

PSC NO. 4 GAS LEAF: 164.1
ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: May 1, 2004 SUPERSEDING REVISION: 0

SERVICE CLASSIFICATION NO. 11 (Cont'd.)**DISCONTINUANCE OF SERVICE BY A SELLER: (Cont'd.)**Involuntary Discontinuance of Seller's Right to Provide Service (Cont'd.)

- b) where the Seller fails to comply with the terms and conditions of this Schedule;
- c) where there is a continued pattern of attempts to transfer retail customers without proper customer authorization (slamming);
- d) where a court of competent jurisdiction issues an order authorizing discontinuance of the Seller; or
- e) where the Commission has determined that the Seller is not eligible to sell gas to retail customers in New York State, for reasons including:
 - 1) A Seller's failure to adhere to the policies and procedures described in its disclosure to customers;
 - 2) failure to comply with prescribed consumer protections;
 - 3) an unacceptably high volume of customer complaints;
 - 4) failure to comply with prescribed reporting requirements;
 - 5) failure to comply with oversight requirements;
 - 6) failure to apprise the Commission of all material changes in the information in the applicant's initial filing;
 - 7) failure to comply with the voluntary discontinuance requirements set forth above; or
 - 8) failure to comply with other applicable requirements of the Commission, including those in Order Clarifying Consumer Protections issued October 25, 1996 in Cases 93-G-0932, et. al.
- f) where the Seller fails to pay a bill when due, does not pay the bill within 10 calendar days after being notified of the non-receipt of payment, and the available security is or will be insufficient to cover the amount of default or the Seller fails to post security as required herein.

The Company may initiate the process to discontinue a Seller by providing the Seller a notice (with a copy to the Commission) that advises the Seller that its right to enroll additional customers is suspended immediately. The notice also shall state that unless the stated cause for the discontinuance is corrected within 10 calendar days from the Seller's receipt of the notice (if capable of correction), or the Commission, or its designee, requires otherwise, the Seller's existing customers will be notified that the Seller will be discontinued not less than 15 calendar days thereafter. Discontinuance of Direct Customers may

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