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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 2  
INITIAL EFFECTIVE DATE: 06/28/01 SUPERSEDING REVISION: 1  
STAMPS:  
Effective date postponed to 08/01/01. See Supplement No. 18  
RECEIVED: 05/21/01 STATUS: Effective EFFECTIVE: 08/01/01

**GENERAL INFORMATION****16. SERVICE CLASSIFICATION RIDERS****RIDER A** (Continued)**CUSTOMER ENROLLMENT** (Continued)d) **New Accounts** (Continued)

All applications involving new construction for delivery service made by Sellers on behalf of their customers shall be directed to:

Orange and Rockland Utilities, Inc.  
New Business Service Dept.  
390 W. Route 59  
Spring Valley, New York 10977  
Telephone: (914) 352-6000

Applications not requiring new construction for delivery service made by Sellers on behalf of their customers shall be directed to:

Orange and Rockland Utilities, Inc.  
Customer Service Department  
390 W. Route 59  
Spring Valley, New York 10977  
Telephone: (914) 352-6000

**SWITCH OF SELLER**

If a customer chooses to switch Sellers, the new Seller must provide the Company with notification of the requested switch at least 10 calendar days prior to the requested switch date in an electronic format prescribed by the Company. If a customer served by a Seller chooses to return to the Company's gas supply service, the customer must provide the Company notification of the requested switch at least 10 calendar days prior to the requested switch date. Switches will be effective on the first day of the next calendar month, the Effective Switch Date, following proper notification to the Company to the extent the Seller complies with the Nomination Procedures of Service Classification Nos. 11 or 13. A special meter reading for switching customers may be requested by the customer or the new Seller for a fee as specified in General Information Section 6.

Within 5 calendar days of the receipt of the switch of Seller notification, the Company will notify the existing Seller, if any, of the switch and send the customer a verification letter.

A uniform statewide format shall be used for the above-referenced notices upon implementation of modifications to the Company's accounting and communications systems in accordance with the Commission's final determination in Case 98-M-0667, Electronic Data Interchange ("EDI") proceeding.

**Issued By: Stephen B. Bram, President, Pearl River, New York**  
**(Name of Officer, Title, Address)**