

..DID: 1126
..TXT: PSC NO: 4 GAS LEAF: 155
COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 0
INITIAL EFFECTIVE DATE: 10/15/97 SUPERSEDING REVISION:
STAMPS:
Cancelled by 1 Rev. Leaf No. 155 Effective 11/01/1997
RECEIVED: 07/22/97 STATUS: Cancelled EFFECTIVE: 10/15/97

SERVICE CLASSIFICATION NO. 11 (Cont'd.)**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.
 - (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.

Issued By: Larry S. Brodsky, President, Pearl River, New York
(Name of Officer, Title, Address)