Orange & Rockland

2025 ORANGE & ROCKLAND DISADVANTAGED COMMUNITIES REPORT

Introduction

Orange & Rockland Utilities, Inc. (O&R) is committed to enhancing collaboration with our customers and stakeholders to improve the quality of life in the neighborhoods we serve and live in, with a focus on disadvantaged communities (DACs). This report is part of that commitment. In 2025, O&R agreed to track and report on how its operations impact disadvantaged communities.[1] This includes newer programs, such as building electrification and energy efficiency initiatives, as well as data related to the Company's long-running electric and gas operations. Tracking and publishing this information will provide O&R, government officials, stakeholders, and the public with valuable data regarding ongoing implementation of the Climate Leadership and Community Protection Act (CLCPA).

The data within this report, the first of what will be annual filings, is a snapshot in time rather than a baseline assessment. While it is possible to make preliminary observations, drawing conclusions about the impacts of Company programs will require a larger dataset. Future iterations of the report are expected to build on this initial data and reveal a clearer picture that will help steer the Company's future efforts to assist low-income customers and customers living in disadvantaged communities.

O&R is dedicated to improving continuously to better serve our community. The Company is pleased to publish this inaugural report and looks forward to continued collaboration with customers and stakeholders.

This report details the impacts on disadvantaged communities, organized and formatted in accordance with the specifications outlined in O&R's current Rate Plan.

[1] Case 24-E-0060 & 24-G-0061, *Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Orange and Rockland Utilities, Inc., for Electric Service and Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Orange and Rockland Utilities, Inc., for Gas Service,* Order Adopting Terms of Joint Proposal and Establishing Electric and Gas Rate Plans ("Rate Plan").

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Company Profile and Report Context

As part of O&R's current Rate Plan in Cases 24-E-0060 and 24-G-0061, "Each report will include a narrative discussion of the data reported on, including how the Company tracked and collected the data, [and] any assumptions relied on in the report." The data covered in the report is set forth in the Rate Plan in Attachment 1, subsection 5 of section P of the Joint Proposal.

Our Commodities

O&R provides electric and gas services for more than 300,000 households and businesses in six counties in New York and northern New Jersey.

What Is a Disadvantaged Community?

The definition of "disadvantaged community" identified by the New York State Climate Justice Working Group (CJWG) uses 45 indicators to identify disadvantaged communities. The criteria include multiple indicators that represent the environmental burdens or climate change risks within a community, or population characteristics and health vulnerabilities that can contribute to more severe adverse effects of climate change. In addition, "for the purposes of the accounting of clean energy and energy efficiency investments," the State counts households with an annual income at or below 60% of state median income (low-income customers) as in disadvantaged communities, regardless of whether those households are in areas designated as a disadvantaged community based on the criteria above.

33%	**33%**
Of Orange & Rockland's Active Accounts are in DACs	Of Electric Customer Meters are in DACs

Data Collection Methodology

To identify if customers fall into a census tract designated as a disadvantaged community, the Company used the DAC geo-data published by the New York State Energy and Research Authority (NYSERDA) and cross referenced it with the geo-data of the communities we serve.

In this report, "disadvantaged community" refers to customers located in a census tract meeting the criteria finalized by the CJWG on March 27, 2023, and listed on NYSERDA's online mapping portal. As outlined in the Rate Plan, in this report, "low-income customers" refers to customers participating in the Company's Energy Affordability Program (EAP). The exception to this distinction is in the Clean Energy Spending data, wherein "disadvantaged community" refers to customers who are either in a DAC and/or enrolled in the EAP (i.e., low-income customers) to align with the reports the Company files in Matter 23-02017.[2]

[2] Matter 23-02017, *In the Matter of Reporting Investments and Benefits to Disadvantaged Communities*

A. Energy Efficiency Spending

As outlined in the Rate Plan, O&R will provide data on 2025 Energy Efficiency Spending across its energy efficiency and building electrification portfolios. This data will include incentive dollars spent, energy savings achieved, number of participants, and average savings, both in total and specifically for DACs. In addition, O&R will describe its efforts to reach DACs and low-income customers, describe its engagement and partnerships with community-based organizations serving DACs, and provide samples of customer-facing communications for its programs.

O&R's Energy Efficiency Spending programs, which include the New Efficiency: New York (NENY), building efficiency and electrification programs, offer incentives that give customers greater control over their energy use. For example, customers can receive rebates for replacing fossil-fuel heating systems with high-efficiency electric heat pumps, making air sealing and insulation upgrades, installing efficient equipment in homes or businesses, or purchasing energy saving products with instant rebates through the My ORU Store online marketplace. These offerings are available to all eligible customers across the service territory, including DACs. In 2025, 30% of O&R's allocated Clean Energy Spending funds were invested in DACs.

These programs are key to meeting the state's emissions reduction goals. In addition to helping customers manage their energy consumption, energy efficiency and electrification projects reduce harmful pollutants and enhance indoor comfort through improved temperature and humidity control, contributing to healthier and sustainable communities.

Program Overview

O&R's programs incentivize residential, multifamily, commercial and industrial (C&I), and small-medium business (SMB) customers to install energy-efficient appliances and equipment and make energy upgrades to buildings. Project types include:

- Electrifying space and water heating by installing air-source heat pumps (ASHP) and/or heat pump water heaters (HPWH)
- Installing energy-efficient LED lighting in commercial spaces
- Installing energy-saving appliances and equipment
- Installing controls to manage energy use from lighting and appliances (like refrigerators)
- Undertaking additional equipment energy efficiency upgrades, including installing motors and drives, process equipment, and compressed air

EmPower+ Referrals

O&R supports its low- to moderate-income (LMI) customers by referring eligible customers to NYSERDA's EmPower+ program. EmPower+ offers no-cost comprehensive home energy assessments and direct-install energy efficiency measures, as well as financial support for improvements such as air sealing, insulation, heat pumps, heat pump water heaters, and necessary electrical service or wiring upgrades. In 2025, O&R referred 16,615 LMI customers to the EmPower+ program.

My ORU Store Marketplace

The My ORU Store online marketplace provides customers with instant rebates and manufacturer discounts on eligible energy-saving products and services. Beginning in 2025, O&R implemented enhancements that allow LMI-verified customers to automatically receive increased rebate levels on qualifying marketplace products. This enhancement allows access to deeper incentives and supports greater participation in energy efficiency measures among LMI households.

HomeBoost BoostBox (DIY home energy assessment kit)

O&R partnered with the HomeBoost program to offer customers access to the BoostBox, a do-it-yourself (DIY) home energy assessment kit designed to help homeowners improve their home energy efficiency and reduce utility bills. The kit includes a thermal camera, blacklight, and a mobile app that guides users through a step-by-step assessment to identify energy inefficiencies. The app generates a personalized report with actionable recommendations, including DIY improvements and when to consider hiring a contractor. O&R has partnered with several libraries across its service territory, including DACs, to make BoostBox kits available for customers to borrow at no cost. As of December 2025, approximately 52% of participating libraries are in DACs or serve customers in DACs.

HomeBoost BoostBox Partnering Libraries		
Library	**Address**	**DAC Status**
Albert Wisner Public Library	1 McFarland Dr, Warwick, NY 10990	Not in DAC
Blauvelt Free Library	541 Western Hwy, Blauvelt, NY 10913	Not in DAC
Chester Public Library	1784 Kings Highway, Chester, NY 10918	In DAC
Finkelstein Library	24 Chestnut St, Spring Valley, NY 10977	In DAC
Florida Public Library	4 Cohen Cir, Florida, NY 10921	Serves DAC
Goshen Public Library	366 Main St, Goshen, NY 10924	In DAC
Greenwood Lake Public Library	79 Waterstone Rd, Greenwood Lake, NY 10925	Not in DAC
Haverstraw King's Daughters Library (Main Branch)	10 West Ramapo Rd, Garnerville, NY 10923	Serves DAC
Haverstraw King's Daughters Library (Village Branch)	85 Main St. Haverstraw, NY 10927	In DAC
Josephine-Louise Public Library	5 Scofield St, Walden, NY 12586	In DAC
Mamakating Library	128 Sullivan St, Wurtsboro, NY 12790	Not in DAC
Moffat Library of Washingtonville	6 W Main St, Washingtonville, NY 10992	Not in DAC
Monroe Free Library	44 Millpond Pkwy, Monroe, NY 10950	Serves DAC
Nanuet Public Library	149 Church St, Nanuet, NY 10954	Not in DAC

New City Library	220 N Main St, New City, NY 10956	Not in DAC
Nyack Library	59 S Broadway, Nyack, NY 10960	In DAC
Palisades Free Library	19 Closter Rd, Palisades, NY 10964	Not in DAC
Pearl River Public Library	75 E Central Ave, Pearl River, NY 10965	Not in DAC
Port Jervis Free Library	138 Pike St, Port Jervis, NY 12771	In DAC
Rose Memorial Library	79 E Main St, Stony Point, NY 10980	In DAC
Sloatsburg Public Library	1 Liberty Rock Rd, Sloatsburg, NY 10974	Not in DAC
Suffern Free Library	210 Lafayette Ave, Suffern, NY 10901	In DAC
Tuxedo Park Library	227 NY-17, Tuxedo Park, NY 10987	Not in DAC
Valley Cottage	110 NY-303, Valley Cottage, NY 10989	Serves DAC
West Nyack Free Library	65 Strawtown Rd, West Nyack, NY 10994	Serves DAC
Woodbury Public Library - Rushmore Branch	16 County Rte 105, Highland Mills, NY 10930	Not in DAC
Woodbury Public Library - Ida Cornell Branch	23 Smith Clove Rd, Central Valley, NY 10917	Not in DAC

Clean Energy Spending Programs in Disadvantaged Communities

In 2025, as noted above, 30% of NENY program incentives went to customers in DACs. Tables A1 to A7 show the total incentives paid, energy savings achieved, and number of participants, along with the portion of incentives paid, energy savings achieved, and number of participants in DACs.

Table A1. 2025 Program Incentive Dollars Spent (Total and in DACs)			
Program Name	**Total Incentive ($)**	**Incentives to DAC Customers ($)**	**% in DACs**
LMI Electric - Customer Engagement	$978	$56	6%
LMI Electric - EmPower	$226,861	$41,516	18%
LMI Electric - AMEEP	$0	$0	100%
LMI Gas - Customer Engagement	$4,263	$436	10%
LMI Gas - EmPower	$1,389,691	$340,797	25%
LMI Gas - AMEEP	$26,622	$25,236	95%
NYS Clean Heat	$3,339,427	$800,261	24%
C&I Electric Rebate	$905,020	$104,072	11%
C&I Electric Midstream	$5,273,197	$1,931,393	37%
Residential Efficient Products	$95,336	$53,346	56%
Business Direct Install	$3,897	$3,199	82%
Residential Electric Behavioral	$335,159	$103,718	31%
C&I Gas HVAC	$36,612	$1,465	4%
Residential Gas HVAC	$469,681	$265,026	56%
Residential Gas Behavioral	$210,210	$59,761	28%
Total	$12,316,954	$3,730,282	30%

Table A2. 2025 Program Energy Savings Achieved (Total and in DACs)			
Program Name	**Total Energy Savings (MMBtu)**	**DAC Energy Savings (MMBtu)**	**% in DACs**
LMI Electric - Customer Engagement	22	0	0%
LMI Electric - EmPower	618	84	14%
LMI Electric - AMEEP	0	0	100%
LMI Gas - Customer Engagement	279	7	3%
LMI Gas - EmPower	5,307	1,381	26%
LMI Gas - AMEEP	290	275	95%
NYS Clean Heat	33,178	8297	25%
C&I Electric Rebate	24,698	4,316	17%
C&I Electric Midstream	175,792	62,702	36%
Residential Efficient Products	12,794	8,455	66%
Business Direct Install	105	84	80%
Residential Electric Behavioral	30,015	9,287	31%
C&I Gas HVAC	2,448	109	4%
Residential Gas HVAC	105,883	69,822	66%
Residential Gas Behavioral	27,333	7,771	28%
Total	418,762	172,591	41%

Table A3. 2025 Total Number of Participants and Average Savings and Incentives by Participant				
Participant Type	**Program Name**	**Total Participants**	**Avg. Incentives by Participant**	**Avg. Energy Savings by Participant (MMBtu)**
Residential	LMI Electric - Customer Engagement	47	$21	0
Residential	LMI Electric - EmPower	304	$746	2
Multifamily	LMI Electric - AMEEP	0	$0	0
Residential	LMI Gas - Customer Engagement	89	$48	3
Residential	LMI Gas - EmPower	257	$5,407	21
Multifamily	LMI Gas - AMEEP	4	$6,656	73
Multisector	NYS Clean Heat	313	$10,669	106
Commercial	C&I Electric Rebate	30	$30,167	823
Commercial	C&I Electric Midstream	842	$6,263	209
Residential	Residential Efficient Products	1,892	$50	7
Commercial	Business Direct Install	32	$122	3
Residential	Residential Electric Behavioral	114,028	$3	0
Commercial	C&I Gas HVAC	39	$939	63
Residential	Residential Gas HVAC	1,795	$262	59
Residential	Residential Gas Behavioral	55,691	$4	0
Total	All	175,363	$70	2

Table A4. 2025 Total Number of DAC Participants and Average Savings and Incentives by Participant				
Participant Type	**Program Name**	**Total DAC Participants**	**Avg. Incentives by Participant**	**Avg. Energy Savings by Participant (MMBtu)**
Residential	LMI Electric - Customer Engagement	4	$14	0
Residential	LMI Electric - EmPower	57	$728	1
Multifamily	LMI Electric - AMEEP	0	$0	0
Residential	LMI Gas - Customer Engagement	13	$34	1
Residential	LMI Gas - EmPower	59	$5,776	23
Multifamily	LMI Gas - AMEEP	4	$6,309	69
Multisector	NYS Clean Heat	80	$10,003	104
Commercial	C&I Electric Rebate	6	$17,345	719
Commercial	C&I Electric Midstream	301	$6,417	208
Residential	Residential Efficient Products	906	$59	9
Commercial	Business Direct Install	12	$267	7
Residential	Residential Electric Behavioral	35,881	$3	0
Commercial	C&I Gas HVAC	14	$105	8
Residential	Residential Gas HVAC	749	$354	93
Residential	Residential Gas Behavioral	15,813	$4	0
Total	All	53,899	$69	3

Table A5. 2025 Installations by Measure Category for Commercial Programs (Total and in DACs)			
	Total Installations	DAC Installations	% in DACs
C&I Electric Rebate - Custom HVAC	8	1	13%
C&I Electric Rebate - Custom Lighting	18	5	28%
C&I Electric Rebate - Custom ECMs	1	0	0%
C&I Electric Rebate - Refrigeration	3	0	0%
C&I Electric Midstream - Instant Lighting	842	247	29%
Business Direct Install - Advanced Power Strip	21	13	62%
Business Direct Install - Lighting	64	50	78%
Business Direct Install - Thermostat	13	6	46%
Business Direct Install - Water Saving	2	0	0%
C&I Gas HVAC - Custom ECMs	1	0	0%
C&I Gas HVAC - Custom HVAC	6	1	17%
Commercial Total	979	323	33%

Table A6. 2025 Installations by Measure Category for Multifamily Programs (Total and in DACs)			
Multifamily Programs Installations	Total Installations	DAC Installations	% in DACs
LMI Gas - AMEEP Building Shell	4	4	100%
Multifamily Programs Installations Total	4	4	100%

Table A7. 2025 Installations by Measure Category for Multisector Programs (Total and in DACs)			
Multisector Programs Installations	**Total Installations**	**DAC Installations**	**% in DACs**
NYS Clean Heat - Commercial Mini-Split Heat Pump	12	1	8%
NYS Clean Heat - Commercial Custom Heat Pump	10	3	30%
NYS Clean Heat - Commercial Decommissioning	3	0	0%
NYS Clean Heat - Commercial Heat Pump Water Heater	1	0	0%
NYS Clean Heat - Commercial Integrated Controls	1	0	0%
NYS Clean Heat - Multi-family Central Air-Source Heat Pump	2	1	50%
NYS Clean Heat - Multi-family Mini-Split Heat Pump	17	10	59%
NYS Clean Heat - Multi-family Custom Heat Pump	6	1	17%
NYS Clean Heat - Multi-family Decommissioning	8	5	63%
NYS Clean Heat - Multi-family Integrated Controls	1	0	0%
NYS Clean Heat - Residential Central Air-Source Heat Pump	88	9	10%
NYS Clean Heat - Residential Mini-Split Heat Pump	400	108	27%
NYS Clean Heat - Residential Decommissioning	143	34	24%
NYS Clean Heat - Residential Heat Pump Water Heater	66	21	32%
NYS Clean Heat - Residential Integrated Controls	23	4	17%
NYS Clean Heat - Residential Ground-Source Heat Pump	17	1	6%
Multisector Programs Installations Total	798	198	25%

Table A8. 2025 Installations by Measure Category for Residential Programs (Total and in DACs)			
Residential Programs Installations	**Total Installations**	**DAC Installations**	**% in DACs**
LMI Customer Engagement - Smart Thermostat	56	6	11%
LMI Customer Engagement - Water Savings Kit	5	1	20%
LMI Customer Engagement - Showerhead	26	2	8%
LMI Customer Engagement - Air Purifier	1	0	0%
LMI Customer Engagement - Advanced Power Strip	7	0	0%
LMI Customer Engagement - Dehumidifier	1	0	0%
LMI Customer Engagement - EmPower+	22	0	0%
LMI Customer Engagement - Spray Foam	25	0	0%
LMI Customer Engagement - Outlet Seal	1	0	0%
LMI Customer Engagement - Caulk	28	0	0%
LMI Customer Engagement - Weatherstrip	27	0	0%
LMI Customer Engagement - Pipe Wrap	1	0	0%
LMI Customer Engagement - Window Film	3	0	0%
LMI Customer Engagement - EmPower+	22	0	0%
LMI Electric - EmPower - Air Sealing	137	35	26%
LMI Electric - EmPower - Attic Insulation	95	14	15%
LMI Electric - EmPower - Audit Fee/Education	73	15	21%
LMI Electric - EmPower - Lighting	118	23	19%
LMI Electric - EmPower - DHW - Repair	4	1	25%
LMI Electric - EmPower - Freezer Replacement	15	1	7%
LMI Electric - EmPower - Health & Safety	45	8	18%
LMI Electric - EmPower - Heat Pump Water Heater	9	3	33%
LMI Electric - EmPower - Heating Repair	4	4	100%
LMI Electric - EmPower - Other Insulation	41	3	7%
LMI Electric - EmPower - Pipe Wrapping	10	1	10%
LMI Electric - EmPower - Refrigerator Replacement	26	1	4%
LMI Electric - EmPower - Smart Thermostat	23	4	17%
LMI Electric - EmPower - Wall Insulation	56	11	20%
Residential Efficient Products - Air Purifier	458	248	54%
Residential Efficient Products - Advanced Power Strip	73	21	29%
Residential Efficient Products - Dehumidifier	2848	1761	62%
Residential Efficient Products - Spray Foam	87660	61334	70%
Residential Efficient Products - Showerhead	26	5	19%
Residential Efficient Products - Outlet Seal	178	67	38%

Residential Efficient Products - Smart Thermostat	793	166	21%
Residential Efficient Products - Caulk	13607	8398	62%
Residential Efficient Products - Weatherstrip/Door Sweeps	13264	8285	62%
Residential Efficient Products - Pipe Wrap	19290	12412	64%
Residential Efficient Products - Window Film	5209	3406	65%
Residential Efficient Products - Water Savings Kit	334	151	45%
Residential Efficient Products - Whole Home Weatherization	27	5	19%
Residential Efficient Products - Refrigerator	4	0	0%
Residential Gas HVAC - Boiler	38	10	26%
Residential Gas HVAC - Furnace	21	17	81%
Residential Gas HVAC - Water Heater	6	1	17%
Residential Gas HVAC- Smart Thermostat	816	167	20%
Residential Gas HVAC - Water Savings Kit	334	151	45%
Residential Gas HVAC - Showerhead	137	11	8%
Residential Gas HVAC - Outlet Seal	167	103	62%
Residential Gas HVAC - Weatherstrip/Door Sweeps	13266	8287	62%
Residential Gas HVAC - Pipe Wrap	19305	12518	65%
Residential Gas HVAC - Spray Foam	87668	61336	70%
Residential Gas HVAC - Caulk	13601	8495	62%
Residential Gas HVAC - Window Film	5227	3415	65%
Residential Gas HVAC - Whole Home Weatherization	27	5	19%
LMI Gas - EmPower - Air Sealing	246	53	22%
LMI Gas - EmPower - Attic Insulation	155	30	19%
LMI Gas - EmPower - Audit Fee/Education	221	45	20%
LMI Gas - EmPower - DHW - Repair	10	2	20%
LMI Gas - EmPower - DHW - Replace	2	2	100%
LMI Gas - EmPower - Dryer Vent Repair	1	1	100%
LMI Gas - EmPower - Health & Safety	110	24	22%
LMI Gas - EmPower - Heat Pump Water Heater	8	3	38%
LMI Gas - EmPower - Heating Repair	18	8	44%
LMI Gas - EmPower - Heating Replacement	3	2	67%
LMI Gas - EmPower - Other Insulation	52	9	17%
LMI Gas - EmPower - Pipe Wrapping	39	1	3%
LMI Gas - EmPower - Showerhead	43	3	7%
LMI Gas - EmPower- Smart Thermostat	30	5	17%
LMI Gas - EmPower - Wall Insulation	87	23	26%
Residential Programs Installations Total	**286290**	**191119**	**67%**

2026 Expansion of Support in DACs

O&R recognizes that DACs include customers and institutions that may not qualify for income-based LMI programs but may nevertheless face barriers to participating in clean energy programs. Consistent with the Commission's direction in the May 2025 Non-LMI EE/BE Order, as well as subsequent guidance from DPS Staff, O&R's approach to serving DACs through its non-LMI portfolio is centered on targeted outreach, partnership-based engagement, customer feedback, and coordination with NYSERDA, Clean Energy Hubs, and regional stakeholders.

Starting in 2026, O&R is expanding its efforts to support customers in DACs by doing the following:

- O&R may provide residential customers residing in DACs with enhanced incentives to mitigate upfront cost barriers and encourage the adoption of energy efficiency and building electrification measures. Additionally, O&R recognizes that large C&I customers can emit significant quantities of greenhouse gases within DACs. To address this, O&R may offer tailored incentives for these C&I customers to drive localized emissions reductions when paired with energy savings and support the clean energy transition within these communities.
- O&R will collaborate with the Regional Clean Energy Hubs to conduct in-person outreach events targeting community organizations that serve DACs. These events will bring together organizations that serve DAC residents and businesses with the objectives of:
  - Informing organizations of available EE/BE incentives, services, and programs;
  - Strengthening partnerships between O&R, NYSERDA, and community organizations;
  - Continuing referrals to NYSERDA programs for income-qualified customers; and
  - Facilitating greater participation in non-LMI EE/BE offerings for DAC customers and institutions that do not qualify for LMI programs.
- O&R recognizes that effective service to DACs requires an understanding of issues that are specific to customers and institutions located within those communities. Additionally, O&R plans to conduct research, which may include focus groups, surveys, and other targeted analyses with customers in DACs to gain insight into barriers to participation in energy efficiency and building electrification programs; awareness and understanding of available offerings such as weatherization and electrification measures; program design elements that may either discourage or facilitate customer engagement; and opportunities to enhance overall customer experience and outcomes.

O&R's DAC strategy is intended to drive tangible outcomes, including increased participation by DAC residents, C&I customers, and community-serving institutions. O&R's goal is to raise awareness of clean energy solutions, identify and address barriers to program participation, facilitate LMI customer referrals to NYSERDA, and expand access to programs that help lower energy usage.

O&R will continue to work with DPS Staff, NYSERDA, the Regional Clean Energy Hubs, and community-based organizations to refine its DAC approach and develop more targeted strategies over time.

B. Electric Vehicle Make-Ready Program

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 Electric Vehicle Make-Ready Program for light-duty and medium-and-heavy duty vehicles. The data includes incentive funding spent, and number of charging plugs installed in total and in disadvantaged communities.

A robust electric vehicle (EV) charging network is critical to advancing the clean transportation transition. On-road transportation accounts for 21% of New York's greenhouse gas emissions. Large-scale adoption of EVs is essential to achieving New York's decarbonization goals. New York State's commitment to transportation electrification is codified in New York State law through the Advanced Clean Cars II (ACC II) standards, requiring manufacturers of passenger cars and light-duty trucks to produce and deliver for sale an increasing percentage of EVs. Decarbonizing the transportation sector requires meaningful vehicle electrification and corresponding vehicle charging infrastructure. "Range anxiety", the perception among drivers that EVs may run out of charge due to insufficient access to public EV charging, remains a leading barrier to EV adoption among O&R customers. According to an October 2025 survey of O&R customers, 61% of customers viewed charging logistics as a barrier to driving an EV. The buildout of public EV chargers reduces range anxiety and therefore plays a critical role in encouraging EV adoption. There are myriad benefits to EV adoption, including improved local air quality and lower greenhouse gas emissions. These benefits are particularly meaningful to people in disadvantaged communities, who tend to be most impacted by air pollution.

O&R is accelerating EV adoption through a portfolio of initiatives and programs that benefit EV drivers and EV charging developers. The Company's PowerReady Program provides incentives to defray the cost of infrastructure upgrades that support the development of Level 2 (L2) and direct current fast charging (DCFC) stations. The program provides incentives to help offset the electric infrastructure costs associated with chargers for light-duty EVs, including cars and small vans.

Developers and O&R customers can apply to receive the incentives on a per-plug basis (L2) or per-kW basis (DCFC) through the Company's PowerReady program. The multi-year PowerReady program has an overall goal of installing 1,546 L2 plugs and 340 DCFC plugs across O&R's service territory. O&R achieved its L2 plug target in 2024, and is now authorized to incentivize additional L2 plugs, under a new incentive structure, up to its Commission-authorized budget of $17.7 million. This report summarizes the Company's progress in installing plugs in disadvantaged communities as it strives to achieve its overall plug goals.

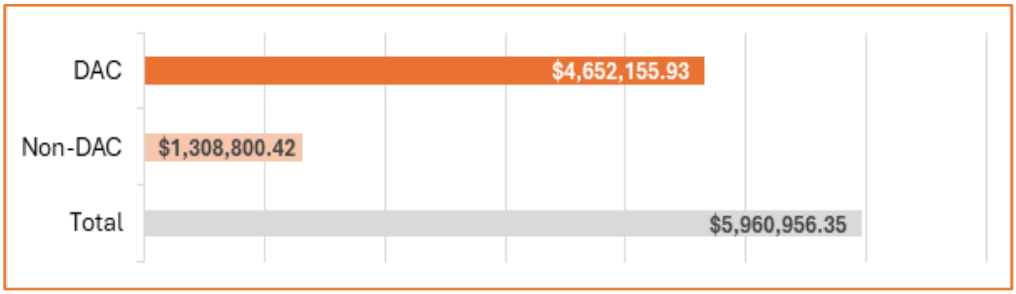
Statewide funding for EV programs includes $372 million to support programs in disadvantaged communities. The Commission-authorized budget includes a 20% L2 incentive budget carveout and a 23% DCFC incentive budget carveout so that plugs benefiting disadvantaged communities can receive the highest tier of incentives. The PowerReady program offers the highest incentive level (up to 100% of eligible costs) to projects that benefit disadvantaged communities, as long as they meet eligibility requirements. Under the new incentive structure, projects in disadvantaged communities remain eligible for the highest incentive tier. Similar to non-DAC projects, these incentive payments are now capped at $5,000. The PowerReady Program is designed to drive developers to undertake EV charging projects in the Company's service territory, with enhanced incentives to encourage investment in disadvantaged communities.

During the first years of the EV Make-Ready Program, the L2 enhanced incentive for disadvantaged community-benefiting plugs was oversubscribed, resulting in a waitlist to participate in the program. Along with other New York State utilities, O&R advocated for an expanded budget to incentivize more plugs and

to provide additional funding that would right-size the incentive carveout by accounting for rising costs in the market. On November 16, 2023, the Order Approving Midpoint Review Whitepaper's Recommendations with Modifications ("Midpoint Order") increased statewide funding for EV programs from $701 million to $1.24 billion, with $372 million in funding to support programs in disadvantaged communities in the Midpoint Order. This order allows the Company to maximize the potential of the EV Make-Ready Program to support disadvantaged communities, with a portion of the incremental incentive budget carved out for enhanced incentives for plugs in disadvantaged communities.

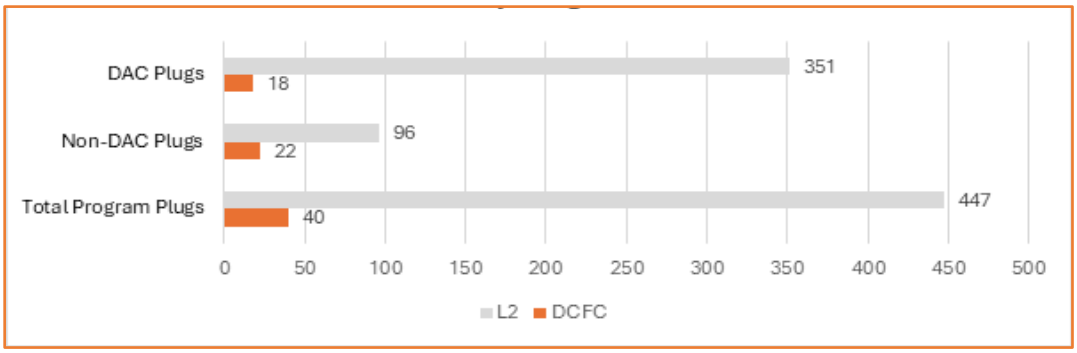
The chart below shows O&R's EV Make-Ready Program incentive spend in disadvantaged communities compared to total incentive spend in 2025. In 2025, 78% of the incentive paid out was disbursed to projects in disadvantaged communities.

Table B1: Total Make-Ready Incentive Funding Spent in 2025



The chart below shows the number of L2 and DCFC plugs installed in disadvantaged communities compared to total installations in 2025. To date, most plugs installed in disadvantaged communities have received the highest tier of incentives.

Table B2: Number of Charging Plugs Installed under Make Ready Program in 2025



Please note that many of the incentives provided for installations in disadvantaged communities support fleet charging. Fleet depots tend to be in disadvantaged communities, and fleets disproportionally drive through disadvantaged communities.

Given the increased budget and plug targets authorized in the Midpoint Order, O&R will continue to deliver incentives that drive the development of robust EV charging choices in its service territory. During 2026, the Company expects growth in both L2 and DCFC plug installations, including in disadvantaged communities.

C. Demand Response

As outlined in the Rate Plan, O&R will provide data on the 2025 Demand Response (DR) Programs, such as program participants and megawatts (MW) committed and delivered in total and in DACs.

O&R's DR programs provide a valuable and cost-effective resource for maintaining system reliability during periods of peak demand and operational need. These programs are designed to reduce customer load when electricity demand is forecast to exceed predetermined thresholds or when localized distribution constraints require relief.

O&R's DR portfolio includes contingency and peak shaving programs. Contingency programs reduce demand when there is an immediate system reliability concern. Peak shaving programs reduce demand during peak load hours under certain system conditions. These programs operate annually during the summer capability period, from May 1 through September 30, and are available to both individual customers and aggregators. Customers may enroll directly with O&R, or participate through an aggregator, which partners with O&R to deliver load reductions. Participating customers reduce net demand by curtailing energy usage or using on-site generation or storage. These programs benefit DAC customers by offering incentives and targeted outreach to reduce the energy cost burden in historically underserved areas. O&R's DR programs for the 2025 capability period include:

Table C1. Summary of O&R's Demand Response Programs

Program	Category	Description
Bring Your Own Thermostat (BYOT)	Peak Shaving and Contingency	A mass-market program intended for smaller commercial and residential customers with an eligible smart thermostat. For a one-time, $85 incentive, customers can enable their Wi-Fi-controlled thermostat to reduce air conditioning use at times of critical system need.
Commercial System Relief Program (CSRP)	Peak Shaving	CSRP is open to customers throughout the service territory, and events are called system-wide. Notifications are sent at least 21 hours prior to a planned event. Participants are called on weekdays.
Distribution Load Relief Program (DLRP)	Contingency	DLRP is open to customers throughout the service territory. Participants can be called any day of the week, including holidays.
Long Term-Dynamic Load Management (Term-DLM)	Peak Shaving	Participants sign multiyear contracts to provide load relief. Notifications are sent at least 21 hours prior to a planned event. Participants are called on weekdays.
Long Term-Dynamic Load Management (Auto-DLM)	Peak Shaving and Contingency	Participants sign multiyear contracts to provide load relief. Participants can be

		called any day of the week, including holidays.

This is the tenth full Capability Period for CSRP and DLRP. The Company accepted 258 applications from Direct Participants and Aggregators while enrolling 23.4 Megawatts (MW) between the two Programs. An additional 5.1 MW were rejected due to CSRP diesel cap generation restrictions. Program enrollment increased by 8% compared to 2024 enrollment levels. The Company estimates that it will spend $607,547 between CSRP and DLRP in 2025.

CSRP achieved a 1% increase in MW enrolled, or 0.1 MW, while DLRP achieved a 12% increase in MW enrolled, or 1.6 MW. The number of customers enrolled in CSRP and DLRP declined due to decreased participation from commercial and small business customers, resulting in an 8% decrease in both programs.

The BYOT Program incentivizes customers to enroll their eligible smart thermostats to participate in DR Events. In 2025, the Program added over 800 customers, bringing the total number of participants enrolled in the Program to over 6,700 and 9,300 devices. The average load reduction was 5.2 MW during system-wide peak shaving events. BYOT was activated two times during the 2025 Capability Period, both of which were three-hour Events.

For the 2025 Capability Period, two CSRP three-hour Planned Events were called, while one DLRP three-hour Event was called. CSRP achieved an average Performance Factor of 67%, compared to 87% in 2024. The three-hour DLRP Event achieved a Performance Factor of 79%, compared to an 82% Performance Factor in 2024. Most of the new enrollments were commercial customers.

The tables below show the number of DACs, low-income, and total program participants (also referred to as "customer enrollments") in each of O&R's DR programs in 2025, along with the programs' committed load relief and average event reductions (both in MW). Committed load relief represents the amount of load relief in MW customers or aggregators participating in CSRP, DLRP, Term- and Auto-DLM programs committed to deliver for one or more years for any given event in each of O&R's programs. For BYOT, committed load relief is estimated based on each participating customer's potential load relief. Delivered load relief represents the average amount MW of load relief delivered.

Table C2. Participation Summary by Customer Group

Customer Group	Participants	Committed Load Relief (MW)	Average Event Reductions (MW)
DAC	1703	8.3	3.8
Low-Income	149	0.15	0.11
Total	1852	8.45	3.91

Table C3. DAC Program Participation Summary

Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	67	1.3	0.1
DLRP	68	5.4	2.5
Term-DLM	0	0	0

Auto-DLM	0	0	0
BYOT	1568	1.6	1.2
Total	1703	8.3	3.8

Table C4. Low-income Program Participation Summary			
Program Name	**Program Participants**	**Committed Load Relief (MW)**	**Delivered Load Relief (MW)**
CSRP	0	0	0
DLRP	0	0	0
Term-DLM	0	0	0
Auto-DLM	0	0	0
BYOT	149	0.15	0.11
Total	149	0.15	0.11

Table C5. Total Program Participation Summary			
Program Name	**Program Participants**	**Committed Load Relief (MW)**	**Delivered Load Relief (MW)**
CSRP	249	7.9	5.2
DLRP	249	15.5	12.2
Term-DLM	0	0	
Auto-DLM	0	0	
BYOT	6715	6.7	5.2
Total	7213	30.1	22.6

D. Distributed Energy Resources (DER)

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 distribution interconnected projects, including community distributed generation, remote crediting, and net metered DER projects. These requests included items such as number of projects, megawatts (MW) installed, and number of customers or subscribers in total, in disadvantaged communities, and classified as low-income per participation in the Company's Energy Affordability Program (EAP).

DERs are non-utility customer-sided projects such as solar installations, energy storage, or wind that have an operational impact on the grid and can be a source of clean energy.[3] The project lifecycle begins when the Company receives an application from a customer or developer (such as a DER installation company) for a DER on the electric distribution system. All applications must follow New York's standardized interconnection requirements (SIR) process, which outlines the steps for interconnecting DERs to the electric grid.[4]

If the DER produces more energy than is consumed on site, the excess is placed into O&R's system at the interconnection point and the customer or developer receives a bill credit. Based on the customer's or developer's use case for the DER credits, different compensation and metering types are available in the interconnection process. Compensation options include community distributed generation, remote crediting, and net metering projects.

Table D1. Typical Compensation Types for Distributed Energy Resources	
Community Distributed Generation (CDG, or Community Solar)	A tariff program where a CDG host that installs a DER distributes credits to subscribing customers. Many CDG projects participate in utility consolidated billing ("net crediting") whereby subscription fees for CDG are collected out of the credit the customer receives. The utility remits these subscription fees, less a 1.5% admin fee, to the CDG host.
Remote Crediting (RC)	A tariff program where a remote crediting host that installs a DER distributes credit to their own accounts and/or up to 10 customers (typically commercial).
Net-Metering (NM)	A tariff program where a customer installs an eligible DER. Excess net monthly energy credits carry over and are applied against future bills.

Table D2 quantifies the number and MW capacity of distribution-interconnected projects within the service territory participating in community distributed generation, remote crediting, and net metered installations in 2025.

Table D2. For All Distribution-Interconnected Projects Including Community DG (CDG), Remote Crediting (RC), and Net Metered (NM) Projects	
Total number of projects	1,440
Total number of projects in DACs	378

[3] For the purposes of this report, the DER data for rate year 2025 reflects customer-installed DERs.

[4] The SIR was established in 1999 by the Public Service Commission and is informed by a combination of developers, regulatory staff, NYSERDA, the Interconnection Technical Working Group (ITWG), the Interconnection Policy Working Group (IPWG), industry advocacy groups (NYSEIA/NY-BEST), and the Joint Utilities of NY (JU).

Percentage of projects in DACs	26.3%
Total MW installed (All DERs)	35.2
Total MW installed in DACs (All DERs)	2.03
Percentage of MW installed in DACs (All DERs)	5.8%

Table D3 illustrates subscribers of host sites for RC and/or CDG projects that are within and outside of disadvantaged communities and subscribers who are identified as low-income in 2025.

Table D3. For All Community DG (CDG) and Remote Crediting (RC) Projects	
Total number of subscribers	904
Total number of subscribers in DACs	198
Percentage of subscribers in DACs	21.9%
Total number of subscribers who are low-income customers participating in the Company's Energy Affordability Program	72
Percentage of subscribers who are low-income customers participating in the Company's Energy Affordability Program	7.9%

Table D4 quantifies the total number and MW capacity of net-metering distribution-interconnected projects in 2025 within and outside of disadvantaged communities.

Table D4. For All Net Metering Projects	
Total number of projects	1,435
Total number of projects installed for low-income customers	22
Percentage of projects installed for low-income customers	1.5%
Total number of projects in DACs	377
Percentage of projects in DACs	26.3%
Total MW installed	11.3
Total MW installed for low-income customers	0.13
Percentage MW installed for low-income customers	1.2%
Total MW installed in DACs	2.03
Percentage MW installed in DACs	18%

In 2025, approximately 1,440 DER projects supporting various compensation types were installed, with 26.3% located in disadvantaged communities. Per the SIR process, developers are responsible for site selection and customer acquisition. The current market is supported largely by residential solar projects and state incentive support is expected to continue to promote DER project installations in disadvantaged communities.

Out of 1,435 total net metering projects, 1.2% have been installed for low-income customers. Out of a total of 904 CDG and RC subscribers who enrolled in projects in 2025, 7.9% are low-income customers who are participating in the Company’s EAP. A total of 17,053 customers are currently meeting the classification of low-income per participation in the Company’s EAP. This equates to approximately 0.42% of the low-income population being supported by CDG project customer acquisition.

Starting December 2025, EAP customers living in a disadvantaged community will automatically receive additional monthly bill credits. The bill credits will appear on customers' bills as "S-SFA/REACH" and won't affect other assistance customers may receive, like EAP credits or Home Energy Assistance Program (HEAP) grants. The total credit amount is based on energy produced by participating renewable sources (like wind and solar farms). These credits are pooled together and evenly shared among all eligible customers.

E. Strategic Electric Capital Investments

As outlined in the Rate Plan, the Company has agreed to provide data on its 2025 discretionary strategic electric capital investments. This includes reporting on investments in the following capital program categories: system expansion, risk reduction, environmental, and safety and security.

Each year, the Company strategically invests in its electric system. Some of these investments aim to enhance future capacity, such as installing additional cables and transformers to meet anticipated increases in demand. The only programs excluded are those whose work scope and location are not determined by the Company; examples include construction for new customers and emergency replacement of failed equipment.

The data presented here was sourced from the Company's financial systems, Work Management System and Geographic Information System (GIS). The interconnected nature of the electric system means that enhancements made in one area may benefit multiple areas. Similarly, not all work completed in one area necessarily benefits that area (e.g., installation of feeders that pass through one area to connect to another). The disadvantaged community percentages below were estimated based on the composition of disadvantaged community and non-disadvantaged community customers connected to the circuits, load areas, or substations that were enhanced under the covered programs. Of the areas impacted by the strategic electrical capital investments, 33% are characterized as disadvantaged communities.

Table E1: Strategic Electric Capital Investments

Investment Category	2025 Total Investment	Percentage Affecting DACs
Environmental	$785,800	34.0%
Risk Reduction	$24,969,400	33.0%
Safety And Security	$5,076,500	36.0%
System Expansion	$11,933,100	24.0%
Grand Total	$42,764,800	33.3%

Environmental
These investments protect the environment, including spill containment in the case of accidental oil leaks from transformers. For example, one pilot program in this category will reduce the risk of a substation transformer oil release into a waterway by allowing for implementation of an oil absorbent mechanism/containment.

Risk Reduction Projects
Programs that the Company undertakes to mitigate high-risk outcomes for normal or contingency scenarios for facilities that do not meet the Company's current design standards. This category also includes projects and programs involving maintenance, repair, and replacement of components to address risks related to equipment, component, or unit failure. These projects and programs are designed to increase reliability and/or reduce or mitigate existing or potential risks or may be associated with proactive replacement strategies.

Safety and Security
These investments enhance the overall security of the electric system and reduce the threat of sabotage or terrorism. One such program funds upgrades to substation security systems throughout the Company's service territory, including new fencing, surveillance systems, access control systems, and perimeter intrusion detection systems.

System Expansion Projects
Programs that the Company undertakes involving planned system capacity upgrades necessitated by growth in customer demand. Such projects reduce risks related to facilities that are forecasted to not meet design standards during a ten-year planning horizon under normal and/or system contingency operating scenarios. These projects typically include new substations, additional circuits, and other projects that enable transformer load relief.

F. Customer Outages

In accordance with the Rate Plan, the Company has committed to delivering comprehensive data on customer outages for 2025. This information will include the number of excludable and non-excludable outages system-wide, along with a breakdown by customer count of those who experienced an outage in disadvantaged communities compared to non-disadvantaged communities.

Table F1. Key Terms	
Overhead Distribution System	Part of an electric circuit that delivers power to customers through electrical lines and equipment mounted on poles above ground.
Underground Distribution System	Part of an electric circuit that delivers power to customers through electrical lines placed in conduits and underground structures below ground.
Distribution Secondary	Any circuit distributing electricity at standard service voltage (120/208 Volts).
Outage	The loss of service for five minutes or more, for one or more customers, because of one or more electrical component failures.
Interruption	See "Outage" definition.
SAIFI	System Average Interruption Frequency Index, or SAIFI, indicates the average number of times that a customer is interrupted during the year.
CAIDI	Customer Average Interruption Duration Index, or CAIDI, measures average interruption duration time (hours) for those customers that experienced an interruption during the year.
Excludable	Outages that are omitted from the Company's SAIFI and CAIDI metrics. They are caused by one of the following: - A storm that affects 10% or more customers in an operating area. - When customers in an operating area are out of service for 24 hours or more.
Non-Excludable	Non-excludable outages count against the Company's SAIFI and CAIDI metrics. Common causes of non-excludable outages include: - Equipment failure (e.g., transformer failure). - Cable failure. - A wire down due to interference from a tree but not related to a storm. - A storm that affects less than 10% of the customers in an operating area. - A storm that caused sustained customer outages for less than 24 hours in an operating area.

The Company uses two types of electrical distribution design systems, referred to as overhead and underground. Overhead distribution systems use electrical lines and equipment mounted on poles above ground to deliver power, whereas underground distribution systems rely on electrical lines placed in conduits and underground structures below ground. Both types of systems transfer electricity from

substations at high voltage to customers at residential voltage levels; however, they differ in terms of their construction and physical placement.

Both overhead and underground distribution systems are exposed to outages throughout the year. New York State Department of Public Service (NYSDPS) requires that all utilities in New York State track and report these outages in the form of SAIFI and CAIDI metrics and establish a threshold for these metrics to ensure customers receive reliable service. NYSDPS further explains that only certain outages are included in the Company's SAIFI and CAIDI metrics according to specific regulations. These regulations determine which outages are considered excludable or non-excludable.

An outage is excludable from the Company's SAIFI/CAIDI metrics when either of the following is true:

- A storm affects 10% or more of the customers in an operating area.
- When customers in an operating area are out of service for 24 hours or more.

Any other form of outage is identified as non-excludable and counted towards the Company's metrics. Common causes of non-excludable outages include, but are not limited to:

- Equipment failure (e.g., transformer failure).
- A wire down due to tree contact not related to a storm.
- A storm that affected less than 10% of the customers in an operating area.
- A storm that caused sustained customer outages of less than 24 hours in an operating area.

The following data provides an overview of both excludable and non-excludable outages across the entire system. In 2025, there were 4,299 non-excludable customer outages, making up 88.55% of total customer outages throughout the Company's service territory. Additionally, there were 556 excludable customer outages, making up 11.45% of total customer outages throughout the Company's service territory.

Table F2. Excludable and Non-Excludable Outages System-Wide

	Number of Outages	Outage % of Total
Non-Excludable	4,299	88.55%
Excludable	556	11.45%
Grand Total	4,855	100.00%

An additional analysis was performed using outage records submitted monthly and annually to NYSDPS. This data was further analyzed by comparing the number of individual customer outages in DACs to those in non-DAC communities. Of 267,136 total non-excludable individual customer outages, 90,223 were in DACs and 176,913 were in non-DACs. And of the 81,728 excludable individual customer outages, 7,917 were in DACs and 73,811 were in non-DACs.

Table F3. Excludable and Non-Excludable Outages in DACs and Non-DACs			
	DAC Customer Interruptions	Non-DAC Customer Interruptions	Total Customer Interruptions
Non-Excludable	90,223	176,913	267,136
Excludable	7,917	73,811	81,728
Grand Total	98,140	250,724	348,864
	28.13%	71.87%	

These figures enable the Company to assess the relative proportion of customer outages in disadvantaged versus non-disadvantaged communities. In 2025, 28.13% of individual customer outages were in disadvantaged communities, whereas 71.87% were in non-disadvantaged communities. As approximately 33% of the Company's customers are in DACs, this means that customers in disadvantaged communities experienced fewer outages, on average, than customers in non-disadvantaged communities.

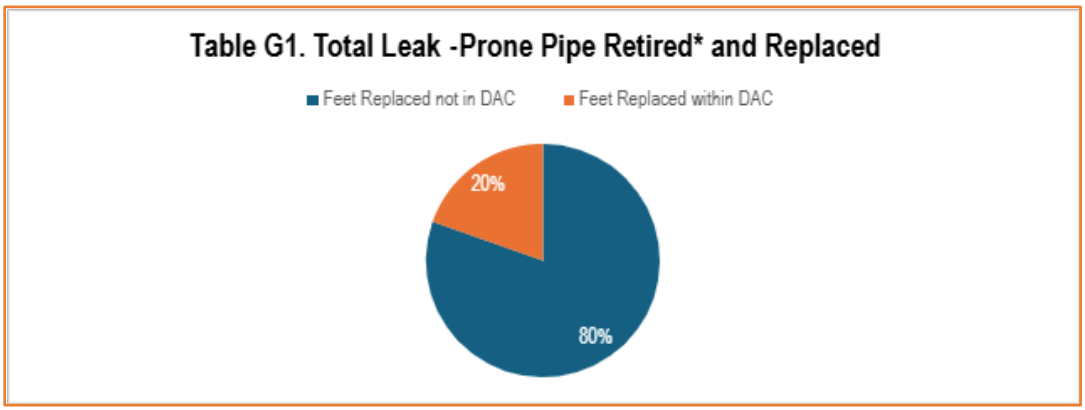
G. Main Replacement Program

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 main replacement program. This data includes items such as footage of leak prone pipe replaced or retired, and emissions reductions in total and in disadvantaged communities.

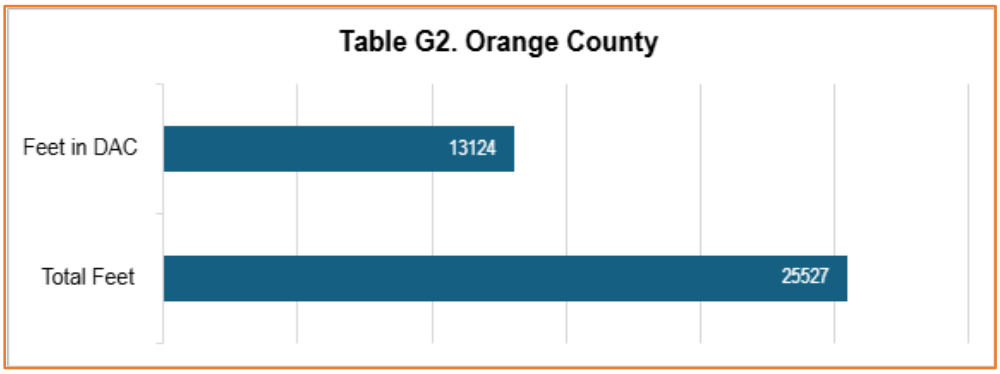
O&R's gas distribution system covers southeastern New York, including Orange and Rockland counties. Main replacement, also referred to as leak-prone pipe (LPP) replacement, is the Company's largest safety-related gas program. LPP replacement is conducted systematically to reduce the risk of leaks that could result in injuries or property damage and to reduce methane (CH4) emissions. Materials that are considered leak-prone include Aldyl-A plastic, and bare (or unprotected) steel.

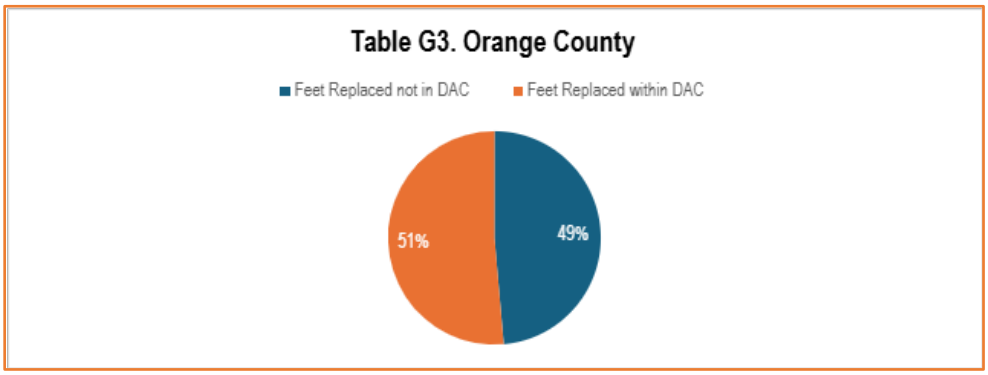
In the Rate Plan, the Company reinforced its intention to encourage and support electrification programs as part of its clean energy commitment. Reduction efforts include the elimination of LPP through implementation of non-pipes alternatives (NPAs) and non-fossil fuel alternatives such as electric or geothermal installations.

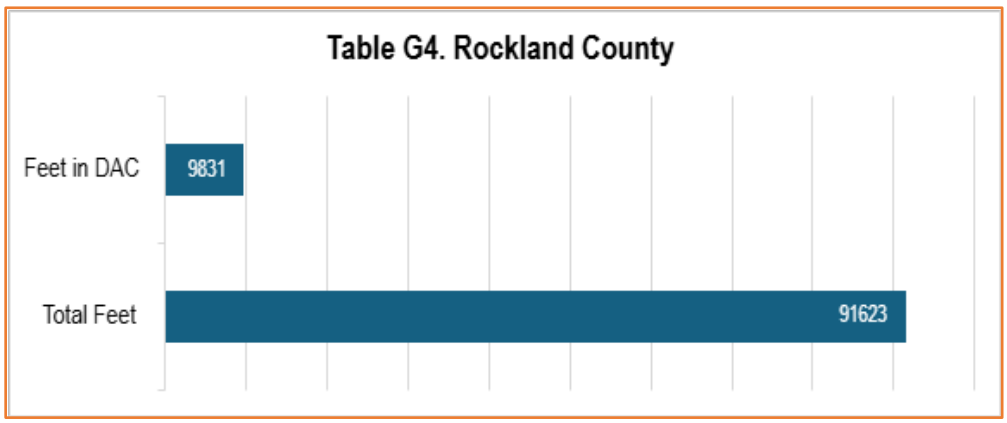
In 2025, the Company completed over 22.1 miles of leak-prone pipe replacement across its service area. All of the 2025 leak-prone pipe identified below, whether systemwide or by county, was retired and replaced by non-leak-prone pipe. Disadvantaged communities accounted for roughly 20% (4.3 miles) of the total miles of main replacement, while non-disadvantaged communities accounted for the remaining 80% (17.8 miles). The chart below shows the systemwide percentage of main replacement that occurred in disadvantaged communities and non-disadvantaged communities.

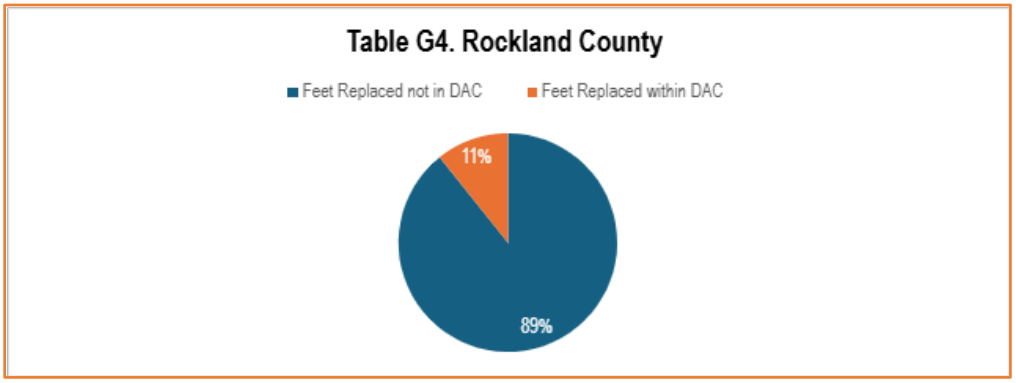


The charts below show the total footage of leak-prone pipe replaced in and outside of disadvantaged communities on a county basis. Miles have been rounded.









Emissions Reductions

Methane (CH4) emissions reductions achieved through the replacement of leak-prone pipe are reported below. This data has been calculated using the EPA Methane Challenge methodology (see 40 CFR Part 98 Subpart W) and is provided in metric tons.

Table G10. Emissions Reductions		
Total mT CH4 in Non-DACs	6.73	76%
Total mT CH4 in DACs	2.12	24%
Grand Total	8.851	

The greatest reduction in methane emissions occurred in Rockland County, which accounted for more than 78% of the total main replaced. Orange County saw the highest reduction among disadvantaged communities, with 1.14 mT eliminated, which accounts for 46% of the total reduction within Orange County.

H. Leak Repairs

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 leak repair program. This data includes leaks repaired system-wide in total and in disadvantaged communities.

As discussed above in the Main Replacement section of this report, Orange and Rockland counties are served by Orange and Rockland's gas distribution system. While main replacement is a program to remove leak-prone pipe (that is, pipe that is more likely to leak) from the system for safety and emissions reduction benefits, leak repairs address components that have already been identified as leaking. The main replacement program is effective in terms of preventing leaks. Additionally, Orange and Rockland has a comprehensive leak detection and repair program, whereby it routinely seeks, finds, and fixes leaks in a timely fashion.

The Company classifies leaks using a risk-based numeric ranking system. It responds to every potential leak call immediately, with the assumption that it could be a Type 1 leak, which is considered hazardous. The Company's crews classify confirmed leaks appropriately after investigation. Gas Construction crews are immediately dispatched in the case of a Type 1 leak. Type 2 and 2A leaks require repair by code and are addressed and prioritized by hazard level. The Company is unique in that it also repairs Type 3 leaks, which do not pose a safety risk, but are a source of greenhouse gas (methane) emissions.

The Company repairs all leaks, irrespective of their designation or location. In 2025, Orange and Rockland repaired 288 components (pipes, fittings, valves, connections, etc.) that were leaking, with 6,295 unique tickets. The Company also outperformed state-mandated targets for leak response and leak repairs, with 36% of leaks repaired systemwide in 2025 occurring in disadvantaged communities, while 64% of the repaired leaks were in non-disadvantaged communities.

Table H1. Total Leaks Repaired in DACs and Non-DACs

County	Non-DAC Repairs	DAC Repairs	Grand Total
Orange & Rockland*	183	105	288
Percent of Total	**64%**	**36%**	

**The Company doesn't split leak repairs by County*

J. Customer Operations

This section summarizes the Company's efforts to educate customers about the Energy Affordability Program (EAP). It outlines program implementation activities, targeted outreach strategies, samples of customer communications for disadvantaged communities, and engagement with community-based organizations.

EAP provides bill discounts to eligible residential electric and gas customers who participate in qualifying public assistance programs. It also waives reconnection fees for enrolled customers. Qualifying programs include:

- Home Energy Assistance Program (HEAP)
- Medicaid
- Safety Net Assistance
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Temporary Aid to Needy Families (TANF)
- Veteran's Pension and Survivors Benefit
- Federal Public Housing Assistance
- Lifeline Telephone Service Program
- Utility Guarantee or Direct Voucher Programs

Annually, Customer Outreach and Education distribute HEAP reminder letters on October 1 to prior year recipients, encouraging them to reapply. The letters also notify customers that if they are not HEAP eligible, they may still qualify for EAP through the self-certification process. Self-certified customers receive up to two reminders to recertify before their program year ends.

Additional HEAP outreach includes providing HEAP inserts with all Termination Notices during the HEAP season and included with all customer bills in October and December. Field personnel distribute HEAP inserts and door hangers during collection visits. HEAP inserts are also available in all Company Call Center lobbies. The annual At Home bill inserts, sent in October/November, provides information on EAP enrollment and other assistance programs.

Door hangers distributed by Field Personnel include information on EAP, HEAP/Emergency HEAP, Payment Agreements, and Budget Billing, along with a QR code linking additional resources. EAP posters (English and Spanish) are displayed in all Call Center lobbies. EAP pamphlets and QR codes are also available at lobby windows and information desks.

Throughout the year, customers receive email reminders about HEAP and EAP, including messages such as "Could you use some assistance with your utility bills," "You May Get a Monthly Discount," "HEAP reopens," and "HEAP ending." The Credit and Collections group also conducted three targeted mail campaigns with HEAP inserts.

The Company contracts with a vendor, Alorica, to conduct live outreach calls to inform customers about HEAP until the season closes. Press releases, posted on ORU.com and shared through local media and

social channels, highlight budget billing, available assistance, HEAP reopening, conservation tips, and anticipated winter energy costs.

The Company also participates in community events. In 2025, EAP staff attended a workshop for Spanish speaking families at North Rockland High School (February 12), collaborated with the Office of the Aging at the Finkelstein Library in Spring Valley (April 8), met with Tappan Seniors at the Sparkill Fire House (April 15), distributed information at the Fabulous Fifties Event in Port Jervis (June 1), and participated in the Orange County Senior Council meeting in Goshen (July 11).

Future Plans

O&R will continue targeted outreach and education to increase awareness of the EAP and self-certification process. Planned activities include:

- Ongoing awareness campaigns via email, social media, bill inserts, and bill messages
- Maintaining the EAP and FAQ resources on **www.oru.com/assistance**, including online self-certification
- Providing updated training and materials to Customer Service Representatives
- Ensuring Field Personnel continue distributing door hangers with assistance program information
- Sending an annual bill insert to residential customers that includes EAP and self-certification details
- Distributing brochures to Orange and Rockland walk-in-centers, the Salvation Army, RECAP, and local government offices
- Providing brochures at community outreach events

Customer Service Operations Data

In 2025, O&R conducted extensive outreach and education efforts, distributing email communications to more than 248,000 customers. These efforts resulted in 9,885 payment agreements, representing a 32% increase compared to 2024.

Additionally, targeted phone campaigns were launched, reaching 5,866 customers—with a focus on elderly, blind, and disabled individuals, as well as those in disadvantaged communities. From April to December 2025, total electric usage in Non-DAC areas was 1.29 billion kWh, compared with 438.18 million kWh in DAC areas, reflecting the split of 75% Non-DAC and 25% DAC. Average monthly electric usage shows a smaller gap, with Non-DAC customers using 765.10 kWh and DAC customers using 531.48 kWh, or about 44% more in Non-DAC areas. For gas, the total usage pattern is similar. Non-DAC areas used 105.08 million ccf and DAC areas used 34.37 million ccf, again reflecting the 75% to 25% distribution. On a per-customer basis, average gas usage was 97.42 ccf for Non-DAC and 69.20 ccf for DAC, or about 41% higher in Non-DAC areas.

In the 60–90-day past-due category, DAC customers represent 40% of accounts and 31% of the total balance, while Non-DAC customers make up 60% of accounts and 69% of the balance. In the 90+ day category, DAC again represents 40% of accounts and 38% of balances, with Non-DAC at 60% and 62%.

DAC customers appear in arrears more often, while Non-DAC customers hold a larger share of overdue dollars.

Service disconnections and restorations show nearly identical splits. DAC customers make up 43% of disconnections and 43% of restorations, with Non-DAC customers making up the remaining 57% in both cases.

For payment plans, DAC customers hold 6,029 DPAs (40%) totaling $7.27 million (36%), while Non-DAC customers hold 9,119 DPAs (60%) totaling $13.17 million (64%). Non-DAC customers, therefore, carry a larger share of total DPA balances.

Table J1. Residential Electric Usage – 12/31/2025				
	Total in DAC	DAC % of Total	Total in non-DAC	Non-DAC % of Total
Total amount of residential electric usage (kWh)	438,183,718.00	25%	1,293,216,451.00	75%
Average electric usage per residential customer (kWh) [Average of the monthly average usage]	531.48	41%	765.10	59%

Table J2. Residential Gas Usage – 12/31/2025				
	Total in DAC	DAC % of Total	Total in non-DAC	Non-DAC % of Total
Total amount of residential gas usage (ccf)	34,373,744.00	24.65%	105,084,942.00	75.35%
Average gas usage per residential customer (ccf) [Average of the monthly average usage]	69.20	41.52%	97.42	58.48%

Table J3. Unpaid Residential Accounts That Are 60 to 90 Days Overdue as of 12/31/2025				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	6,600	40%	$ 1,110,159.25	31%
Total in non-DAC	10,111	60%	$ 2,435,470.01	69%

Table J4. Unpaid Residential Accounts That Are 90 Or More Days Overdue as of 12/31/2025				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	5,801	40%	$ 5,885,538.93	38%
Total in non-DAC	8,615	60%	$ 9,414,731.79	62%

Table J5. Residential Service Disconnects and Restorations as of 12/31/2025				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Number of residential service disconnections for non-payment	5,711	42.74%	7,654	57.26%
Number of residential service restorations due to payment	5,251	42.79%	7,021	57.21%

Table J6. Residential Customers With DPAs as of 12/31/2025				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	6,029	39.80%	$ 7,268,104.38	35.57%
Total in non-DAC	9,119	60.20%	$ 13,173,590.73	64.43%

Table J7. Customers Enrolled in the Energy Affordability Program (as of 12/31/2025)				
	Electric-only	Gas-only	Dual Service	% of Accounts
Total in DAC	2303	6	3361	33%
Total in non-DAC	2182	29	9172	67%

Table J8. Amount Expended for EAP Discounts (2025)			
	Electric ($)	Gas ($)	% of Total
Total in DAC	-4,745,931.64	-1,909,444.60	28%
Total in non-DAC	-10,965,184.34	-5,782,472.10	72%

Conclusion

The 2025 Orange & Rockland Utilities, Inc. DAC Report represents the Company's inaugural effort to comprehensively track, assess, and transparently report how its operations, programs, and investments intersect with disadvantaged communities across its service territory. This report provides a detailed snapshot of outcomes across energy efficiency, electric vehicle make-ready programs, demand response, distributed energy resources, capital investments, outage performance, main replacement programs, and customer operations.

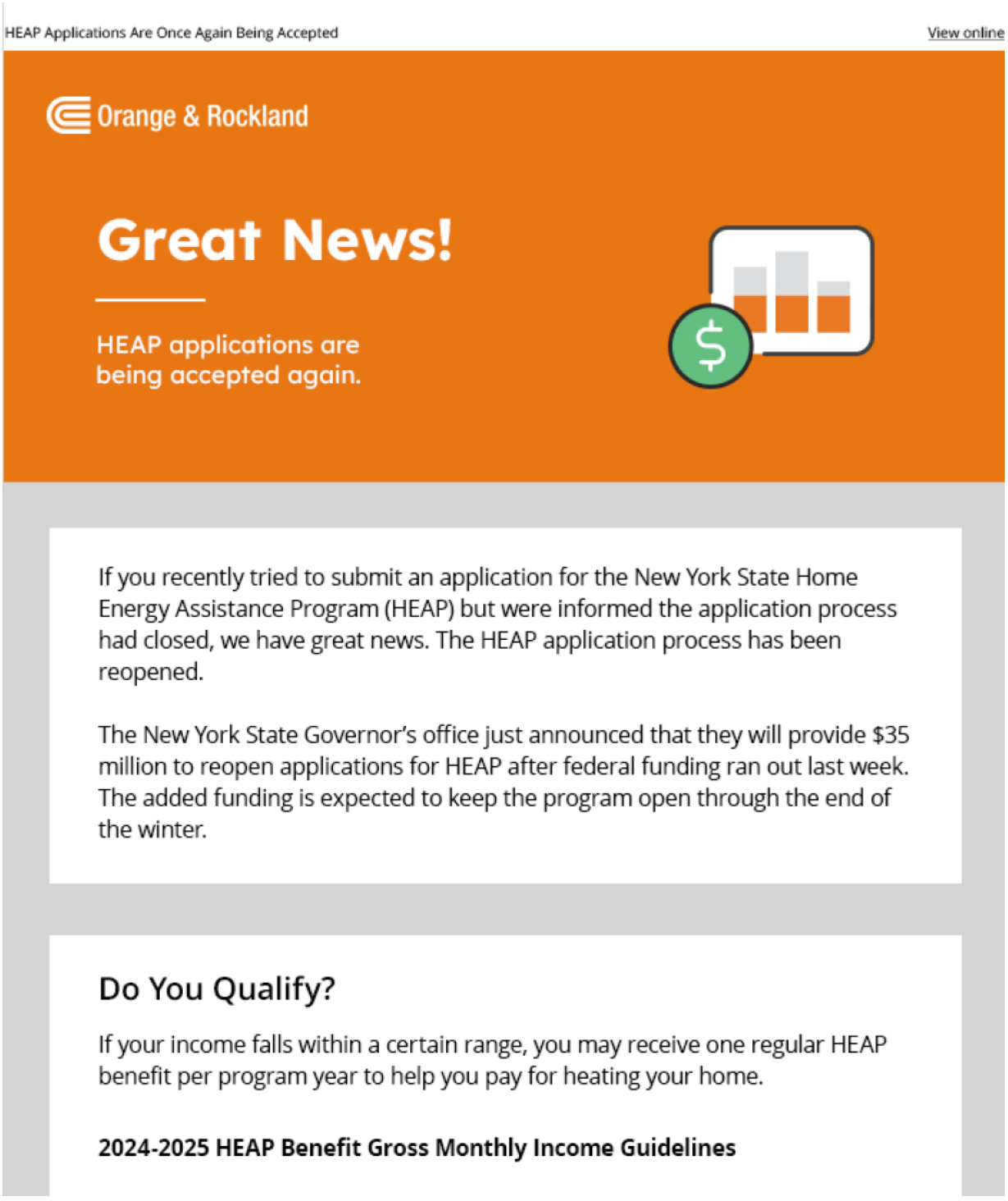
The data presented demonstrates that a meaningful portion of O&R's clean energy investments, infrastructure enhancements, and customer assistance programs reached customers and communities identified as disadvantaged in 2025. These investments supported system reliability, emissions reductions, affordability, safety, and customer engagement, while advancing CLCPA objectives. This report establishes a consistent framework, methodology, and baseline from which future trends, progress, and program impacts can be more clearly evaluated over time.

O&R remains committed to continuous improvement, accountability, and collaboration as it works to ensure that the benefits of the clean energy transition are accessible, measurable, and responsive to the needs of the disadvantaged communities it serves.

Appendices

Appendix I. Customer Operations Outreach Materials

- HEAP Reopens Email



HEAP Applications Are Once Again Being Accepted View online

Orange & Rockland

Great News!

HEAP applications are being accepted again.

If you recently tried to submit an application for the New York State Home Energy Assistance Program (HEAP) but were informed the application process had closed, we have great news. The HEAP application process has been reopened.

The New York State Governor's office just announced that they will provide $35 million to reopen applications for HEAP after federal funding ran out last week. The added funding is expected to keep the program open through the end of the winter.

Do You Qualify?

If your income falls within a certain range, you may receive one regular HEAP benefit per program year to help you pay for heating your home.

2024-2025 HEAP Benefit Gross Monthly Income Guidelines

Household Size	Maximum Gross Monthly Income
1	$3,322
2	$4,345
3	$5,367
4	$6,390
5	$7,412
6	$8,434
7	$8,626
8	$8,818
9	$9,010
10	$9,201
11	$9,393
12	$9,585
13	$9,952
14+	Add $672

Find out more qualification information on HEAP New York.
Visit myBenefits.ny.gov to apply today.

Emergency HEAP Benefit

If you are having your energy service shut off or are in danger of running out of fuel, you may be eligible for emergency benefits. The Emergency HEAP benefit can help you heat your home in a heat or heat-related emergency.

For more information, please contact your HEAP Local District Contact.

- HEAP Insert 2024/2025 Season

Orange & Rockland

Need Help Paying Your Energy Bills?

Reach out to The Neighbor Fund, O&R's home heating payment assistance program.

If you've exhausted governmental resources for financial assistance and can provide supporting documentation of emergency/crisis circumstances, The Neighbor Fund may be an option.

The fund awards grants, not loans, to families who need fuel bill payment assistance. The Salvation Army, not O&R, processes applications and determines who will get grants. To find out more about it, reach out the the following Salvation Army offices:

Spring Valley	845-352-9577
Middletown	845-343-0821
Port Jervis	845-856-3214

Funding is limited, so apply early.

Energy Assistance

The federally funded Home Energy Assistance Program (HEAP) provides grants to help eligible residential customers pay their energy bills.

There are two types of HEAP grants: Regular and Emergency.

Even if you have received a Regular HEAP grant toward your O&R bill, you may be eligible for an Emergency HEAP grant to help you avoid a service termination. HEAP recipients are also eligible to participate in O&R's monthly Low Income Credit Program, which is based on income levels. To be eligible for a HEAP or emergency HEAP grant, your household must meet the income guidelines below.

Household Size	Monthly Income (gross)	Annual Income (gross)
1	$3,322	$39,874
2	$4,345	$52,143
3	$5,367	$64,412
4	$6,390	$76,681
5	$7,412	$88,949
6	$8,434	$101,218
7	$8,626	$103,519
8	$8,818	$105,819
9	$9,010	$108,120
10	$9,201	$110,420
11	$9,393	$112,721
12	$9,585	$115,021
13	$9,952	$119,430

For each additional person, add $672 to the monthly income.

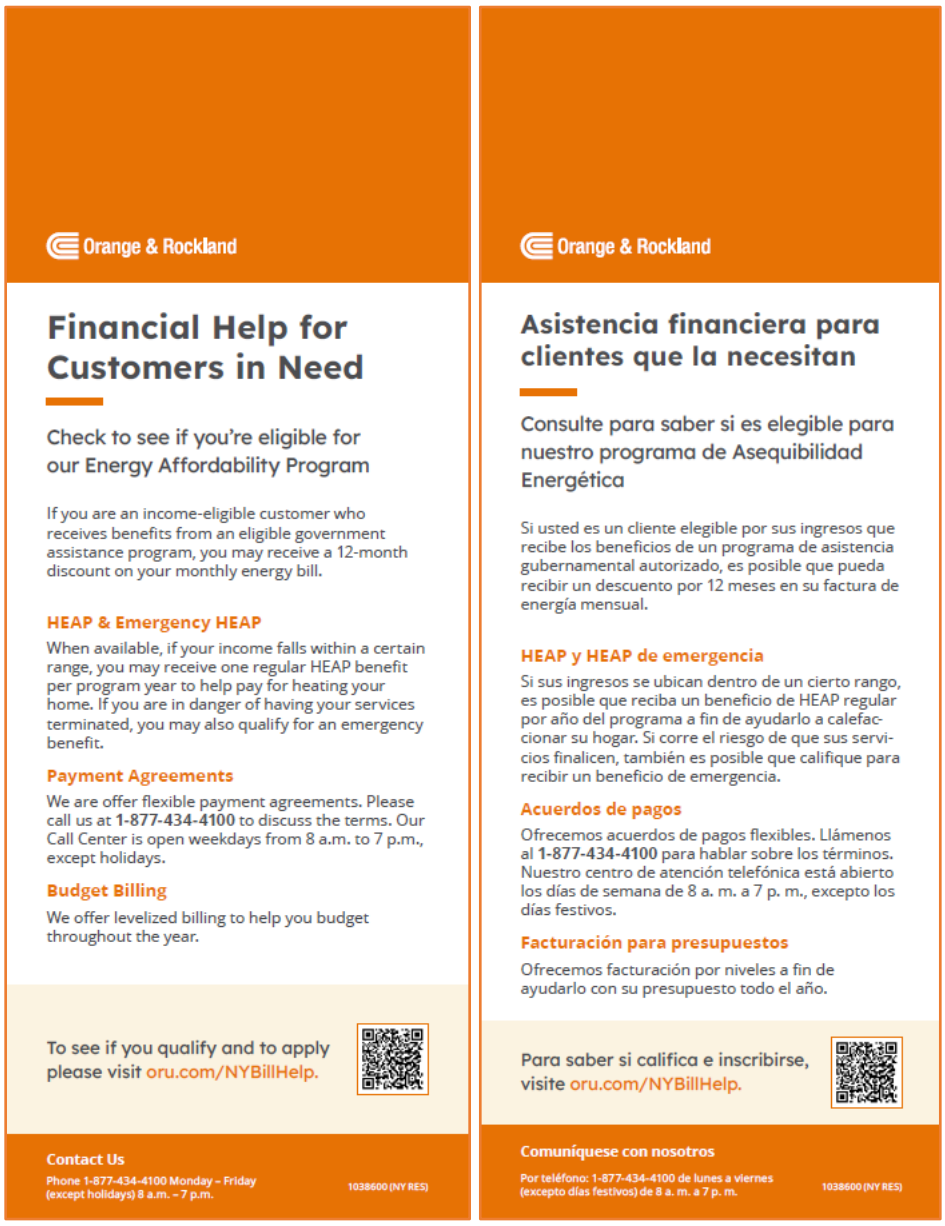
Contact your local Department of Social Services for more information.

Rockland County	845-364-3480
Rockland County Fax/email	845-364-3130
RocklandHEAP@OFA.state.ny.us	
Orange County	845-291-2002
Sullivan County	845-807-0142; select option 2

HEAP ends when funding runs out. Apply today!

U09-202409

- Door Hangers



Orange & Rockland

Financial Help for Customers in Need

Check to see if you're eligible for our Energy Affordability Program

If you are an income-eligible customer who receives benefits from an eligible government assistance program, you may receive a 12-month discount on your monthly energy bill.

HEAP & Emergency HEAP

When available, if your income falls within a certain range, you may receive one regular HEAP benefit per program year to help pay for heating your home. If you are in danger of having your services terminated, you may also qualify for an emergency benefit.

Payment Agreements

We are offer flexible payment agreements. Please call us at **1-877-434-4100** to discuss the terms. Our Call Center is open weekdays from 8 a.m. to 7 p.m., except holidays.

Budget Billing

We offer levelized billing to help you budget throughout the year.

To see if you qualify and to apply please visit oru.com/NYBillHelp.

Contact Us

Phone 1-877-434-4100 Monday – Friday (except holidays) 8 a.m. – 7 p.m.

1038600 (NY RES)

Orange & Rockland

Asistencia financiera para clientes que la necesitan

Consulte para saber si es elegible para nuestro programa de Asequibilidad Energética

Si usted es un cliente elegible por sus ingresos que recibe los beneficios de un programa de asistencia gubernamental autorizado, es posible que pueda recibir un descuento por 12 meses en su factura de energía mensual.

HEAP y HEAP de emergencia

Si sus ingresos se ubican dentro de un cierto rango, es posible que reciba un beneficio de HEAP regular por año del programa a fin de ayudarlo a calefaccionar su hogar. Si corre el riesgo de que sus servicios finalicen, también es posible que califique para recibir un beneficio de emergencia.

Acuerdos de pagos

Ofrecemos acuerdos de pagos flexibles. Llámenos al **1-877-434-4100** para hablar sobre los términos. Nuestro centro de atención telefónica está abierto los días de semana de 8 a. m. a 7 p. m., excepto los días festivos.

Facturación para presupuestos

Ofrecemos facturación por niveles a fin de ayudarlo con su presupuesto todo el año.

Para saber si califica e inscribirse, visite oru.com/NYBillHelp.

Comuníquese con nosotros

Por teléfono: 1-877-434-4100 de lunes a viernes (excepto días festivos) de 8 a. m. a 7 p. m.

1038600 (NY RES)

- NY Assistance Sign

Orange & Rockland

Could You Use Assistance with Your Utility Bills?

Learn how eligible customers can receive up to a 12-month discount on utility bills.

See which of these 7 programs works best for you.

1. **Energy Affordability Program:** If you are an income-eligible customer who receives benefits from an eligible government assistance program, you may receive a 12-month discount on your monthly energy bill.
2. **Neighbor Fund:** In New York, The Neighbor Fund provides emergency home-heating grants to customers of Orange & Rockland no matter what type of fuel you used.
3. **Home Energy Assistance Program (HEAP):** If your income falls within a certain range, you may receive one regular HEAP benefit per program year to help you pay for heating your home. The 2024-2025 HEAP season starts on November 1, 2024, apply soon.
4. **Emergency Home Energy Assistance Program (E-HEAP):** If you are having your energy service shut off or are in danger of running out of fuel, you may be eligible for Emergency HEAP benefits that can help you heat your home during emergencies. The 2024-2025 Emergency benefit is scheduled to open January 2025.
5. **Orange County Fuel Fund:** The Orange County Fuel Fund assists households that are struggling to pay their heating bills. The fuel fund is available to households in Orange County and may help cover a portion of the cost for fuel oil, natural gas, propane, kerosene, wood, pellets, or electricity.
6. **Solar for All:** You may be eligible for community solar at no cost to you. If you participate, you'll receive monthly credits on your electricity bills, saving you money to spend on the things you really need.
7. **Empower+:** EmPower+ helps low- and moderate-income households save energy and money toward energy improvements made to their primary residence. Eligible New Yorkers can receive funding for home projects including weatherization assessments, installation of insulation, heat pumps, water heaters, wiring upgrades, and more.

Scan the QR Code for more information on all the programs listed.

- Energy Affordability Program Brochure

Energy Affordability Program Application

Discount for eligible residential customers

Customer Name:

_____

Benefit Qualifying Person, if different than customer:

_____

Mailing Address:

Street _____

Apt/Unit _____

City _____

State _____

Zip _____

Phone:

_____

Account Number:

_____

Email:

_____

Please check the program from which you (or the Benefit Qualifying Person) now receive assistance:

- ☐ Home Energy Assistance Program (HEAP)
- ☐ Lifeline Telephone Service Program (Lifeline)
- ☐ Supplemental Nutrition Assistance Program (SNAP)

(Section continued on reverse)

CONTACT US

Phone:
Monday - Friday (except holidays)
8:00 a.m. - 7:00 p.m.
1-877-434-4100

E-Mail:
orulowincome@oru.com

Website:
oru.com/nybillhelp

Mail:
Orange & Rockland
Attn: Customer Assistance - Energy Affordability Programs
390 W. Route 59
Spring Valley, NY 1097

In-Person:
Monday - Friday (except holidays)
8:00 a.m. - 4:30 p.m.

Rockland County, NY
390 W. Route 59, Spring Valley, NY

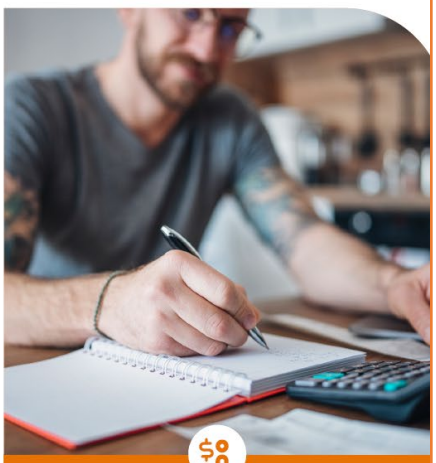
Orange County, NY
500 Route 208, Monroe, NY

Orange County, NY
15 Jersey Ave., Port Jervis, NY

APPLY TODAY!

Orange & Rockland

New York State Energy Affordability



You may qualify for a discount on your energy bill.

If you are income-eligible, you may receive a 12-month discount on your monthly electric and or gas bill if you receive benefits from an eligible governmental assistance program.

You will automatically receive an energy bill discount if a government agency notifies us that you receive benefits from these eligible governmental assistance programs:

- Home Energy Assistance Program (HEAP)
- Direct Vendor or Utility Guarantee (DSS grant)

You will not be enrolled automatically if you receive benefits from any of the following eligible governmental assistance programs:

- Lifeline Telephone Service Program (Lifeline)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Temporary Aid to Needy Families (TANF)
- Safety Net Assistance (SNA)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit

If living on tribal lands:

- Bureau of Indian Affairs General Assistance
- Head Start
- Tribal TANF
- Food Distribution Program on Indian Reservation (FDPIR)

If you are not enrolled automatically:

Please complete, sign, and submit the Energy Affordability Program Your application must be submitted with supporting documentation. The supporting documentation shows proof that you, a member of your household and/or tenant on a shared meter, currently receive an active award or benefit from at least one of the approved governmental assistance benefit programs. Supporting documentation must include a date of effective eligibility of the benefit and or award you or the qualifying receive. We can accept screenshots, photos, PDFs, and other document types, if the required information is visible. We do not accept any form of Medicaid or Medicare cards as a form of proof. Please note you will not be enrolled with missing or supporting documents that do not meet eligibility criteria.

Energy Affordability Program Discounts

TIER 1

Regular HEAP Grant = $21, $45, $50, $400 and $500. Emergency HEAP recipients without a Regular Heap Grant. Heat with other fuels or another low-income qualifier will receive Teir 1.

Electric Heating	Electric Non-Heating	Gas Heating	Gas Non-Heating
$49.69	$49.69	$11.87	$3

TIER 2

Regular HEAP Grant = $435, $441, $535 and $541.

Electric Heating	Electric Non-Heating	Gas Heating	Gas Non-Heating
$60.48	$60.48	$33.27	$3

TIER 3

Regular HEAP Grant = $476 and $576.

Electric Heating	Electric Non-Heating	Gas Heating	Gas Non-Heating
$80.68	$80.68	$54.16	$3

TIER 4

Direct Vendor or Utility Guarantee (DSS grant).

Electric Heating	Electric Non-Heating	Gas Heating	Gas Non-Heating
$72.95	$72.95	$46.17	$3

EFFECTIVE DECEMBER 1, 2022

PLEASE NOTE: Energy Affordability Discounts are evaluated on an annual basis and are subject to change. Additionally, the Energy Affordability Program requires an annual renewal application, and it is the customer's responsibility to ensure timely submission of a renewal application to ensure there is no lapse in receiving the monthly discount.

Energy Affordability Program Application

(Continued)

- ☐ Medicaid
- ☐ Veterans Disability or Survivors Pension
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Bureau of Indian Affairs General Assistance (If living on tribal lands)
- ☐ Head Start (If living on tribal lands)
- ☐ Tribal TANF (If living on tribal lands)
- ☐ Food Distribution Program on Indian Reservations (If living on tribal lands)

Utility Guarantee / Direct Vendor Programs:

- ☐ Temporary Assistance for Needy Families (TANF)
- ☐ Safety Net Assistance

Before submitting this form, please read the Eligibility Requirements and Customer/Benefit Qualifying Person (BQP) Certification and Authorization Details. Contact us to request a copy or visit **oru.com/nybillhelp.**

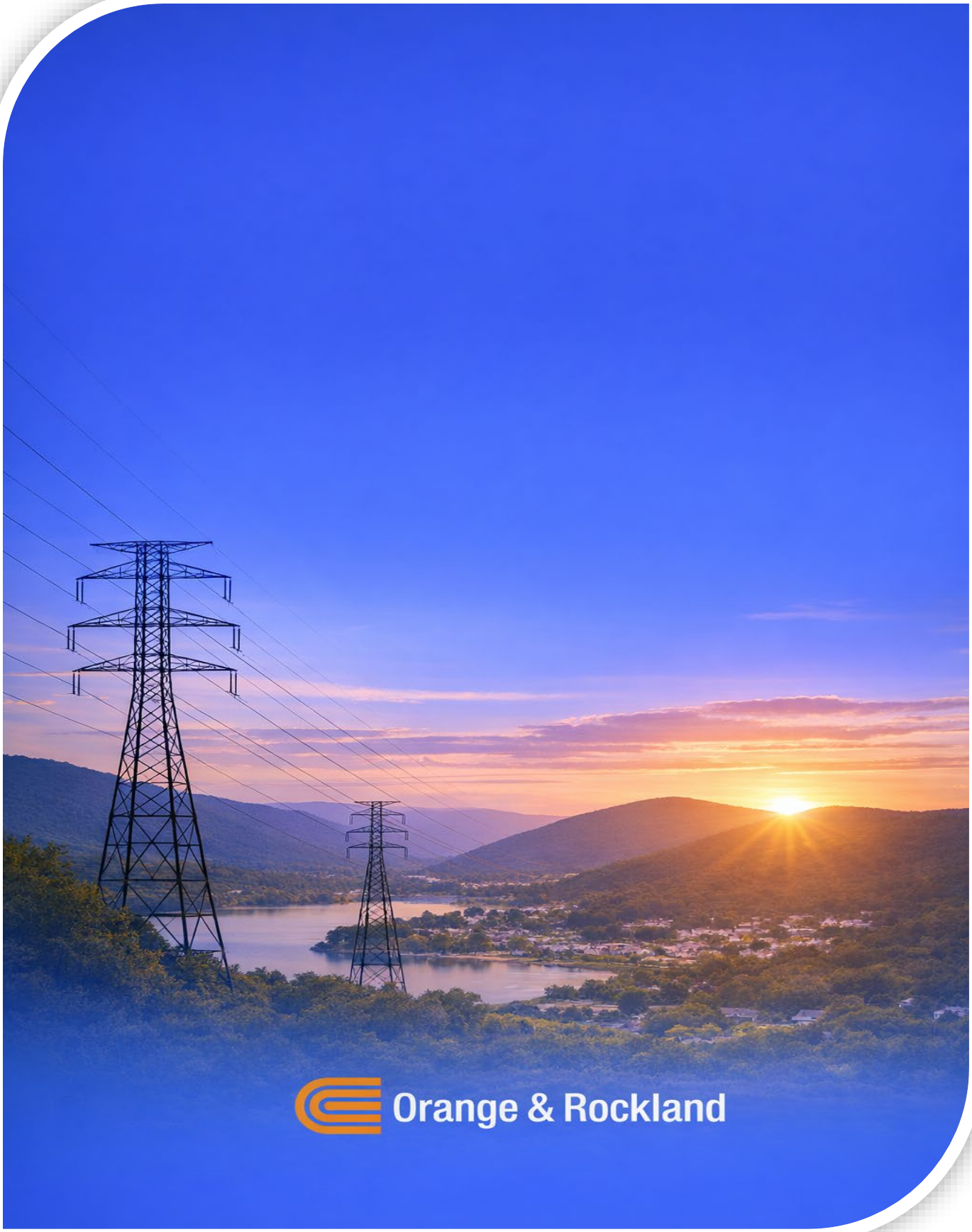
Customer Signature:

_____ Date_____

Benefit Qualifying Person's Signature

(if applicable)

_____ Date_____


Orange & Rockland