

CUSTOMER NAME
ADDRESS
CITY, STATE ZIP

DATE

RE: How the State's ruling on ESCOs affects you

Dear Valued Customer:

Orange & Rockland (O&R) will soon replace your existing energy service company as your energy supplier. The New York Public Service Commission has determined that low-income customers have not benefitted from purchasing electricity and/or natural gas from energy services companies -- or "ESCOs" as they are commonly known. In its official ruling, the Commission concluded that changes are "necessary to further protect consumers, particularly those enrolled in utility low-income programs." The Commission has therefore ordered that ESCOs may no longer supply energy to customers who are enrolled in their utility's low-income program.

When will I be switched back to O&R?

If your ESCO supplies you with energy on a month-to-month basis, you will be switched back to O&R at the end of the current billing period. It can take up to two billing cycles to return to the utility depending on when your meter is read.

If, however, you are under contract, the switch will occur at the expiration of your existing contract.

Can I choose to reenroll with my ESCO?

No. The Commission's order exists to ensure that low-income customers do not overpay for energy. Your energy will therefore be supplied by O&R for as long as you participate in our low-income program.

Will my power be interrupted during the switch?

No. The change does not require that your power be interrupted.

What if I have questions?

Our representatives are available Monday through Friday from 8:00 AM-7:00 PM to answer any questions that you may have. Simply contact us by calling 1-877-434-4100.

Sincerely,

Orange & Rockland Customer Operations

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