

..DID:

..TXT:

COMPANY: **ORANGE AND ROCKLAND UTILITIES, INC.**

INITIAL EFFECTIVE DATE: 10/15/97

STAMPS:

PSC NO: 4 GAS

LEAF: 91

REVISION: 0

SUPERSEDING REVISION:

RECEIVED:

STATUS:

EFFECTIVE:

**GENERAL INFORMATION**

14. CUSTOMER COMPLAINTS

14.1 BILLING DISPUTES

(A) Any complaint filed with the Company regarding disputed bills, charges, deposits or service problems will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in Title 16 of the New York Code of Rules and Regulations, Section 11.20 and Part 275.

(B) The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

14.2 PUBLICIZING COMPLAINT PROCEDURES

Copies of the Company's complaint handling procedures and form of notice are on file with the Commission and are available to the public upon request at the Company's offices.

Issued By: Larry S. Brodsky, President, Pearl River, New York  
(Name of Officer, Title, Address)