

PSC NO: 119 ELECTRICITY  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
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## GENERAL INFORMATION

### 12. Glossary: (Cont'd)

"backbill" - that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by 50 percent or more the bill that would have been rendered under the Company's standard estimation program is presumed to be a backbill.

"business day" - any Monday through Friday when the Company's business offices are open.

"Commission" - Public Service Commission of New York State

"Company" - New York State Electric & Gas Corporation.

"Corporation" - see "Company."

"customer" - as follows:

Residential customer: a person who is receiving service at a dwelling for his or her own residential use or the residential use by another person. For purposes of the Home Energy Fair Practices Act (HEFPA), a residential customer includes any person who is supplied service at a premises used in whole or in part as his or her residence, as defined in 16 NYCRR 11.2(a)(2).

Non-residential customer: a person, corporation or other entity receiving service who is not a residential customer as defined in 16 NYCRR 11.

"customer's premises" - an individual contiguous property under the customer's control through ownership or lease.

"deferred payment agreement" - a written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by the corporation representative and the customer, and each must receive a copy, before it becomes enforceable by either party.

"demand customer" - a customer who is billed for demand charges.

"distribution line" - a system of poles or conducts, wires or cables, transformers, fixtures and accessory equipment that is used or may reasonable be expected to supply service to more than one customer premises.

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