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COMPANY: ORANGE AND ROCKLAND UTILITIES, INC. REVISION: 3
INITIAL EFFECTIVE DATE: 02/01/01 SUPERSEDING REVISION: 1
STAMPS: Issued in compliance with Order in Case 99-M-0631 dated 09/01/00
CANCELLED by Supplement 17 effective 05/31/01
Suspended by order in Case 99-M-0631. See suppl. No. 16
RECEIVED: 10/31/00 STATUS: Cancelled EFFECTIVE: 06/01/01

GENERAL INFORMATION

6. METERING AND BILLING (Cont'd.)

6.5 RENDERING OF BILLS (Cont'd.)

(E) Billing Performance Standards (Cont'd.)

4. Unless a lockbox arrangement is used, Marketer shall meet a standard of payment processing of 99.5% determined by dividing the number of customer payments processed and remitted to the Company within two days of receipt during a calendar month by the number of payments processed and remitted during the month, provided, however, that the number of payments processed may exclude payments with incorrect account numbers, missing payment stubs, unsigned payments or payments with name or address changes that lack necessary information.
5. The Company may audit Marketer's billing and payment processing functions on reasonable prior notice.
6. All disputes regarding compliance with Billing Performance Standards will be subject to dispute resolution procedures specified in Service Classification Nos. 11, 12 or 13, as applicable.

6.6 LATE PAYMENT CHARGE

- (1) The Company may impose a continuing late payment charge at the rate of one and one-half percent (1 1/2%) per month to the accounts of all customers except state agencies on:
 - (a) the balance of any bill for service, including budget bills and any unpaid late payment charge amounts applied to previous bills, which bill is not paid within 25 calendar days after the Billing Date;
 - (b) the amount billed for service used that was previously unbilled because service was being provided through tampered equipment, provided the Company can demonstrate either that the condition commenced since the customer initiated service or that the customer knew or reasonably should have known the original billing was incorrect; and
 - (c) the balance due under a non-residential deferred payment agreement except as defined in 6.12 (2)(B)(ii).

Issued By: Stephen B. Bram, President, Pearl River, New York