

## **ORANGE & ROCKLAND PAYMENT PROGRAMS CAN HELP CUSTOMERS AND THE REGION EMERGE FROM THE PANDEMIC**

### ***Company Seeking to Work with Customers, Offering Payment Plans, Other Help***

PEARL RIVER, NY August 12, 2021 – When the pandemic hit the Hudson Valley region in March 2020, Orange & Rockland (O&R) recognized the hardship it would pose and moved quickly to help customers. The company halted disconnection of services due to non-payment even before the state passed legislation to stop disconnections.

Now, O&R wants to help the region emerge from the Covid-19 pandemic by working with customers who struggle to pay their bills.

O&R encourages customers who are behind on their bills to make payment arrangements or seek assistance from government programs such as the Emergency Rental Assistance Program or the NYS Covid-19 Pandemic Small Business Recovery Grant Program. Visit [O&R Community Updates](#) for information.

All customers are eligible for a payment agreement regardless of prior payment history. Customers can go to [www.oru.com/assistance](http://www.oru.com/assistance) for information. Customers who meet certain conditions below may qualify for special protections.

### **Residential Customers**

If you are a residential customer and contact us to affirm that you experienced a change in financial circumstances because of Covid-19 starting on or after March 7, 2020:

- We will not disconnect your service for non-payment through Dec. 21, 2021.
- You will be eligible for a payment agreement that requires no down payment, late fees, or penalties. If you are already on a payment agreement, you can request a new one.

To receive these protections, please go to [www.oru.com/myaccount](http://www.oru.com/myaccount) or call 1-877-434-4100.

Residential customers can also receive certain low-income discounts if they qualify.

A customer will be enrolled automatically if an agency notifies O&R that the customer receives benefits from an eligible program. Go to [www.oru.com/assistance](http://www.oru.com/assistance).

### **Commercial Customers**

Business customers can also set up payment plans at [www.oru.com/assistance](http://www.oru.com/assistance). Commercial customers may be eligible for a no-money down payment agreement with no late fees or penalties, regardless of payment history.

Commercial customers who want these protections, must contact O&R at [www.oru.com/myaccount](http://www.oru.com/myaccount) or 1-877-434-4100.

Learn more about the new law that provides protections for customers at [Community Updates](#).

### **About Orange & Rockland**

Orange and Rockland Utilities, Inc. (O&R), a wholly owned subsidiary of Consolidated Edison, Inc., one of the nation's largest investor-owned energy companies, is a regulated utility. O&R provides electric service to approximately 300,000 customers in southeastern New York State (where its franchise name is Orange & Rockland) and northern New Jersey (where it's Rockland Electric Company) and natural gas service to approximately 130,000 customers in New York.