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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 2
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 1
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

GENERAL INFORMATION

10. CHARGES FOR SPECIAL SERVICE

10.1 SERVICES FOR WHICH NO CHARGES ARE MADE

- (A) Limited engineering services such as studies in connection with additional or improved use of service.
- (B) High bill complaint investigations.
- (C) Inspection of appliance burners, and adjustment thereof where necessary, at the time of initial installation or unlocking of the meter.
- (D) Investigation of gas leaks.
- (E) Resuscitation.

10.2 CHARGE FOR BILL HISTORY INFORMATION

The Company will provide to a customer or a customer's designee, at no charge and up to twice in any 12 month period, the most recent 24 months of the customer's billing history information. Such information shall include: meter reading dates, consumption in ccf, total dollars billed for the billing period, service classification, tax district, meter number and type of meter reading. For additional requests, a fee of \$15 shall be assessed. Such information will be provided within 5 days of the request. Should the request be for more than 24 months of bill history information, to the extent that the information is available, the Company will provide it at a cost of \$15 for each 12 month period (or portion thereof) requested.

Credit information shall also be available free of charge for the most recent 12 month period. A fee of \$15 per request may be charged for credit information for each year beyond the 12 month period. Credit information to be provided shall include late payment charges assessed and/or disconnections required.

The Company's customer account number for each customer will be accepted as verification of a customer's consent to release the above information to a Qualified Seller or customer's designee.

The Company will not disclose a customer's billing, credit and/or gas usage history if the customer has notified the Company in writing that such information should not be disclosed. Thereafter, the information will be released only upon receipt by the Company of the customer's written authorization.

All customer information including Company account number, telephone numbers, service address, gas usage and billing history obtained by a Qualified Seller must be kept confidential and not disclosed to others unless authorized by the customer in writing.

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