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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 0
INITIAL EFFECTIVE DATE: 10/15/97 SUPERSEDING REVISION:
STAMPS:
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GENERAL INFORMATION

6. METERING AND BILLING (Cont'd.)

6.4 METER READING (Cont'd.)

- (B) When the Company is unable to gain access to a meter, a notice stating this fact and requesting the residential customer to phone in a reading within twenty-four hours will be left on the premises. If no response is received, the Company shall then estimate the consumption to be billed except that it shall limit the number of estimates to four consecutive monthly periods or two consecutive bi-monthly periods. When the four-month limit of consecutively estimated bills has been reached, the Company shall attempt to obtain an actual meter reading for the next billing period by requesting the customer to phone in the meter reading. The Company shall also attempt to obtain an actual meter reading by:
- (1) making an appointment with the customer, and/or such other person who controls access to the meter, for the reading at a time other than during normal business hours;
 - (2) offering the customer, and/or such other person who controls access to the meter, the opportunity to phone in meter readings;
 - (3) providing cards to the customer and/or such other person who controls access to the meter, on which he or she may record the reading and mail it to the Company.
- (C) If no actual meter reading is obtained after bills representing a maximum of six months or three billing periods, whichever is greater, of estimated billings have been rendered to a residential customer, the Company shall send a letter to both the person who controls access to the meter and to the customer, offering a special appointment for meter reading both during and outside of business hours. Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residences Law), or in a two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters, and the meter is not in the apartment, the notice shall be sent to the customer and such other person who controls access to the meter. If the Company's records do not contain the address of the person who controls access to the meter, the Company shall request that the customer furnish such information if available.

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