

# New Flexible Payment Agreements for Customers

## FACT SHEET

- Orange & Rockland is reaching out to residential and commercial customers in your jurisdiction who are having difficulty paying their utility bills.
- We are partnering with our customers who have been financially impacted by COVID-19 to help them get through this challenging time.
- To that end, we're now offering **New Flexible Payment Agreements**.
- Customers can access information on [oru.com/assistance](https://oru.com/assistance), or by calling us at **1-877-434-4100**.
- And we are also letting them know that if they need more information on legislation regarding utility account protection, they can view the new [Parker Richardson bill](#) by visiting this website. This was recently passed by the NYS legislature.
- Our Call Center is open weekdays from 8 a.m. to 7 p.m., except holidays.
- To help keep our employees and customers safe, our Customer Walk-in Business Centers remain closed.
- There are a variety of assistance programs designed to help customers pay their bills and balance their energy costs.
- Late payment fees are still being waived.

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### We will be reaching out to customers in the following ways:

1. Door Hanger
2. Email Blast
3. Bill Insert
4. Bill Message
5. Direct Mail Postcard
6. Outbound Recorded Calls
7. Customer Care calls
8. Digital Payment Agreement Instructional Video