

# Get to Know Your O&R Bill: Page 1

Page 1 of 4

**Orange & Rockland**

**Current balance due**  
**\$265.77**

**Pay By**  
03/09/22

**1 CUSTOMER SMITH**  
Account Number: 00000-00000

**Service delivered to: 123 MAIN STREET**  
**Next meter reading date: March 15, 2022**

**2 Your bill breakdown**

**Last billing period**  
Your billing summary as of Feb 14 2022  
Your previous charges and payments  
Total charges from your last bill \$166.51  
Payments through Feb 14, thank you -\$166.51  
**Balance from previous bill \$0.00**

**Your new charges**  
Electric billing period: \$65.47  
Electricity charges  
Gas Billing Period \$190.08  
Gas charges  
Rockland sales tax \$10.22  
**Total from this billing period \$265.77**  
**Total amount due \$265.77**

**4 Your monthly electric usage**

**Your monthly gas usage**

Avg. Temp for Period This Year/Last Year 28 °F / 29 °F

**3 Messages For You**

To avoid a 1.5% late charge, please pay by 03/09/2022.

We offer convenient payment options such as pay by phone, pay online or in person at Home Pharmacy, Inc., 12 Orange Drive, Orangeburg.

**5**

Questions? Contact Us: [oru.com/ContactUs](http://oru.com/ContactUs) 1-877-434-4100

**Orange & Rockland**

**Your Energy Bill**

CUSTOMER SMITH NY  
123 MAIN STREET  
ANYTOWN, NY 12345- 6609

**Account number: 00000-00000**

**Pay By**  
03/09/22 **\$265.77**

Amount Enclosed

Please make checks payable to: **Orange & Rockland.**

**Enroll in Auto Pay**

**Orange & Rockland**  
PO BOX 1005  
SPRING VALLEY NY 10977

+ **NEIGHBOR FUND: Add \$1 and O&R Will Match**

0009 6789012344 0000000000 00000026577

Detach and mail this portion with payment.

**1. ACCOUNT INFORMATION** Your key details, including your account number, are in one place for easy reference. O&R also shows your next meter reading date so you can avoid estimated bills.

**2. BILLING SUMMARY** This is a snapshot of your bill, including payments made; new, unpaid, or late payment charges; the number of days in your billing period; and the total balance due.

**3. MESSAGE CENTER** Offers, messages any bill adjustments or corrections, and other service notices appear here and may continue on the next page.

**4. MONTHLY USAGE GRAPHS** Your total energy use by month. This lets you see how your usage shifts with the seasons.

**5. PAYMENT SLIP** This should be returned with your check or money order payment.

# Get to Know Your O&R Bill: Page 2

Name: CUSTOMER SMITH Account number: 00000-00000 Page 2 of 4

## 6 Your electric breakdown (Rate: ELECTRIC RESIDENTIAL WITH WATER HEATING)

Meter detail - billing period from Jan 21, 2022 to Feb 18, 2022 (28 days)

Meter #	New Reading	Reading Type	Date	Prior Reading	Reading Type	Date	Reading Difference	Multiplier	Total Usage
701145425	38180	Actual	Feb 18	37465	Actual	Jan 21	715	1	715 kWh

### Your Supply Charges

Merchant Function Chg 715 KWH @ 0.45000¢	3.50
Government surcharges - Delivery	.07
<b>Total merchant function charge</b>	<b>\$3.57</b>
Forecast Mkt Sup Chg 715 KWH @ 8.26800¢	59.12
Mkt Supply Chg Adj 715 KWH @ -1.70300¢	-12.18
Government surcharges - Commodity	.03
Total Price For Elec Supply 6.569¢ Avg	
<b>Total electric supply charges</b>	<b>\$46.97</b>

### Your Delivery Charges

Basic Service Charge	\$19.50
First 250 KWH @ 8.711¢ each	21.78
Next 250 KWH @ 8.711¢ each	21.78
Next 215 KWH @ 8.711¢ each	18.75
Energy Cost Adj 715 KWH @ 0.33100 ¢	2.23
EVMS Surcharge 715 KWH @ 0.00900¢	.06
RDM Adjustment 715 KWH @ -0.09007 ¢	-5.78
Transition Adj Chg 715 KWH @ 0.02600¢	-.19
SBC Chg 715 KWH @ 0.56300¢	4.03
Government surcharges - Delivery	1.74
<b>Total electric delivery charges</b>	<b>\$83.87</b>
<b>Your electricity total</b>	<b>\$134.41</b>

## 7 Your gas breakdown (Rate: GAS RESIDENTIAL SPACE HEATING)

Meter detail - billing period from Jan 21, 2022 to Feb 18, 2022 (28 days)

Meter #	New Reading	Reading Type	Date	Prior Reading	Reading Type	Date	Reading Difference	Multiplier	Total Usage
195072381	858	Actual	Feb 18	620	Actual	Jan 21	238	1	238 CCU

### Your Supply Charges

Merchant Function Chg 238 CCF @ 0.97856¢	2.32
Government surcharges - Delivery	.05
<b>Merchant Function Charges</b>	<b>\$2.37</b>
Gas Supply Chg 238 CCF @ 54.61676¢	177.99
Government surcharges - Commodity	.10
<b>Total Supply Charges</b>	<b>\$127.69</b>

### Your Delivery Charges

Basic Service Charge	\$19.50
Includes 3 CCF @ 0.0000¢ each	.00
Next 47 CCF @ 68.220¢ each	32.06
Next 188 CCF @ 68.861¢ each	129.44
Monthly Gas Adj @ 7.06726¢	16.82
RDM Adjustment 238 CCF @ -1.80857¢	-4.51
SBC Charge 238 CCF @ 0.00100¢	.00
Government surcharges - Delivery	3.98
<b>Total gas delivery charges</b>	<b>\$191.26</b>
<b>Your gas total</b>	<b>\$321.32</b>

## 8 Understanding your bill

Full Service applies to customers who elect to participate in Retail Choice and continue to receive both the supply and delivery of electricity and/or gas from Orange & Rockland.  
 Retail Choice applies to electric or gas customers who purchase their energy supply from an alternate energy provider rather than from the utility company.  
 Basic Service Charge covers the cost of metering, billing and other customer services. This charge may include the cost of a minimum amount of usage that is billed.

## 9 Ways to pay your bill

- Auto Pay:** Through Automatic Bill Payment, pay from your checking or savings account at no charge. To enroll, put an X in the box on the payment stub and return it with payment, go to [oru.com/ABP](http://oru.com/ABP) or call Customer Assistance.
- Online:** On the internet at [oru.com/MyAccount](http://oru.com/MyAccount).
- Phone:** Call our **EZ Pay Express System** at 1-877-OREZPAY (673-9729).
- App:** Download the Orange & Rockland app from the App Store or the Google Play Store.
- Debit or credit card:** At [www.oru.com](http://www.oru.com) or toll-free at 1-800-584-1227. Please note a third party convenience fee applies to non-residential customers only.
- In Person:** At the walk up windows or at our self-service payment kiosks in our **Walk-in Service Centers** listed below or at any authorized pay-in person location (listed on our website).  
**Walk-in Service Centers** are open Monday through Friday from 8:00 a.m. to 4:30 p.m., except holidays.  
 • 390 West Route 59, Spring Valley, NY  
 • 500 Route 298, Monroe, NY  
 • 15 Jersey Avenue, Port Jervis, NY

**Home banking:** Using your bank's website.  
**Mail:** Send a check or money order using the envelope provided to authorize us to make a one-time electronic fund transfer from your account. You will not get the check back. Do not send cash.

Orange & Rockland  
 P.O. Box 1005  
 Spring Valley, NY 10977

When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check. You will not receive your check back from your financial institution.

Questions? Call toll-free 1-877-434-4100

Save a stamp. Pay your bill online at [oru.com/MyAccount](http://oru.com/MyAccount)

How to get in touch with us Email: [oru.com/contactus](mailto:oru.com/contactus) Phone: 1-877-434-4100 Mail: Orange & Rockland, 390 West Route 59, Spring Valley NY 10977

**6. SERVICE CHARGE DETAILS** Information about your billing period, rate, meter readings, the total electricity and/or gas used, and the rate and amount of state and locality sales tax.

**Supply charges** include related taxes, surcharges, and information about your energy service company.

**If you are part of the Town's CCA Program:** Constellation New Energy CCA will be on the "Your Supply Charges" side of your electricity bill.

**If you choose O&R as your Energy Supplier:** O&R buys the energy you use in the competitive, wholesale supply market. They pass their costs on to you, without making a profit—what they pay, you pay. Unlike the other parts of your bill, energy supply costs vary and are affected by factors such as the weather, demand, and market trends.

**Delivery charges** include charges for reading and maintaining meters, and related taxes and surcharges. Delivery rates are set by state regulatory agencies and aren't subject to market changes. This revenue lets O&R maintain and upgrade their electric and gas distribution systems and keep their service safe and reliable.

**Taxes** Local, state, and federal taxes are applied to both the supply and delivery portions of your energy bill.

**9. WAYS TO PAY YOUR BILL** Choose the most convenient way to pay your bill.