

..DID: 15652
..TXT: PSC NO: 4 GAS LEAF: 94.2
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

A customer establishing a new account (i.e, customers that have not previously received gas from the Company) may initiate service by contacting the Company or a Seller for service in accordance with the procedures identified in the General Information Section 3. All applicants contacting the Company for service will be provided a list of Commission-approved Sellers. The customer has the option to receive gas supply from the Company or from a Seller. Sellers shall provide the Company with written notice of new service customers choosing the Seller for gas supply. Such notice must include the customers' signatures. The Company shall acknowledge receipt of the notices within 5 calendar days.

If the customer requests gas supply from the Company, or if a Seller does not notify the Company at least 10 calendar days prior to the turn-on date of its enrollment of the customer, the customer will receive gas supply from the Company as of the turn-on date.

If a Seller notifies the Company to enroll the customer at least 10 days prior to the turn-on date, the customer will receive gas supply from the Seller effective on the first day of the next calendar month, the Effective Switch Date to the extent the Seller complies with the Nomination Procedures of Service Classification Nos. 11 or 13. The customer will receive gas supply from the Company until the Effective Switch Date.

For new residential service applicants whose previous utility bills, if any, have been paid or are covered by a deferred payment plan, and that do not require construction, the notice periods referred to in the previous two paragraphs shall be five calendar days.

Sellers acting as the customer's agent in establishing gas service shall provide the name, service address, mailing address, and telephone number and any other information required by the Company for new customers applying for gas service from the Company as well as information about the customer's special needs, if any.

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)