

PSC NO. 3 GAS  
St. Lawrence Gas Company, Inc.  
Initial Effective Date: 06/04/2004

Leaf: 11  
Revision: 0  
Superseding Revision:

## GENERAL INFORMATION

### 2. General Rules, Regulations, Terms and Conditions: (Cont'd)

#### I. Definitions: (Cont'd)

#### J. Non-Residential Customer or Applicant: (Cont'd)

17. Company deficiency: Means any action or inaction by the company or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR Part 13, the company's tariff, or the company's written business procedures.

Issued by: G. Robert Simpson, President and General Manager, 33 Stearns Street, Massena, NY