

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. You can access the Residential Utility Customer Protections established by the New Jersey Board of Public Utilities (BPU) directly on their website: <https://nj.gov/bpu/bpu/assistance/rights/>

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 our 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 **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.

Diversion of Service

Pursuant to Board of Public Utilities rules, no tenant-customer may be billed or disconnected for failure to pay for electric, gas, water and/or wastewater service which was diverted outside of his/her premises without the tenant-customer's permission. Upon suspecting that his/her utility bill is unexplainably high because of a diversion of service, the tenant-customer should notify the utility immediately by calling **1-877-434-4100**.

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.

Medical Hardship

If you or a member of your household is ill or has a chronic medical condition that would be further aggravated by the discontinuance of service, we may be able to assist you. When you file a medical certificate with us from a licensed

medical professional, we'll continue to provide service for 90 days. Notification may be made by phone, but must be followed by written certification stating the existence of the emergency, its nature and probable duration, and that discontinuance of service will aggravate the medical emergency. The Board of Public Utilities may extend the 90 days for good cause, but will require you to submit a written request accompanied by an updated medical certificate. You also must show why you are unable to pay your utility bill.

We won't shut off your service during your medical emergency, but you're still responsible for paying your Rockland Electric bills.

Life Support Equipment

If you or anyone in your household uses a life support device, a medical certificate will be required. Please contact Customer Assistance toll-free at **1-877-434-4100** or visit oru.com/lse for further information. Should you fall behind on payments, you're required to provide us with financial information to demonstrate your inability to pay charges for energy service.

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.

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.

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**

Special Programs Reply Form

As a Rockland Electric residential customer, you may be eligible for special programs or be entitled to certain protections from service shut-offs. To ensure that you receive all the protection available to you, please complete this form and return it to the address below. The information you provide will remain strictly confidential. Thank you for helping us serve you better.

• I have the following hardship/medical condition(s):

Medical Hardship – **please specify:**

Life Support Equipment – **please specify:**

Other Disability – **please specify:**

• I'm a customer with special needs: (check appropriate box)

Visually Impaired

Speech Impaired

Senior Citizen

Hearing Impaired

Homebound

Disabled

Part A

Customer's Name:

Address:

City:

State:

Zip:

Telephone Number:

Alternate Number:

Email Address:

Account Number:

Customer's Signature:

Part B

• I'm registering for Third-Party Notification (see page 5)

(Complete Parts A and B of this Reply Form)

Name of Third Party:

Address:

City:

State:

Zip:

Telephone Number:

Alternate Number:

Email Address:

Signature of Third Party:

Complete this form and mail to:

Spring Valley Operations Center

390 W. Route 59 Spring Valley, NY 10977

Attn: Customer Assistance

