

PSC NO. 4 GAS LEAF: 160.1  
ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1  
INITIAL EFFECTIVE DATE: April 1, 2004 SUPERSEDING REVISION: 0

## SERVICE CLASSIFICATION NO. 11 (Cont'd.)

## BILLING QUESTIONS AND DISPUTES:

A) Access to Billing Back-up Information

The Company will provide the detailed data and calculations (as applicable) used to prepare the Company's invoice to the Seller. The data will be available for three months after the invoice date.

B) Inquiries

All questions concerning invoices, arrears, payments, or financial security should be directed to:

Orange and Rockland Utilities, Inc.  
Retail Access and Energy Services  
390 W. Route 59  
Spring Valley, NY 10977  
Attention: Director - Retail Access  
Telephone No. 914-577-3677

Acknowledgement of billing inquiries will be furnished promptly but no later than five calendar days from the Company's receipt of the inquiry. The Company will investigate and respond to the inquiry, in writing, no later than 20 calendar days from receipt of the inquiry.

C) Overpayments

Overpayments made by a Seller as a result of an inaccurate invoice or as determined through the Dispute Resolution Process shall be credited to the Seller's account if a prior shortage exists or be refunded otherwise. Such credit or refund shall occur within five calendar days of a determination that an overpayment occurred. Such overpayments shall earn interest at the rate of 1.5% per month from the date of the overpayment until the date of the credit or repayment, whichever applies. The refund shall be rendered to the Seller by electronic funds transfer.

Overpayments made voluntarily by a Seller shall be credited to the Seller's account and shall not earn interest unless the overpayment is applied to the security deposit account.

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