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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 0
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION:
STAMPS: Issued in compliance with Order in Case 98-M-1343 dated 09/22/99
RECEIVED: 09/30/99 STATUS: Effective EFFECTIVE: 10/01/99

SERVICE CLASSIFICATION NO. 11 (Cont'd.)

BILLING QUESTIONS AND DISPUTES: (Cont'd.)

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.

TERM:

One year and successive annual periods thereafter until terminated by the Seller at the end of any contract year upon not less than ninety days prior notice in writing to the Company; terminable by the Company upon like notice to the Seller; also terminable by the Company as provided for herein.

TERMINATION OF SERVICE:

Upon termination of service hereunder by the Seller or the Company, the Company shall review the status of the Seller's account. Any previously over or underdelivered volumes resulting from differences between the Seller's Aggregation Group's actual monthly usage levels and the calculated ADCQs, shall be credited or charged to the Seller at the Company's Weighted Average Cost of Gas.

CONSUMER PROTECTION:

- (A) Sellers contracting with residential customers of the Company must meet the following requirements:
- (1) Contracts between Sellers and customers must contain specific language advising customers of protections that have been waived in the transaction. Each Seller must file a copy of its Standard contract with the Consumer Services Division of the Public Service Commission Staff.
 - (2) A system to handle customer complaints must be operational and the Consumer Services Division of the Public Service Commission help and hotline numbers must be provided to customers
 - (3) The bills rendered must be clear and in plain language, and the Consumer Services Division of the Public Service Commission Staff must receive a sample copy.

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