

P.S.C. NO. 3 ELECTRICITY
ORANGE AND ROCKLAND UTILITIES, INC.
INITIAL EFFECTIVE DATE: June 26, 2024

LEAF: 86
REVISION: 1
SUPERSEDING REVISION: 0

GENERAL INFORMATION

7. METERING AND BILLING (Continued)

7.5 RENDERING OF BILLS

(A) Rules Applicable to All Customers

- (1) Rates and charges are stated on a monthly basis as set forth in the Service Classifications. For billing purposes a monthly period will be considered as 26 – 34 days. In determining the charges for billing periods other than a monthly period, the rates, as stated in the Service Classification, are prorated on the basis of thirtieths of a month.
- (2) When in accordance with the provisions in Section 7.4, the Company is unable to obtain meter readings on regular reading dates, bills are rendered (a) on readings by customers if said readings are received 24 hours after the date shown on the meter indexing cards left on the customer's premises, or (b) on estimated readings. Amounts billed on the basis of such estimates are subject to adjustment in accordance with the next meter readings obtained by the Company.
- (3) 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.
- (4) In case any meter for any reason fails to register the full usage of the customer for any period of time, and/or where circumstances indicate that the meters or service wires have 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.
- (5) Bills rendered to residential customers are due on presentment or three days after mailing.
- (6) Acceptable forms of payment are as follows: (1) check 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 on Auto Bill Payment, Pay by Phone with a Company 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 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. 11.5.

Issued By: Robert Sanchez, President, Pearl River, New York

P.S.C. NO. 3 ELECTRICITY
ORANGE AND ROCKLAND UTILITIES, INC.
INITIAL EFFECTIVE DATE: June 26, 2024

LEAF: 87
REVISION: 1
SUPERSEDING REVISION: 0

GENERAL INFORMATION

7. METERING AND BILLING (Continued)

7.5 RENDERING OF BILLS (Continued)

(A) Rules Applicable to All Customers (Continued)

- (7) 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 electric service or disconnected for failure to pay for electric service which is not used to provide service within the tenant's apartment, if the tenant has not consented to pay for such usage.

(B) Retail Access Customer Billing Options

(1) Customer Choice of Billing Option

A customer participating in the Company's Retail Access Program may choose one of the following billing methods by purchasing electric power supply from an ESCO that offers one or more of these options:

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

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

Two Separate Bills: separate bills rendered by an ESCO and by the Company.

All ESCO's participating in the Company's Retail Access Program are eligible to provide consolidated billing service to their customers and/or other participating ESCOs. In addition to fulfilling the eligibility requirements set forth in Service Classification No. 24, to be a participating ESCO in the Company Retail Access Program, an ESCO wishing to offer billing and payment processing services must execute a Billing Services Agreement with the Company and must comply with the billing and payment processing practices set forth in the UBP.

P.S.C. NO. 3 ELECTRICITY
ORANGE AND ROCKLAND UTILITIES, INC.
INITIAL EFFECTIVE DATE: June 26, 2024

LEAF: 130
REVISION: 1
SUPERSEDING REVISION: 0

GENERAL INFORMATION

11. REFUSAL OR DISCONTINUANCE OF SERVICE (Continued)

11.3 PHYSICAL DISCONNECTION OF SERVICE (Continued)

(B) Verification of Delinquent Account Prior to Disconnection (Continued)

- (2) It has verified on the day disconnection occurs that payment has not been posted to the customer's account as of the opening of business on that day, or, has complied with procedures established for rapid posting of payments.

(C) Rapid Posting of Payments in Response to Final Disconnect Notice

The Company 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.

11.4 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.

11.5 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.