

# **Your Rights and Responsibilities as a Customer of Rockland Electric Company**

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*As a utility customer, it's important for you to be aware of your basic consumer rights. That's why Rockland Electric Company is providing you with the 12 points included in the "Customer Bill of Rights" issued by the New Jersey Board of Public Utilities (BPU).*

- 1. You have the right to utility service if you are a qualified applicant.**
- 2. Your deposit for electric service shall be fair and reasonable. In most cases, the deposit will be approximately equal to two months' bills. In addition, you will not be asked to make unreasonable payments on past due bills.**
- 3. You have the right to Budget Billing or equal monthly payment plans.**
- 4. In the event your bill is overdue, you are entitled to at least one deferred payment plan.**
- 5. You have the right to have any complaints against Rockland Electric handled promptly by the company.**
- 6. You have the right to ask the BPU to investigate any complaints and to make any inquiry concerning Rockland Electric. Your service may not be terminated for non-payment during a BPU investigation.**
- 7. If you suspect the meter is not working properly, you have the right to have it tested, free of charge, once a year by Rockland Electric.**
- 8. You have the right to written notice of termination 10 days prior to discontinuance of service.**
- 9. Rockland Electric disconnects service only between 8 a.m. and 4 p.m., Monday through Thursday. Service is not turned off on the day before a holiday, or during the period between Christmas and New Year. Rockland Electric cannot shut off your service if you have a valid medical emergency.**
- 10. If you are an elderly or low-income customer making Budget Billing payments to the best of your ability, you have the right to full electric service, without termination, from November 15 to March 15.**
- 11. If you live in a multi-family dwelling, you have the right to receive a posted notice if Rockland Electric plans to shut off the electricity. This notice must be posted in a common area or sent individually to you and all other occupants.**
- 12. You have the right to have a "diversion of service" investigation if the level of consumption reflected in your electric bill is higher than past history would lead you to expect.**

## **We're Here to Help**

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Whether you write, visit, call or e-mail us, we seek to answer your questions quickly and courteously. Our Customer Service Representatives are trained to deal with a wide variety of problems and situations. If, after talking with our Customer Service Representative, you feel your concern has not been resolved, you should ask to speak with the supervisor of Customer Assistance who will review the situation with you.

We're committed to seeing that your concern is resolved. However, if after talking with us you still aren't satisfied, you can write to: New Jersey Board of Public Utilities, Two Gateway Center, Newark, NJ 07102. You may also call the BPU at 973-648-2350 or dial 1-800-624-0241 (*toll-free in NJ only*).

If your complaint involves a billing charge, while the amount you're questioning is being reviewed by the BPU, Rockland Electric will not ask you to pay the disputed portion of the bill. The balance and any future bills should be paid when due.

## **Billing Information**

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### **Budget Billing**

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If you want to budget your electric charges evenly over a 12-month period, our Budget Billing plan could be useful to you. Budget Billing does not reduce your overall energy expenses, but it may help you to manage your budget by spreading summer cooling or winter heating costs more evenly throughout the year. To find out more about Budget Billing, visit our Web site at [www.oru.com/BudgetBilling](http://www.oru.com/BudgetBilling) or call Customer Assistance at **1-877-434-4100**.

### **Billing Accuracy**

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We attempt to read our meter before we send you a bill, but there are times when we estimate your usage. For instance, we may not be able to obtain access to our meter. To prepare an estimated bill, a number of factors are considered, including your past usage and weather conditions during the billing period. Whenever we send an estimated bill, it's clearly marked as an estimate on the statement you receive from us.

If our next scheduled meter reading shows that we underestimated your actual energy usage and the low estimate results in an actual bill that is at least 25 percent greater

than the prior estimated bill, you have the right to pay the excess amount in equal installments over the same period of time as you received estimated bills. Please contact one of our Customer Service Representatives to arrange a payment agreement. If you feel our estimate is much more than your actual usage, you may take your own reading and submit it to us at [www.oru.com/ezReader](http://www.oru.com/ezReader) or call us at **1-877-434-4100**. We'll then send you a corrected bill.

## Access to Meter(s)

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We read our meter so that we can send you an accurate bill reflecting the actual amount of electricity you use.

If we're unable to read the meter, we'll leave you a meter reading card requesting that you read the meter, call us with the reading or submit the reading online at [www.oru.com/ezReader](http://www.oru.com/ezReader). If you don't control access to our meter, please notify us and, if you can, help by asking the building owner to let our meter reader in. If we're unable to read the meter for four months in a row, we'll send a letter requesting you to call us to make an appointment to read the meter.

For your convenience, you have three options:

- (1) Call in your meter reading at **1-877-434-4100**;
- (2) Submit a reading online at [www.oru.com/ezReader](http://www.oru.com/ezReader); or
- (3) Arrange for us to read your meter at a mutually convenient time.

## Special Programs and Services

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### If You're Hearing- or Speech-Impaired

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For our customers with speech or hearing impairments, we have a special TTY phone number available in order to make communication possible with our Customer Service Representatives. The special TTY phone number is **845-425-3303**. This is not a toll-free number.

### For the Visually-Impaired

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To meet the needs of blind and visually-impaired customers, we offer bills in large print or Braille. This free service is available to any customer upon request.

### We Speak Your Language

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No matter what your native tongue, a language gap will never stand in the way between you and Rockland Electric. When a non-English speaking customer calls us, the caller is connected to our contracted Language Line

service. A three-way conference call is then established between the customer, the translator and our representative. This service is available in 140 languages. the customer, the translator and our representative.

## Special Protections

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If you're blind, disabled or a senior citizen, we'll make special efforts to maintain your service. We'll contact you before the scheduled termination to work out a fair payment plan or find other resources to assist you.

## For Safety's Sake: Call Before You Dig

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Before you dig: New Jersey's utility notification service provides details on the location of underground electric wires, gas lines and communications cables. Don't damage underground equipment, get injured or find yourself with a repair bill. In New Jersey, call **811** toll-free, 24 hours a day, seven days a week. Call at least three working days ahead.

## Life Support Equipment Program

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For customers requiring electrically-operated life support equipment, a temporary loss of power can be more than a simple inconvenience. That's why we've created our Life Support Equipment (LSE) Program for customers with special electrical needs. All program participants receive a 24-hour LSE number to contact us if necessary.

Eligibility for this program is not based on the nature of your illness, but rather on your dependence on electrically-operated medical equipment and the frequency of its use. The program covers equipment such as a kidney dialysis machine, apnea monitor, oxygen concentrator, respirator, ventilator, pressure breathing therapy, infusion feeding pump and/or peritoneal dialysis machine.

## Service Classifications

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As a customer of Rockland Electric Company, the rates you pay for electric service are based on your service classification. When you first apply for service, Rockland Electric uses the information you provide to determine the service classification appropriate to your residential or business needs.

As part of our ongoing effort to ensure that all customers are placed on the most economically advantageous service classification, and to accommodate changes in customers' electric service needs, we invite you to call us if you have any questions on our rate schedules. To get a copy of our tariffs, go to **www.oru.com** or call **1-877-434-4100**.

## Third Party Reminders

Every residential customer is allowed to designate a third party to receive all notifications relating to termination of service or other credit action. The third party can be a relative, friend or agency who will receive a third party reminder from us when your bill is overdue and you're in danger of having your service terminated. This third party must agree in writing to receive such notices. The third party will not be responsible for paying the bill, but can work with us to avoid problems with your account. In the event of cancellation or refusal of such authorization by the third party, we must promptly notify you.

### Third Party Designation

If you would like to register for Third Party Notification, please complete this form. If you have registered with us in the past, there is no need to do so again.

**Customer Name:**

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**Address:**

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**City:**

**State:**

**ZIP:**

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**Telephone Number:**

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**Account Number:**

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**Signature**

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**Name of Third Party:**

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**Address:**

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**City:**

**State:**

**ZIP:**

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**Telephone Number:**

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**Signature of Third Party**

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**Cut out and mail to:**

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**Rockland Electric Company  
82 East Allendale Road, Suite 8  
Saddle River, NJ 07458  
Attn: Customer Assistance**

# Customer Assistance Information

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## Customer Service Centers

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Our convenient walk-in Customer Service Centers handle bill payments, service requests and credit matters, as well as any questions you may have regarding your account. Our offices are open weekdays, 8 a.m. to 4:30 p.m., except holidays.

## The following offices are within driving distance for Rockland Electric customers:

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**Rockland Electric Company**  
**82 East Allendale Road, Suite 8**  
**Saddle River, NJ 07458**

**Orange and Rockland Operations Center**  
**390 West Route 59**  
**Spring Valley, NY 10977**

## Toll-Free Number

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For prompt and convenient service in matters relating to your bill or service, call us toll-free at **1-877-434-4100**. Our representatives handle telephone inquiries Monday through Friday, 8 a.m. to 7 p.m., except holidays. In the event of an emergency, a company representative will always be available to receive your calls. You may also contact us through our Web site at **[www.oru.com/ContactUs](http://www.oru.com/ContactUs)**.

If you're hearing- or speech-impaired and you use a TTY phone, please dial **845-425-3303** for assistance. This is not a toll-free number.

## Payment Options

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You can pay your Rockland Electric bill in a variety of ways. In addition to payment by mail, you can sign up for Automatic Bill Payment, pay in person at an authorized payment location, pay by phone at **1-877-434-4100**, pay by credit or debit card at **1-800-224-2317**, use your PC for home banking needs or pay on the Internet at **[www.oru.com](http://www.oru.com)**.

 **Rockland Electric Company**

**[oru.com](http://oru.com)**

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