

PSC NO. 4 GAS
ORANGE AND ROCKLAND UTILITIES, INC.
INITIAL EFFECTIVE DATE: December 1, 2021

LEAF: 12.1
REVISION: 0
SUPERSEDING REVISION:

GENERAL INFORMATION

2. HOW TO OBTAIN SERVICE (Cont'd.)

3.1 APPLICATIONS (Cont'd.)

3.1.1 Customer Consent to Contact

By accepting gas service from the Company pursuant to the terms of this Rate Schedule, and by providing the Company a wireless telephone number, the customer hereby expressly consents to receive autodialed and prerecorded/automated calls and texts (collectively, "calls") closely related to utility service, unless the customer opts out as described below. Such calls shall include calls that warn/inform the customer about planned or unplanned service outages; provide updates about service outages or service restoration; request confirmation of service restoration or information about lack of service; provide notification of meter work, or other field work that affects the customer's utility service; advise customer of possible eligibility for subsidized or lower-cost services due to certain qualifiers, such as, e.g., age, low income or disability; or relate to handling, servicing, and billing for the customer's account. Calls may include contact from companies working on the Company's behalf to service the customer's account. Message and Data rates may apply. The customer may stop these types of messages by replying STOP in response to a text message, or by contacting the Company to request removal of their phone number using the following:

- Call Customer Assistance at 1-877-434-4100
- via email through the Company website: oru.com/contactus
- via regular mail to the following address: Orange & Rockland
Attn: Customer Assistance, 390 W. Route 59 Spring Valley, NY
10977

Issued By: Robert Sanchez, President, Pearl River, New York
(Name of Officer, Title, Address)

Cancelled by 1 Rev. Leaf No. 12.1 Effective 12/01/2021