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 COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 5
 INITIAL EFFECTIVE DATE: 10/01/99 SUPERSEDING REVISION: 4
 STAMPS: Issued in compliance with Order in Case 98-M-1343 dated 09/22/99
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SERVICE CLASSIFICATION NO. 11 (Cont'd.)

CONSUMER PROTECTION: (Cont'd.)

(A) (Cont'd.)

(4) Procedures must be established to ensure customers receive adequate prior notice of termination of gas supply services. The procedures must provide that notifications be sent at least 15 days before discontinuation of supply service to allow the customers the opportunity to pay the overdue bill or request service from the Company or another Seller.

(B) Sellers contracting with non-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 reasonable dispute resolution process must be established. Until such time as a process is developed and put into effect, and for a period of no longer than six months, consumers will be allowed to approach the Consumer Services Division of the Public Service Commission Staff.

(C) Sellers contracting with residential and non-residential customers of the Company must meet the following requirements.

- (1) Venue: In order to avoid having customers unknowingly give up rights, the contract between Seller and customer must either be silent on venue (thus incorporating implicitly standard business conflict of law rules), or provide for a knowing consent by requiring the customer to write a statement (such as, "I consent that disputes under the contract may be resolved in [jurisdiction]").
- (2) Arbitration: The contract between Seller and customer must provide that disputes involving amounts within the jurisdictional limit of the local small claims court may be heard there; the customer must affirmatively elect binding arbitration of disputes involving larger amounts in the manner described for venue.

DISCONTINUANCE OF SERVICE BY A SELLER

Voluntary Discontinuance of Seller Operations

A Seller may discontinue operations (in whole or significant part) in the Company's territory at will (subject to any damages, penalties or sanctions that may arise due to contractual obligations), upon submission of a written notice to the Company and the Seller's customers at least 15 calendar days prior to the discontinuance date. The notice to retail customers shall inform them:

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