

JOHN DOE  
1 ORU WAY  
MONROE, NY  
10950-1234

 Your next Meter  
Reading will be:  
Apr 04

**Amount Due \$395.20**  
**Pay By 3/27/2022**

**GAS RESIDENTIAL - SPACE HEATING**

Meter Number: 123456789

Mar 4 reading (Actual)	2870
Feb 3 reading (Actual)	-2737
<b>Total Usage CCF 29 Days</b>	<b>133</b>

**Delivery Charges**

Basic Service Charge	\$19.50
Includes 3 CCF @ 0.000¢ each	.00
Next 47 CCF @ 68.220¢ each	32.06
Next 83 CCF @ 65.661¢ each	54.50
Monthly Gas Adj @ 10.94422¢	14.56
RDM Adjustment 133 CCF @ -2.83000¢	-3.76
SBC Charge 133 CCF @ 0.00100¢	.00
Government surcharges - Delivery	3.71

**Total Delivery Charges** \$120.57

**Merchant Function Chg** 133 CCF @ 0.97697¢ 1.30  
Government surcharges - Delivery .04

**Merchant Function Charges** \$1.34

**Gas Supply Chg** 133 CCF @ 53.71120¢ 71.44  
Government surcharges - Commodity .78

**Total Supply Charges** **\$72.22**

**CURRENT GAS CHARGES** **\$194.13**

**ELECTRIC RESIDENTIAL - DELIVERY**

Meter Number: 987654321

Mar 4 reading (Actual)	43220
Feb 3 reading (Actual)	-42294
<b>Total Usage KWH 29 Days</b>	<b>926</b>

**Delivery Charges**

Basic Service Charge	\$19.50
First 250 KWH @ 8.711¢ each	21.78
Next 676 KWH @ 8.711¢ each	58.89
Energy Cst Adj 926 KWH @ 0.30900¢	2.87
EVMR Surcharge 926 KWH @ 0.00900¢	.08
RDM Adjustment 926 KWH @ -1.01800¢	-9.43
Transition Adj Chg 926 KWH @ -0.00700¢	-.06
SBC Chg 926 KWH @ 0.56300¢	5.21
Government surcharges - Delivery	3.13

**Total Delivery Charges** \$101.97

**Total Supplier Charge** 65.75

**BILLING DATE** 03/04/22

**BILLING SUMMARY**

ACCOUNT NUMBER  
01234-56789

Last Bill \$1,867.60

Payments as of 03/04/22 \$1,867.60

**Balance Forward** \$0.00

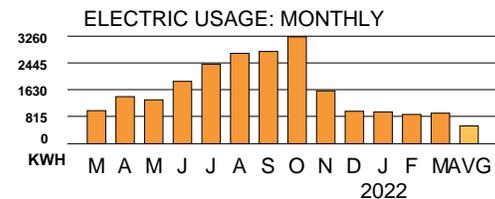
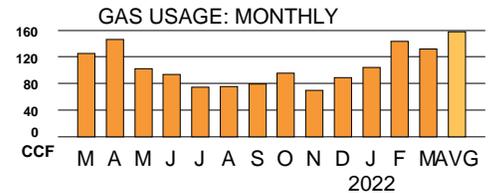
Adjustments

**Elec Heap Credit** -57.16  
**Gas Heap Credit** -36.64

Service Charges Budget 489.00

**TOTAL AMOUNT DUE** **\$395.20**

Avg. Temp This Period 34 °F  
Same Period Last Year 32 °F



 ACTUAL  ESTIMATED  AVG. CUST PROFILE

01234-56789

**TOTAL AMOUNT DUE** **\$395.20**

Amount enclosed:

To avoid a late charge  
pay by 03/27/2022

'X' to enroll in ABP

JOHN DOE  
1 ORU WAY  
MONROE, NY 10950-1234

PO Box 1005  
Spring Valley NY 10977

+  NEIGHBOR FUND: Add \$1  
and O&R Will Match

**CURRENT ELECTRIC CHARGES**

\$167.72

**BUDGET SUMMARY BASED UPON PAYMENT OF TOTAL AMT DUE**

Amt used this yr	760.61
Installments billed	<u>978.00</u>
In your favor	217.39

**To avoid a 1.5% late charge, please pay by 03/27/2022.**

*SAFETY REMINDER: Call us if you detect any gas odors or CO concerns in your residence or business. You can reach us at 800-533-LEAK (5325) or call 911 once safely away from the premises. We follow all COVID protocols when responding to emergencies.*

**As a HEAP recipient, you qualify for O&R's Energy Assistance Program. A monthly bill credit will appear on your bill under Billing Summary/Adjustments as a "Heap Credit" for a period of 12 months from the receipt of your HEAP benefit.**

*Due to recent increases in costs for natural gas supply and increased consumption, energy bills are higher this winter. O&R does not set supply costs and does not make a profit on the supply. For help paying bills go to: [oru.com/assistance](http://oru.com/assistance).*

*Coming soon, a new look to your bill - easier to read with specific information about your energy use, plus special offers and services.*

*Have your payments electronically deducted from your bank account by enrolling in Automatic Bill Payment. Place an X in the box on your bill stub. Details at [www.oru.com/ABP](http://www.oru.com/ABP)*



## General Information

### Customer Assistance:

- **1-877-434-4100**, toll-free (weekdays, 8 a.m. - 7 p.m., except holidays)
- **711 TDD/TTY** for hearing- and speech-impaired
- **www.oru.com**
- **Mail to:** Orange & Rockland, 390 West Route 59, Spring Valley, NY 10977-5300, Attn: Customer Assistance

### Gas Emergency Hotline: 1-800-533-5325 24 hours a day

### To report an electrical outage: 1-877-434-4100 24 hours a day

### Walk-in Service Centers: (weekdays, 8 a.m. - 4:30 p.m., except holidays)

**New York**      390 West Route 59, Spring Valley, NY 10977-5300  
 500 Route 208, Monroe, NY 10950-9986  
 15 Jersey Avenue, Port Jervis, NY 12771-2436

### Ways to Pay:

- By phone with our **EZ PAY** Express System at **1-877-OREZPAY** (673-9729)
- On the Internet at **www.oru.com**.
- Through Automatic Bill Payment. To enroll, put an X in the box on payment stub and return it with payment, go to **www.oru.com/ABP**, or call Customer Assistance.
- At ez Serve payment machines in our Walk-in Service Centers listed above.
- By debit or credit card at **www.oru.com** or toll-free at **1-800-584-1227**. *Please note a third party convenience fee applies to non-residential customers only.*
- Through home banking, using your bank's Web site.
- In person at any of our Walk-in Service Centers.
- At any authorized pay-in-person location (listed on our Web site).
- By Mail.

*When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check. You will not receive your check back from your financial institution.*

## Understanding Your Bill

*Full Service applies to customers who elect not to participate in Retail Choice and continue to receive both the supply and delivery of electricity and/or gas from Orange & Rockland.*

*Retail Choice applies to electric or gas customers who purchase their energy supply from an alternate energy provider rather than from the utility company.*

**Basic Service Charge** covers the cost of metering (residential only) billing and other customer services. This charge may include the cost of a minimum amount of usage that is billed.

**Billing Charge** reflects the itemized portion of the basic service charge related to issuing bills, including printing, mailing, and processing of customer payments.

**Total Delivery Charge** reflects the cost of delivering energy through our lines to your home or business.

**Energy Cost Adjustment** recovers costs related to O&R's prior obligation to purchase energy from non-utility generation sources and other purchase agreements that ensure service reliability.

**Gas Supply Charge** reflects the monthly charges the company pays for purchasing gas supply on behalf of full service customers

**Government Surcharges** include New York State and local taxes, such as the Gross Receipts Tax, and local village taxes, where applicable.

**Revenue Decoupling Mechanism (RDM) Adjustment** is intended to minimize the financial impact to O&R caused by lower sales as O&R implements energy-efficiency programs that help customers reduce consumption. Mechanically, an RDM functions by comparing actual versus authorized revenues and either crediting or collecting any differences from customers in a subsequent period.

**Transition Adjustment Charge** recovers costs associated with customers making a transition to competitive service providers for electric supply, billing and metering services.

**Metering Charge (non-residential customers only)** reflects costs associated with metering, meter reading and data management.

**Supplier's Electric or Gas Charges** reflect the cost of energy supply.

This section appears on the bill only if the customer receives electric and/or gas supply from an alternate energy supplier.

**Monthly Gas Adjustment or Adjustment Charge** recovers costs of a number of items related to delivering gas to O&R customers such as balancing charges and pipeline refunds.

**Forecast Market Supply Charge and Market Supply Charge Adjustment** recovers electric supply costs incurred by O&R on behalf of its full service customers. The Forecast Market Supply Charge reflects market prices, while the Market Supply Charge Adjustment reconciles differences between prior period electric supply costs incurred by O&R and recoveries from its customers.

**Merchant Function Charge** for full service customers reflects certain costs associated with procuring electricity, and procuring and storing natural gas, as well as costs incurred by the company related to the credit and collections activities and uncollectible accounts.

**NY Assessment** recovers fees imposed by the state as authorized under Section 18-a of the Public Service Law.

**SBC Charge:** The System Benefits charge recovers costs associated with clean energy activities conducted by the New York State Energy Research and Development Authority (NYSERDA).

**Hourly Commodity Charge** reflects the cost of supply for customers subject to mandatory hourly pricing and Smart Home rate.

**Capacity Charge** recovers costs the Company pays for the capacity it purchases from the NYISO.

**Reactive Demand** is intended to encourage certain demand billed customers to reduce their use of reactive power by charging for a power factor less than 95%.

**Customer Benefit Contribution Charge** recovers the costs of key policy programs that aid low-income customers and fund energy efficiency and clean energy programs from customers of certain on-site renewable energy projects.

