

New Customer Service System Frequently Asked Questions

What work is Orange & Rockland doing?

We're replacing the current system that we use to support customer service across Orange & Rockland and Con Edison's service areas. The new customer service system helps us better serve customers by handling service connections, billing, payment processing, collections, and field work.

When is the transition to the new customer service system happening? What services will be unavailable?

My Account and certain other Orange & Rockland channels will be temporarily unavailable during the transition from October 5 - 9.

Please note these specific system maintenance dates:

- **oru.com:** Thursday, October 5, through Monday, October 9
- **Mobile app:** Thursday, October 5, through Sunday, October 15
- **Online outage reporting:** Friday, October 6 through Monday, October 9

You will not be able to schedule future payments during the transition. We will only accept same-day payments from Saturday, September 2 through Thursday, October 5.

You will not be able to start or stop service online from Thursday, September 28 through Monday, October 9. If you need to manage your service during that time, please call 1- 877-434-4100.

If you lose power or experience service problems during these dates, please text "OUT" to 69678 (myORU) or call us at 1-877-434-4100.

If you suspect a gas leak, leave the area immediately and call 911.

What changes will I notice?

In October, you will see a **new, 11-digit account** number on your bill – that's one more than your old account number. Your account profile and associated account(s) will remain the same.

Do I need to do anything?

If you pay our bill through the Orange & Rockland website or mobile app, or are enrolled in Auto Pay, there is no action required. If you pay your bill directly through your bank's website or via Home Banking, you will need to enter your new Orange & Rockland account number. If you pay by check, please note your new account number on your payment.

What happens if I pay my bill using my old account number?

While we encourage you to begin using your new account number found on your October bill, any payments made using your old account number will still go through during a transitional period.

How will I learn about these changes?

We will reach out to customers via email, social media, bill insert, bill messages and website postings.

How will Orange & Rockland support a smooth transition?

Our preparations include a focus on customer support, increased call center staff, and extensive employee training to help with customer support.

Will the walk-in service centers be open?

Centers will close Thursday, October 5 at 2 p.m. and are expected to reopen on Tuesday, October 10.

What if I need to pay my bill to avoid being shut off?

We will not shut off any customers during the transition.

How do I view my account number?

In My Account, your account number appears below your address when you [pay your bill](#).

On your paper bill, your account number is on the upper-right side of your bill, underneath your name.

How do I ask a question about the transition or my new account number?

Please [email us](#) or call [1-877-434-4100](tel:1-877-434-4100) if you still have questions.