



ORANGE AND ROCKLAND UTILITIES

ENERGY AFFORDABILITY PROGRAM FOR LOW-INCOME CUSTOMERS

Eligible Customers can receive a credit of up to \$61 on Monthly Energy Bills

Orange and Rockland Utilities (O&R) asks customers receiving qualifying government assistance benefits to make sure they are enrolled in the Energy Affordability Program (EAP). This program can provide a discount of up to \$61 on monthly energy bills. Customers can visit oru.com/EAP or scan this QR code for more information.



The EAP provides discounts for qualified low-income customers to limit utility costs to 6 percent of the average annual income. The discount is based on a statewide formula that is updated annually and adjusted if delivery costs change.

Keeping Energy Affordable for Vulnerable Customers

Orange & Rockland helps customers identify ways to keep energy affordable. By visiting oru.com/nybillhelp customers can learn about financial assistance, the Home Energy Assistance Program, and the Neighbor Fund.

The company also offers [special protections and payment programs](#) for seniors, those with special needs, customers experiencing medical emergencies or [domestic violence](#).

Providing Convenient, Flexible Payment Options

Orange & Rockland offers a wide array of [Payment Plans](#). Customers can find the terms that are right for them by logging into [My Account](#) to see options including:

- **Budget Billing** helps customers avoid seasonal price spikes by spreading energy payments out evenly across the year.
- **Payment Extensions** give customers up to **10** days of extra time to pay their bill.
- **Payment Agreements** allow customers who have fallen behind on their bills some of the most flexible payment terms available. Customers can make a down payment as low as 15 percent of their balance and some customers meeting certain income requirements may qualify for a \$0 down payment. Customers having trouble meeting the terms of a current payment agreement can renegotiate it.