PSC NO. 4 GAS

ORANGE AND ROCKLAND UTILITIES, INC.

REVISION: 3

INITIAL EFFECTIVE DATE: February 19, 2004

SUPERSEDING REVISION: 2


GENERAL INFORMATION

10. CHARGES FOR SPECIAL SERVICE

10.1 SERVICES FOR WHICH NO CHARGES ARE MADE

(A) Limited engineering services such as studies in connection with additional or improved use of service.

(B) High bill complaint investigations.

(C) Inspection of appliance burners, and adjustment thereof where necessary, at the time of initial installation or unlocking of the meter.

(D) Investigation of gas leaks.

(E) Resuscitation.

10.2 CHARGE FOR BILL HISTORY INFORMATION

A Seller that is authorized by a customer to receive usage and billing information may request and will be provided a statement of the account’s usage and billing information as provided in the UBP, which states the period to be covered by the statement that will be provided without charge.

A Seller which affirms electronically or in writing that it has received written authorization from a customer to receive credit information may request and will be provided such information in accordance with the UBP, which states the period to be covered by the statement that will be provided without charge.

The Company will not disclose customer information to a Seller if the customer has given advance notification to the Company in writing that such information should not be disclosed.

The Company will charge $15.00 per account per year of information when usage and billing information and/or credit information is requested beyond that provided at no charge.

Issued By: John D. McMahon, President, Pearl River, New York
(Name of Officer, Title, Address)
10. **CHARGES FOR SPECIAL SERVICE**  (Cont'd.)

10.3  **CHARGES FOR OTHER SERVICES**

Charges are made for all other special services rendered, which charges are composed of Company costs of labor, direct supervision, insurance, transportation, applicable overheads on the above, plus repair parts at current list prices.

10.4  **COMMUNITY CHOICE AGGREGATION (CCA) PROGRAM**

A CCA Program allows municipalities (villages, towns and cities) to aggregate the usage of eligible CCA customers (residential and small non-residential customers) within a defined jurisdiction in order to secure an alternative energy supply contract on a community-wide basis.

(1) In accordance with Orders issued in Case 14-M-0224, before requesting customer data from the utility for participation in a CCA Program, the municipality or their designee (CCA Administrator or ESCO) must:

(a) sign a data security agreement acceptable to the Company, and

(b) have an approved implementation and data protection plan and certification of local authorization approved by the New York State Public Service Commission.

(2) Upon fulfilling the requirements in 10.4(1) the Company will provide the following information to the municipality or their designee in accordance with the terms and fee(s) stated herein.

(a) Aggregated customer data includes the number of customers by service class and volumetric gas consumption by month for the past 12 months by service class. This information will be provided to the municipality or CCA Administrator within twenty days of a request. The Company will notify the requesting party if data for any service class contains so few customers, or in which one customer makes up a large part to the load, such that the aggregated information does not pass the relevant aggregation privacy standard.
10. CHARGES FOR SPECIAL SERVICE  (Cont'd.)

10.4 COMMUNITY CHOICE AGGREGATION (CCA) PROGRAM (Cont’d)

(a) (Cont’d.)

The Company will work with the requestor to revise the request in order to address the identified reason(s) such as expanding the geographic area included in the request or combining customer classes or other means. The charge for such aggregated data is included in the Statement of CCA Data Access Fees.

(b) After each municipality has entered into a CCA contract with an ESCO, the Company shall transfer customer-specific data to the municipality or CCA Administrator within five days of receipt of a request to support the mailing of opt-out notices. The data shall include all customers in the municipality eligible for opt-out treatment based on the CCA and the requirements of the April 21, 2016 Order issued in Case 14-M-0224. The data should include 1) customer of record’s name; 2) mailing address; 3) primary language (if available for the Company’s billing system; and 4) any customer-specific alternate billing name and address. The charge for such customer-specific data is included in the Statement of CCA Data Access Fees.

(c) After the opt-out process has been completed, the Company shall transfer account numbers for eligible customers that did not opt-out to the ESCO providing service within five days of receipt of a list of customers that opted out. These account numbers may be transmitted via electronic mail in secured, encrypted spreadsheets, through access to a secure website, or through other secure methods of transfer. The charge for such customer-specific data is included in the Statement of CCA Data Access Fees.

Issued By: Robert Sanchez, President, Pearl River, New York
(Name of Officer, Title, Address)
GENERAL INFORMATION

10. CHARGES FOR SPECIAL SERVICE  (Cont'd.)

10.4 COMMUNITY CHOICE AGGREGATION (CCA) PROGRAM (Cont’d)

   (2) (Cont’d.)

   (d) Upon request by the municipality or CCA Administrator the Company will transfer the customer data in 10.4(2)(b) to the requestor within five days of the request for CCA eligible customers that became customers of the Company since the last eligible customer list was provided and were not on a previous eligible for out-out list. After the opt-out process has been completed for those customers, the Company will provide account numbers for customers that did not opt-out as described in 10.4(2)(c). These eligible customer update lists will be provided without charge.

Issued By:  Robert Sanchez, President, Pearl River, New York
(Name of Officer, Title, Address)