Received: 02/29/2012 Status: CANCELLED Effective Date: 06/01/2012

PSC NO. 4 GAS LEAF: 4
ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 12
INITIAL EFFECTIVE DATE: June 1, 2012 SUPERSEDING REVISION: 11

TABLE OF CONTENTS

GENERAL INFORMATION			eaf No.
13.	Form of Application for Service		
	13.1 General		84
14.	Customer Complaints		
	14.1 Billing Disputes		91
	14.2 Publicizing Complaint Procedures		91
15.	Increase in Rates and Charges Applicable in Municipality Where Service Is Supplied		92
16.	Service Classification Riders Rider A - Gas Transportation Service Program Rider B - Gas Rates for Commercial and Industrial		94
	Distributed Generation Facilities		94.7
	Rider C - Gas Rates for Residential Distributed Ge Facilities	neration	94.15
	Rider D - New York State Energy Research and Devel	opment	
	Authority Loan Installment Program Rider E - Excelsior Jobs Program		94.18 94.22
17.	Minimum Insulation Standards for New Dwellings		
	17.1 Definitions		95 95
	17.2 Applicability and Compliance 17.3 Waivers		95 96
	17.4 Certificate of Compliance		96
	17.5 Compliance Procedures		96
	17.6 Penalties for Non-Compliance		97
18.	Minimum Insulation Standards for Existing Dwellings Converting to Gas Space Heat		
	18.1 Definitions		98
	18.2 Applicability and Conditions		98
	18.3 Waivers		98
	18.4 Certificate of Compliance 18.5 Penalties for Non-Compliance		99 100
	10.5 Penaities for Non-Compilance		100
19.	Form for Certificate of Compliance 19.1 Certificate of Compliance for New Residential		
	Construction	101	
	19.2 Conversion to Gas Space Heat by Owner	±0±	102
	19.3 Conversion to Gas Space Heat by Contractor or		
	Company Representative		103
20	Non-Residential Customer Payment Agreement	104	