Your Rights and Responsibilities as a Customer of Rockland Electric Company

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 13 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 in one year.

5. You have the right to have any complaint against Rockland Electric handled promptly by the company.

6. You have the right to call the BPU to investigate any complaints and to make any inquiries concerning Rockland Electric. Your service may not be terminated for non-payment of disputed charges during a BPU investigation.

7. If you suspect your electric meter is not working properly, you have the right to have it tested, free of charge, once a year by Rockland Electric. For a $5 fee, the meter test will be conducted under the supervision of the staff of the BPU.

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 terminated on a New Jersey State holiday or the day before a New Jersey State holiday, or if a valid medical emergency exists in your household.

10. Winter Termination Program – If you are an elderly or low-income customer having financial problems paying your bill, you have the right to enroll in a budget plan in accordance with your ability to pay. You are required to make good faith payments of all reasonable bills for service and in return are assured of the right to have electric service from November 15 to March 15 without fear of termination of service.

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 and/or sent individually to you and all other occupants.
12. You have the right to have a “diversion of service” investigation if you suspect that the level of consumption reflected in your electric bill is unexplainably high.

13. You have the option to apply a deposit refund as a credit to your account or to receive the refund by check.

**Orange & Rockland Privacy Statement**

Your privacy is important to us, and we protect information we collect while doing business with you. We obtain this information through: our websites, apps, and social media pages; your use of electric, or gas services; any devices and technologies related to any energy efficiency, demand management, distributed generation or other initiatives or programs we may offer to you from time to time; third-party sources, social media platforms, and in-person, phone, email, text or written correspondence with you. This information may include your name, account number, home or business address, email address, telephone number, energy use data (including but not limited to smart meter readings), location information, or other information that is specific to you as our customer or that you otherwise elect to share with us. To view Orange & Rockland’s Privacy Statement, please visit oru.com/en/privacy-statement.

**We’re Here to Help**

Whether you write, visit, call or email 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 may file your complaint online at nj.gov/bpu/assistance/complaints/inquiry.html or write to: New Jersey Board of Public Utilities, Division of Customer Assistance, 44 South Clinton Avenue, 9th Floor, PO Box 350, Trenton, NJ, 08625-0350. You may also call the BPU, weekdays from 9 a.m. to 4 p.m. at 1-609-341-9188 or dial 1-800-624-0241.

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 must be paid when due.

**Billing Information**

**Budget Billing**

If you want to smooth out your electric charges 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. For more information, visit our website at oru.com/BudgetBilling or call Customer Assistance at 1-877-434-4100.
Billing Accuracy

We attempt to read your meter before we send you a bill, but there are times when we estimate your usage because we may not have access to the meter. To prepare an estimated bill, we consider 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 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 oru.com or call us at 1-877-434-4100. We'll then send you a corrected bill.

Interest on Utility Overpayment(s)

As a public utility, we are required to pay or credit interest at a rate prescribed by the Board of Public Utilities on any overpayment made by a residential customer due to a billing error, unless the overpayment is fully refunded or credited to the account within two billing cycles after written notification by the customer to the utility of the alleged error. For the purposes of this act, “billing error” means a charge to a residential customer in excess of that approved by the board for the type of service supplied to that customer, or in excess of the charge due for the service supplied to that customer as measured or recorded by meter or other device, except that neither the amount of an estimated bill in and of itself, nor the amount due on a budget account installment, shall constitute a billing error. The board shall set and from time to time revise the interest rate in accordance with appropriate prevailing marketplace interest rates.

Access to Meter(s)

We read your 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 oru.com. If you don’t control access to your 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 oru.com
3. Arrange for us to read your meter at a mutually convenient time.
For your protection, our employees and contractors carry a photo ID badge and written authorization. Please ask for identification whenever someone from Rockland Electric knocks at your door, and call us toll-free at 1-877-434-4100 if you have any doubt.

Special Programs and Services

If You’re Hearing- or Speech-Impaired
For our customers with hearing or speech impairments, we have a TTY unit available in order to make communication possible. Please dial 711, the Telecommunications Relay Service, for assistance weekdays from 8 a.m. to 7 p.m., excluding holidays.

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

We Speak Your Language
When a non-English speaking customer calls us, the caller is connected to our contracted interpreter service. A three-way conference call is then established between the customer, an interpreter and a Rockland Electric representative.

Special Protections
If you or a member of your family living with you is physically challenged, disabled, or a senior citizen, please contact us to discuss your situation. We’ll make special efforts to maintain your service by contacting you before a scheduled termination to work out a fair payment plan or find other resources to assist you.

For Safety’s Sake: Call 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. Call 811 or 1-800-272-1000 toll-free, 24 hours a day, seven days a week. Call at least two full business days (not counting weekends or holidays) prior to beginning work.

Life Support Equipment
For customers requiring electrically-operated Life Support Equipment (LSE), a temporary loss of power can be more than a simple inconvenience. That’s why LSE customers who require special electrical needs receive a 24-hour LSE number to contact us if necessary. Life support is not based on the nature of your illness, but rather on the dependence on electrically-operated medical equipment and the frequency of its use. LSE such as a kidney dialysis machine, infant apnea monitor, oxygen concentrator, respirator, ventilator, pressure breathing therapy, infusion feeding pump and/or peritoneal dialysis machine may rely on uninterrupted electrical service. For further information, please contact Customer Assistance toll-free at 1-877-434-4100.
Energy Conservation
There is a national and local need for the conservation of all types of energy resources by industrial, commercial and residential customers. Such conservation, if widely practiced, particularly at periods of peak demand, will reduce or defer the need for the expansion of utility generating and transmission capacity, with attendant public benefits in land use, environmental quality and public health and safety. Rockland Electric will continue to develop and implement other conservation programs which will be promoted and advertised.

Service Classifications
As a customer of Rockland Electric, 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. 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 oru.com/en/nj-rates-tariffs or call 1-877-434-4100.

Special Rate for Qualified Veterans’ Organizations
On August 10, 2018, Governor Murphy signed a bill into law permitting a veterans’ organization to receive a residential rate for utility service delivered to the property at which the veterans’ organization primarily operates, if the residential rate is lower than the commercial rate for service delivered at that property. An application for service under the special provision can be found at oru.com/NJVetOrg, or you can request a copy of the application be mailed by contacting Customer Assistance at 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. This 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. The 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.

Payment Options
You can pay your Rockland Electric bill in a variety of ways: Online at oru.com/myaccount or your home banking service, through our Automatic Bill Payment program, by phone at 1-877-OR-EZPAY (1-877-673-9729), in person at an authorized payment location, or by mail. To pay by credit or debit card, call our automated payment service provider, BillMatrix, at 1-800-584-1227.
Toll-Free Number

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. A Rockland Electric representative will be available to receive emergency calls. You may also contact us at oru.com/contactus. For customers with speech or hearing impairments, a TTY unit is available. Please dial 711, the Telecommunications Relay Service, for assistance, weekdays from 8 a.m. to 7 p.m., excluding holidays.

### 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.

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**Cut out and mail to:**
Spring Valley Operations Center
390 W. Route 59 Spring Valley, NY 10977
Attn: Customer Assistance
Customer Assistance Information

Customer Business Offices
Our Business Offices handle bill payments, service requests and credit matters, as well as any other questions. Our offices are open weekdays, 8 a.m. to 4:30 p.m., except holidays.

One Lethbridge Plaza*
Suite 32, Second Floor
Route 17 North
Mahwah, NJ 07430

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

*Not a full service Business Office. Payments only accepted at ezServe kiosk. **Full service Business Office.

Grants to Pay Utility Bills

- LIHEAP – 1-800-510-3102
- Universal Service Fund (USF) – 1-800-510-3102
- Lifeline Program (senior citizens and Social Security disability recipients) – 1-800-792-9745
- NJ SHARES – 1-866-657-4273
- PAGE Grant Program – 1-732-982-8710
  or 1-855-465-8783