

@home

with Orange & Rockland

NY

In this issue:

- ▶ Top three ways to save
- ▶ On-Bill Loan Recovery Program
- ▶ O&R's new VP



Stay warm and save.



Information Center

Home Energy Assistance Program

If you're income eligible and you need help paying your heating bill, you can apply for the federally-funded Home Energy Assistance Program (HEAP). Contact HEAP or your county Department of Social Services for information. You may also go to www.MyBenefits.ny.gov.

Rockland County HEAP Unit:
845-364-3480

DSS InfoRock:
845-364-2020

DSS Front Desk:
845-364-3100

Orange County:
845-291-2002

Sullivan County:
845-807-0142

The Neighbor Fund

The Salvation Army administers this home heating assistance fund for O&R. To apply for a heating assistance grant, contact the Salvation Army:

Spring Valley – 845-352-9577

Middletown – 845-343-0821

Port Jervis – 845-856-3214

You can also contact The Neighbor Fund community outreach centers listed at oru.com. Or call Customer Assistance at **1-877-434-4100**.

Orange County Fuel Fund

As part of an Orange County Energy Initiative, this fund assists residents who need help paying their energy bill. Contact the United Way of Orange County at 845-457-4774, ext. 3112.

To reach us

- ▶ **Customer Assistance:**
1-877-434-4100
Weekdays, 8 a.m. until 7 p.m., except holidays
- ▶ **Business Offices:**
390 W. Route 59, Spring Valley
500 Route 208, Blooming Grove
16 Pike Street, Port Jervis
Open weekdays, 8 a.m. until 4:30 p.m., except holidays
- ▶ **On the Web:**
At oru.com, you can do business with us at any time.

Top three ways to save on your heating bill

Your heating system is your biggest energy user in the winter.

Here are some tips to help you stay warm and save energy and money at the same time:

- Seal drafts around window and door frames with caulk or weatherstripping.
- Take advantage of the sun's heat by opening south- and

east-facing blinds and drapes during the day.

- Health permitting, set your thermostat to 68° when you're home and lower it at night or when nobody's home.

For more tips, see our video at oru.com/video. ♦

On-Bill Loan Recovery Program

Here's another option to help finance energy-efficiency improvements.

The New York State Energy Research and Development Authority (NYSERDA) currently offers On-Bill Recovery Loans ("NYSERDA Loans") to residential customers who own one- to four-unit dwellings. The new loan program is a convenient way to finance improvements to make your home more energy efficient and comfortable.

To get started, you'll need to obtain an energy audit through the NYSERDA Home Performance with ENERGY STAR® Program. (Find out if you qualify for a free or reduced-cost energy audit by contacting NYSERDA at

1-866-NYSERDA (697-3732) or visit their Web site at nyserdera.ny.gov.) You choose a contractor approved by NYSERDA to perform the energy audit. The contractor will recommend specific energy-efficiency improvements, as well as provide the costs of the improvements and the associated energy savings. You decide if you want to perform any of the improvements. If you're the homeowner and named on your O&R account, you can apply to finance these energy-efficiency improvements with a low-interest NYSERDA

Continued on back page

O&R names a new VP of Operations

Frank Peverly, a Tuxedo resident, is the Company's new Vice President of Operations. He succeeds Jim Tarpey, who retired at the end of 2011, after a nearly 40-year-long career with O&R.

O&R's Operations function is responsible for the transmission and distribution of electricity and natural gas; the systems' design and operation; development and construction, and repair and maintenance.

Frank has 26 years of

experience in the utility business. He joined O&R in 1989 as an

electric operations division line supervisor, and rose through the ranks before transferring to Consolidated Edison Company of New York, O&R's sister utility.

"I'm excited to use my experience to improve upon O&R's existing strengths," Frank said. ♦





eBill is a win-win

Congratulations to Heidi Leeper, a graduate student at Nyack College's Alliance Theological Seminary. Heidi won an iPad 2 as part of O&R's promotion to get customers to enroll in eBill, our electronic billing service.

Heidi signed up for eBill to help

simplify her bill payment routine. "eBill has been convenient and straightforward," Heidi said. "Winning the iPad 2 was a great bonus!" O&R's Manager of Customer Support Operations David Braunfotel, pictured above, presented the iPad to Heidi. ♦

Another chance to win

Sign up for eBill between February 1 and May 1, and you'll automatically be entered to win the latest iPad.*

One winner will be chosen at random and must be actively enrolled in eBill at the time of the drawing.

*To be entered in the drawing, you must be 18 years of age or older when you sign up for eBill, and you must be the O&R customer of record. All requests to convert to eBill service must be received by May 1, 2012. O&R will not be responsible for late, lost or misdirected requests to convert to eBill service. The drawing will be held between May 2 and May 15, 2012, and the winner will be notified by phone or e-mail on or about May 15, 2012. The right to claim the prize is not transferable. All taxes are the responsibility of the winner. Employees, directors or trustees of O&R or any of its affiliates and their immediate family members are not eligible to enter. Void where prohibited or restricted by law.



To enroll in eBill and be automatically entered to win an iPad, go to oru.com/eBill. ♦

Expect the expected

Enroll in Budget Billing and levelize your monthly payments throughout the year.

If you've been an O&R customer for at least 12 months at your current location, you can sign up for Budget Billing. This option allows you to have level monthly payments throughout the year and spares you from getting high bills that result from seasonal usage variations.

Budget Billing does not reduce your overall energy expense. It simply lets you spread out your annual expense over a 12-month period. By knowing ahead of time what your monthly payment amount will be, you'll be able to manage your household budget a whole lot easier.

How it works

Based on your previous 12-month usage history, plus anticipated energy costs and other factors, we estimate your energy usage for the year ahead. We then divide the total by 12 to arrive at your monthly Budget Billing payment amount.

Adjustments

O&R reviews Budget Billing accounts every six months to determine if your monthly payment amount can stay the same, or be adjusted up or down. The periodic reviews are designed to help you avoid a large over- or under-payment at the end of your 12-month Budget Billing year.

To enroll

Go to oru.com/budgetbilling, call Customer Assistance, or drop by one of our business offices. ♦

On-Bill Loan Recovery Program *Continued*

Loan. NYSEDA Loan installments will appear as a separate line item on your O&R utility bill. O&R collects the loan payments on behalf of NYSEDA. In addition, if you sell your home, the loan is transferable to the buyer.

To learn more about NYSEDA Loans, contact NYSEDA at **1-866-NYSEDA** (697-3732) or go to nyserda.ny.gov/on-bill. ♦

Sign up for eBill now

Four great reasons to use eBill:

- You get a free and easy way to receive, view and pay your monthly energy bill online.
- You help to reduce paper waste.
- You cultivate a greener future because O&R works with the National Arbor Day Foundation to plant a tree on behalf of every customer who enrolls. Since this program began in April 2007, more than 25,000 trees have been planted in national forests destroyed by fire.
- You're automatically entered to win an iPad if you enroll between now and May 1.

Good news about gas prices

Forecasts point to lower bills.

Natural gas bills for residential customers this winter will likely be lower than last year's, according to forecasts for this winter's gas supply cost. O&R estimates that the typical residential customer who heats with gas will see their monthly winter bill drop by 8.5%, or from

\$223 to \$204. Keep in mind that last winter's temperatures were colder than normal. This winter's warmer temperatures may even result in a 12.4% drop in the average heating customer's winter bill. These estimates are based on the average usage of 152 ccf per month. ♦

