

Orange & Rockland Utilities, Inc.

Case No. 18-E-0067 & 18-G-0068 Q1 - 2026 Report on the e-DPA Program

e-DPA Program Summary -- Q1 2026	
Total email/e-DPAs sent*	17,469
e-DPAs Signed	3,370
e-DPAs Hard Copy sent	13,910

RESIDENTIAL	eDPAs Sent and Signed		Hard Copy DPAs Sent	
	Count	Amount (\$)	Count	Amount (\$)
Active DPA's at the beginning of the reporting period	3,554	\$3,941,605.06	11,601	\$10,388,070.20
DPAs made during the reporting period	3,430	\$3,543,280.04	11,679	\$9,057,655.52
DPAs reinstated during the reporting period	1,221	\$976,887.81	2,605	\$831,379.58
DPAs in default during the reporting period	3,629	\$9,541,549.45	7,817	\$4,584,587.08
DPAs satisfied during the reporting period	188	\$58,263.23	2,055	\$179,847.20
Active DPA's at the end of the reporting period**	3,989	\$5,021,117.18	12,768	\$12,606,604.32
Percentage of DPAs in arrears >60 days ***	68.06%	51.70%	61.08%	57.33%
eDPA Customer complaints	0			
eDPA Claims of fraud	0			
eDPA Claims of unauthorized intrusions	0			
eDAP Repudiation by the customer of his/her electronic signature	0			

\*\*Metric tracks active customer DPAs in good standing and excludes cancelled, suspended, conditional and closed account agreements.

\*\*\*Metric is not currently tracked for hard copy DPAs.

NON- RESIDENTIAL	eDPAs Sent and Signed		Hard Copy DPAs Sent	
	Count	Amount (\$)	Count	Amount (\$)
Active DPA's at the beginning of the reporting period	74	\$527,940.97	229	\$2,303,848.57
DPAs made during the reporting period	104	\$405,373.97	297	\$2,055,872.65
DPAs reinstated during the reporting period	25	\$77,820.01	50	\$881,680.94
DPAs in default during the reporting period	105	\$1,663,230.74	213	\$772,679.22
DPAs satisfied during the reporting period	6	\$1,052.49	50	\$7,710.44
Active DPA's at the end of the reporting period**	107	\$531,319.58	238	\$2,363,697.99
Percentage of DPAs in arrears >60 days ***	42.99%	31.04%	56.30%	55.60%
eDPA Customer complaints	0			
eDPA Claims of fraud	0			
eDPA Claims of unauthorized intrusions	0			
eDAP Repudiation by the customer of his/her electronic signature	0			

INTERNAL

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