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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 1
INITIAL EFFECTIVE DATE: 01/29/99 SUPERSEDING REVISION: 0
STAMPS:
CANCELLED by Supplement 5 effective 08/01/99
Suspended by order in Case 98-G-2000. See suppl. No. 4,
RECEIVED: 12/30/98 STATUS: Cancelled EFFECTIVE: 11/29/99

GENERAL INFORMATION

9. REFUSAL OR DISCONTINUANCE OF SERVICE (Cont'd.)

9.10 DISCONTINUANCE OF SERVICE-SPECIAL PROCEDURES

Special Emergency Procedures, required by 16 NYCRR §11.5, provide protections for specified residential customers regarding the disconnection and reconnection of service in special cases involving medical emergencies, the elderly, blind or disabled, and termination during cold weather.

Copies of the Company's special procedures are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

9.11 TAMPERING AND THEFT OF SERVICE

- (A) The Company may disconnect service without providing advanced notice of the disconnection when it finds service is being supplied through tampered equipment, provided that, for non-residential customers, the Company:
- (1) has evidence that the customer opened the account and used the service prior to the creation of the condition, or that the customer knew, or reasonably should have known, that service was not being fully billed;
 - (2) has rendered an unmetered service bill;
 - (3) has made reasonable efforts to provide to a person in charge of the premises both the bill and oral notice of the requirements to avoid disconnection;
 - (4) has not received the required payment.
- (B) In cases where tampering and/or theft of service has been established, the customer shall pay the charges set forth below to the Company, and where the Company has disconnected service, such service will not be restored unless the customer pays to the Company:
- (1) the amount owed based upon the estimated consumption of gas not recorded on the meter (See Section 6.6 (D)); and
 - (2) all costs directly related to investigations and inspections and damage to or loss of the meter or other property of the Company. All damages will be based on current replacement cost.

Issued By: R. Lee Haney, Chief Financial Officer, Pearl River, New York

Received: 12/30/1998

Status: CANCELLED
Effective Date: 11/29/1999

(Name of Officer, Title, Address)