



Rockland Electric Company
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October 1, 2021

VIA ELECTRONIC MAIL

Honorable Aida Camacho-Welch
Secretary
State of New Jersey
Board of Public Utilities
44 South Clinton Avenue
P.O. Box 350
Trenton, NJ 08625-0350

**Re: In the Matter of the New Jersey Board of Public Utilities’
Response to the COVID-19 Pandemic
BPU Docket No. AO20060471**

Dear Secretary Camacho-Welch:

In compliance with the New Jersey Board of Public Utilities’ (“Board”) Order dated September 14, 2021, and effective September 21, 2021, in the above-referenced proceeding, Rockland Electric Company (“RECO”) submits the Plan included as Attachment A hereto.

Please note that RECO is making this filing solely in electronic form pursuant to the Board’s directive in its Emergency Order dated March 19, 2020 in BPU Docket No. EO20030254.

Please contact me if you have any questions regarding this filing.

Respectfully submitted,

Vincent C. Galligan, Jr.

Vincent C. Galligan, Jr.

Customer Metering & Technology

c: Service List (electronic only)

Attachment A

**In the Matter of the New Jersey Board of Public Utilities’
Response to the COVID-19 Pandemic
BPU Docket No. AO20060471**

Rockland Electric Company Plan

October 1, 2021

A. How Rockland Electric Company (“RECO”) Will Use the Additional Time to Obtain Appropriate Federal Funds

During the time period of September 30, 2021 through December 31, 2022, RECO will work with the New Jersey Department of Community Affairs (“DCA”) in seeking additional federal funding.

B. How RECO Will Work with Customers to Reduce Arrearages and Avoid Disconnections

RECO has been and will continue to perform outreach to both low-income customers and customers in arrears. During the period of the ongoing COVID-19 pandemic, RECO has made consistent efforts to contact all customers in arrears to discuss assistance opportunities such as LI HEAP, USF, and PAGE. Our outreach efforts also included efforts to initiate deferred payment agreements (“DPAs”). RECO offers DPAs with down payments as low as \$0.00 and up to 24 months for repayment. RECO will continue these efforts going forward in order to avoid customer electric service disconnections.

RECO’s outreach programs have included outgoing calls to customers, Email messaging, and bill messaging regarding the availability of assistance.

RECO is currently contacting all residential customers with arrears that were not eligible for low-income assistance to advise them of an opportunity to receive America Rescue Plan (“ARP”) funding. Customers in need will be receiving a targeted letter from DCA advising them of the opportunity for assistance under ARP.

In addition, RECO will be conducting targeted outreach during the month of December 2021 (*e.g.*, bill messaging, Emails, outbound calls) to advise our residential customers of their need to enter into a DPA prior to the end of the New Jersey moratorium. Efforts will also include updated website information on assistance opportunities via www.oru.com. Finally, RECO will offer refresher training to all Customer Service Representatives

regarding the current programs and agencies available for assistance now, during the moratorium, and once the moratorium has ended.