We're Here to Help
For a gas leak or other gas emergency, call our toll-free Gas Emergency Hotline at 1-800-533-5325, 24 hours a day, seven days a week.

For billing and other inquiries regarding your business account, call Customer Assistance toll-free at 1-877-434-4100 or contact us online at oru.com/
Contacts.

Our Customer Service Representatives handle calls Monday through Friday, from 8 a.m. – 7 p.m., except holidays. In the event of an emergency, a company representative will always be available to receive your call. Excluding weekends and holidays, most online inquiries are handled within 24 hours.

For our customers with a speech or hearing impairment, we have a TTY unit available in order to make communication possible. Please dial 711, the Telecommunications Relay Service, for assistance.

Walk-in Business Offices
Our Walk-in Business Offices are open Monday through Friday, 8 a.m. – 4:30 p.m., except holidays.

Rockland County: Spring Valley Operations Center – 390 West Route 59, Spring Valley, NY 10977
Orange County: Blooming Grove Operations Center – 500 Route 208, Monroe, NY 10950, Port Jervis Business Office – 15 Jersey Avenue, Port Jervis, NY 12771

Asking a Question
Whether you write, visit or call us, we guarantee prompt, courteous and friendly service always. Our representatives are trained to deal with a wide variety of problems and situations. If, after talking with our 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 are committed to seeing that your concern is resolved.

Additional Rights
We make every effort to answer your questions and resolve your concerns. If, after talking with us, you are still not satisfied, you may file your complaint online at www.dps.ny.gov/complaints, by fax at 1-518-472-8502 or by mail at: Office of Consumer Services, Department of Public Service, 3 Empire State Plaza, Albany, NY 12223. You may also call the PSC’s toll-free HELPLINE at 1-800-342-3377 from 8:30 a.m. – 4:00 p.m., Monday through Friday, except holidays. If your concern involves a billing charge, we cannot turn off service while the matter is under consideration, except under certain circumstances. If you have any doubts, please insist on seeing the ID card, or call us for verification toll-free at 1-877-434-4100.

Billing Accuracy: We do everything we can to bill your account accurately. Under certain circumstances, we may issue an estimated bill, especially if we cannot read the meter, or if it appears that the reading we obtained may be wrong. If you file a written complaint, the PSC will investigate.

Non-Residential Shared Metering
When a shared-metering condition exists between a non-residential tenant and the landlord or between two non-residential tenants, the utility cannot adjust billing or assess penalties. The parties involved should seek a mutually agreeable arrangement.

Final Termination Notice
We have the right to disconnect your service under certain circumstances. We will terminate your service if you fail to: (1) pay undisputed charges for service; or (2)
pay amounts due under a payment agreement, or (3) pay a lawfully required security deposit, or (4) provide access to the premises as reasonably required.

Before we can disconnect your service, we must send you a Final Termination Notice that states: (1) the reason(s) for termination, including the total amount required to be paid, if any, and the manner in which termination may be avoided; (2) the earliest date on which termination may occur; (3) the address and phone number of the office of the utility that the customer may contact in reference to the account; (4) that utility procedures or money order if the customer has, within the last 24 months, paid with a check that was dishonored.

We will not send a Final Termination Notice for non-payment until at least 20 calendar days have elapsed from the date payment was due, unless you have agreed in writing to other terms. The Final Termination Notice shows an issuance date and a due date. Its due date is at least 10 calendar days from its issuance date. If you pay the bill, or arrange for payment before the due date, we can terminate your service. If you think you have made a mistake on your account, call us. We will check it and postpone termination while we look into the matter, provided you pay any undisputed charges. If you are eligible, we will offer you the opportunity to negotiate a payment agreement at least five days before we otherwise would have terminated your service. If you sign and return this agreement and pay any down payment required, we cannot terminate your service. Your service will be terminated if: (1) you fail to pay the amount due as shown on the Final Termination Notice; or (2) you do not work out a payment agreement; or (3) you repeatedly fail to provide access to the meter(s).

Payment Agreement
If you are experiencing temporary problems that prevent you from paying your bills in a timely fashion, you may enter into a temporary agreement with us to establish a payment agreement. We may require you to make a down payment, but it may not be more than 30 percent of the arrears on which a Final Termination Notice is based or the cost of two times your average monthly use, whichever is greater. The payment agreement can include any amounts billed after we issue the Final Termination Notice, in addition to the amount shown on the notice. If you wait until after the due date on the Notice, and we must visit the premises to terminate service or collect payment, a down payment of up to 50 percent of the arrears, or the cost of four times your average monthly use, whichever is greater, may be required. We may charge you a late payment fee on any outstanding balance under a payment agreement. We must have a signed agreement in our possession for it to be in effect.

Time of Termination
We are allowed to terminate utility service Monday through Friday between 8 a.m. and 6 p.m. We cannot terminate service on a Saturday, Sunday, any public holiday, any day our business office is closed, or on a day the PSC is closed. If we arrive after 3 p.m. on a Friday or on the day before a public holiday when our business office is closed, the PSC is closed, we will make our best efforts to contact someone on the premises to let the person know our intention. Our goal is to allow the person to resolve the account balance and provide payment to avoid termination. If a resolution is not reached, we have the right to discontinue service until 6 p.m. In an emergency, we can arrange to disconnect service at any time there is a safety or property problem, and we will restore service as soon as the problem is corrected. When we visit a service location to terminate electric service, a $27 collection fee, plus applicable tax, will automatically be assessed at the time of our visit whether or not we lock electric service, collect full or partial payment, make a payment agreement or collect a down payment.

Reconnection of Services: If your O&R service has been terminated, we will re-connect it within 24 hours when: (1) you have either paid the amount due or signed a payment agreement and made a down payment; or (2) you have allowed access to the meter(s) and reasonable arrangements have been made for future access; or (3) you have provided proof, or a field visit confirms, that a tariff violation has been corrected; or (4) the PSC directs us to reconnect service. We have the right to charge a reconnection fee of $27, plus applicable tax, to reconnect electric service and $69 to reconnect gas service during regular business hours weekdays 8 a.m. to 4 p.m., excluding holidays, or $41 to reconnect electric service, or $104 to reconnect gas service, plus applicable tax, at all other times. If service was disconnected at the street, a reconnection fee of $169, plus applicable tax, shall apply to reconnect service during normal work hours, as defined above, or $253, plus applicable tax, outside those hours and days.

Service Classifications
The rates you pay for the electricity and/or gas you receive are based on your service classification (SC).

When you first apply for service, we use the technical information you supply to determine the SC appropriate to your needs. Over time, however, those needs could change. If and when they do, it is your responsibility to contact us so we can place you in the right SC. A rate change may occur if your changes made in your SC and the reason for the change, shall be provided at the time of the change.

As part of our ongoing effort to place all customers on the most economically advantageous service classification, and to accommodate changes in your service needs, please call the appropriate regional office for New Construction Services at 1-845-577-3324 if you change your operations in a manner that will impact your electric and/or gas service.

Electric Service Classifications
When Your Electric SC Could Change: The primary reason for a change in electric SC is an increase or decrease in recorded energy demand — that is, a change in the amount of energy needed all at once at any given time. An occurrence can happen when a small business expands to larger quarters. A decrease can occur when a larger industrial concern closes down a plant but retains an office.

Energy Demand: The amount of energy needed all at once at any given time is measured in kilowatts (kW), whereas overall energy consumption is measured in kilowatt hours (kWh), just as it is for residences. If you are a demand metered customer, the price of electric service includes a charge for the demand component as well as one for the overall consumption component. A change in the demand component may result in a SC change.

Most non-residential electric accounts are classified as SC2 or SC3, although there are other rates for less common usage situations. SC2 is for secondary or primary metered customers, who normally experience an actual recorded monthly demand under 100 kW. Primary metered customers must provide their own transformers and any other equipment necessary to take service at a primary voltage level. Primary metered customers with demands that consistently exceed 100 kW may find it advantageous to take service under SC3. SC3 and SC22 are classifications for the largest commercial and industrial customers; those that normally experience an actual recorded monthly demand of more than 1,000 kW. These customers can benefit from taking advantage of special rates that apply to certain periods of the day. Under all of these electric SCs, customers can choose to purchase their electric power supply from O&R or from an energy services company (ESCO).

Gas SCs: SC2 is applicable to general use of gas by non-residential customers who purchase their gas supply from the company. Certain small, non-residential heating customers, such as those that use SC1, SC4 or SC5, are served by a general service used by customers who have installed dual-fuel capability sufficient to serve the customer’s entire need when the customer is not burning gas. SC6 is applicable to the firm transportation of gas purchasers by customers purchasing their gas supply from an ESCO that is participating in the company’s Gas Transportation Service Program. SC8 is applicable to the interruptible transportation of gas purchased by customers purchasing their gas supply from an ESCO that is participating in the company’s Gas Interruptible Transportation Program. Customers commencing service under SC8 on or after November 1, 2006 must, in addition to other requirements of this SC, demonstrate to the company’s satisfaction annual gas consumption of at least 100,000 Ccf at a single meter. SC8 customers are subject to interruption by the company at any time upon four hours notice to a customer. Customers electing this service must maintain operable alternate fuel facilities, including adequate reserves of the alternate fuel based on peak winter period requirements.

Time-of-Use (TOU) Rates: O&R’s TOU electric rate allows you to lower your energy costs without reducing the overall amount of electricity you use. This is the rate you would be charged for the delivery of electric service, based on the time of day you actually use electricity. Under the TOU rate, a customer is charged a higher delivery rate for use of the service between 6 a.m. and 9 p.m. the rest of the time, the day is charged a lower rate, or perhaps at times of the day disconnection could be avoided. The TOU rate provides additional benefits for customers who use their electric service off-peak during the day or make significant energy use during some off-peak times, or for customers who use energy at times when the TOU rate is less during other times of the day. To discuss O&R’s TOU rates or receive a brochure call our Customer Service Representatives at 1-877-434-4100 or contact us at oru.com/ContactUs.

T tariff Availability: Copies of the complete tariffs for all SCs are available for review in our Walk-in Business Offices and on oru.com. You can obtain a print copy by calling us toll-free at 1-877-434-4100. Customer Service Representatives are available to assist you Monday through Friday 8 a.m. to 7 p.m., except holidays.

Demand Meter: An increase in your usage may require O&R to install a demand meter and, in some cases, require you to make electric installation modifications. Changes made to your service classification or meter will be communicated at the time of the change.

Home Energy Fair Practices Act (HEFPA): As a commercial customer, you may be entitled to protection under New York State Home Energy Fair Practices Act (HEFPA) if one of the following situations applies to you: (1) You operate a business out of your home and are billed at a commercial rate; or (2) You use your commercial premises for residential purposes; or (3) You own a two-family residence and live in one unit while renting the other.

If you have opened a business within the last year, or if you have been a commercial customer of O&R and have recently changed how or where you conduct your business, it is important that you understand HEFPA’s eligibility requirements. HEFPA is a state law which requires a utility to follow specific procedures in serving customers who use their service for residential purposes. HEFPA coverage is extended to those present or future electric, gas or gas transportation customers who purchase your utility service for residential purposes. If you operate a business out of your home, or use part of your commercial premises for residential purposes, you could be affected. The PSC determined that commercial customers who use the majority of their utility service for residential purposes should receive the same protection as purely residential customers. Examples include a dentist with a home office, a store owner with living quarters in a portion of the building, or a residential landlord who is billed for service for both units of a two-family dwelling in which both units are served by a single meter. If you believe you are eligible for HEFPA coverage, please contact us to ensure you receive the rights to which you are entitled.

Eligibility for Residential Rates: Religious institutions, community residences, veterans’ organizations, and supportive or supervised living facilities qualify for residential service rates. However, it may not be to the institution’s advantage to so classify. For more information, call us tollfree at 1-877-434-4100.

Eligibility for Reduced State Sales Tax: New York State exempts residential energy use from sales tax. Residential customers automatically qualify for such an exemption and are billed accordingly. Certain commercial customers who use a portion of their service for residential purposes also may be eligible for a reduced tax based on the percentage of residential use. In order to qualify, you must complete Exemption Certificate (Form TP-385). These forms can be obtained by calling the New York State Department of Taxation and Finance at 1-518-457-5431. After we receive your completed forms, we will make our determination. Your future bills will be calculated based on information you provided on the form. If you purchase your electric or gas supply from an ESCO, and your commercial use is partially exempt for residential use, you will need to provide Form TP-385 to them.