTION OF SERVICE (Cont'd.)(C) Rapid Posting of Payments in Response to Final Disconnect Notice

The customer shall take reasonable steps to establish procedures to insure that any payments made in response to final disconnect notice, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized collection agents, are either: (1) posted to the customer's account on the day payment is received; or (2) processed in some manner so that disconnection will not occur.

9.4 DISHONORED CHECKS

Receipt of a subsequently dishonored check in response to a Final Disconnect Notice shall not constitute payment of the customer's account, and the Company shall not be required to issue additional notice prior to disconnection.

9.5 PAYMENT AT THE TIME OF DISCONNECTION

- (A) If the customer claims, at the time of disconnection for non-payment, that payment has already been made or that a complaint is pending before the Company or the Commission with regard to the charges demanded, the Company's field representative shall make a reasonable effort to verify this information.
- (B) If a customer offers full payment or, if eligible, to sign a deferred payment agreement at the time of disconnection, the Company's field representative shall accept the payment or downpayment and avoid termination. Acceptable forms of payment include checks, money orders, or cash.
- (C) If the Company allows the customer time to go to a business office to sign a deferred payment agreement and the customer fails to sign the agreement within the specified time, the Company may disconnect service without further notice.
- (D) Whenever payment is made at the time of disconnection, the Company's field representative shall provide the customer with a receipt showing the date, account number, amount received, the form of payment and either the employee's identification number or name.

Issued By: Robert Sanchez, President, Pearl River, New York
(Name of Officer, Title, Address)