

..DID: 10128
..TXT: PSC NO: 4 GAS LEAF: 188.3
COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 0
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. 13 (Cont'd.)

DISCONTINUANCE OF SERVICE BY A SELLER: (Cont'd.)

Assignment of Seller Contracts (Cont'd.)

- 3) of their rights (if any) to object to the transfers and be returned to the Company's service for gas supply or select another Seller; and
- 4) of any changes in the contract or disclosure statement terms resulting from the assignment including ministerial changes such as telephone numbers, mailing addresses, etc.

The Company shall within 5 calendar days of the receipt of the notice of transfer from the Seller submit to the Department of Public Service a copy of the letter to the affected customers advising them the transfer requests have been received and will be executed unless the customers, to the extent permitted by their contracts, arrange for alternative service from other Sellers or the Company. The Company will send the notice to the affected customers within 24 hours of approval by the Department of Public Service.

If the Company learns that a Seller has discontinued operations in its service territory without giving the proper notice to its retail customers and to the Company in accordance with the above requirements prior to discontinuing operations, the Company shall immediately inform the Commission and, if directed, notify all of the Seller's customers in accordance with the procedure above.

If the Seller does not provide the required notice to its retail customers and the Company, the Seller may be determined ineligible by the Commission to sell gas to retail customers in New York State and/or may be assessed a monetary penalty by the Commission.

If a more expeditious transfer process is desired, the Seller may provide a showing of need and request such expedited treatment from the Commission or its designee.

DISPUTE RESOLUTION PROCESS:

The following process will to be followed to address all disputes/complaints between Sellers and the Company with respect to gas transportation service program issues, including those issues requiring Commission action. Disputes involving retail customers, of either the Sellers or the Company, are not addressed by this process.

Each Seller shall designate specific personnel to be responsible for responding to complaints and disputes under this process.

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