

..DID: 10151  
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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 4  
INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 3  
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.)**

**TERMS OF PAYMENT:**

Bills are due when rendered, subject to a late payment charge of 1.5% per month on all amounts not paid within 20 calendar days of the date of the invoice. Bills will not be suspended as a consequence of a complaint filed with the Commission.

Seller claims that invoices are not correct must be made in writing and postmarked no later than three months after the disputed invoice was mailed or electronically transmitted.

Unless otherwise agreed to by both the Seller and the Company, payment for services shall be rendered to the Company via electronic funds transfers.

Unless otherwise agreed to by the Company and the Seller, payments will be applied to arrears first and then to current charges.

Upon failure of a Seller to make any payment when due, the Company will draw down on any security that may be available. The Company will notify the Seller when it begins to draw down the security and the amount that must be replenished. If there is no security, or if the Seller fails to replenish the security within five calendar days, the Company will commence discontinuance procedures against the Seller. If the Company incurs collection expenses in order to collect past due amounts from the Seller, the actual costs incurred will be charged to the Seller.

**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.  
Energy Services and Delivery Group  
390 W. Route 59  
Spring Valley, NY 10977  
Attention: Supervisor - 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.

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