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Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### PART II - RULES AND REGULATIONS

#### 1. DEFINITIONS AND ABBREVIATIONS (Cont'd)

**Service Entrance:** Retail Customer's wiring from the point of attachment or termination of the Service Lateral to and including the main service switch on the Retail Customer's premises.

**Service Lateral:** See "Service Line."

**Service Line:** A system of conductors and equipment for delivering electricity from the Distribution Provider's Distribution System to the Retail Customer's wiring system of a single building or premise.

**Service Point:** The Service Point shall normally be at the connection point between the Distribution Provider's Service Line and the Service Entrance; or, if the Service Line is not owned by the Distribution Provider, the Service Point is the connection point of the Distribution Provider's Distribution System to the Retail Customer's Service Line. If both the Distribution Customer and the Distribution Provider own a portion of the Service Line, the Service Point is the connection between the Distribution Provider's portion and the Distribution Customer's portion.

**Service-Point-Related Charges:** Charges for Distribution Provider services for which the price is calculated based on the number of Service Points, Kilowatthours or Energy consumed, or Kilowatts of demand.

**Settlement:** The process of determining the charges to be paid to, or by, a Transmission Customer of the NYISO to satisfy its obligations.

**Special Meter Read:** A service provided to obtain an actual meter reading on a date that is different than the regularly scheduled meter read date.

**Special Needs Customer:** A Retail Customer, as defined by the Home Energy Fair Practices Act (HEFPA), with documented medical conditions or who is elderly, blind or disabled. HEFPA makes available to these Retail Customers special protections regarding utility service and life threatening situations.

**Spinning Reserves:** Unloaded generation, which is synchronized to the system and ready to serve additional demand.

**Supplier:** see "Distribution Customer".

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