

PSC No: 120 - Electricity
New York State Electric and Gas Corporation
Initial Effective Date: December 1, 2003

Leaf No. 56
Revision: 0
Superseding Revision:

GENERAL INFORMATION

16. Customer Advantage Program - General Retail Access: (Cont'd.)

B. Definitions: (Cont'd.)

Segment Load Profiles: The electric power consumption (kWh) as measured in one hour intervals, statistically valid for a specified group of Eligible Customers.

Slamming: The switch or an attempted switch of an Eligible Customer from one provider to another without the Eligible Customer's authorization, is not permitted.

Special Meter Reading: A service provided by NYSEG to obtain an actual meter reading on a date that is different than the customer's regularly scheduled meter reading date.

Special Needs Customer: A customer, as defined by the Home Energy Fair Practices Act ("HEFPA"), as the same may be revised, modified, amended, clarified, supplemented or superseded, with documented medical conditions or who is elderly, blind or physically challenged. HEFPA makes available to these customers special protections regarding utility service and life threatening situations.

Standard Load: Load served at NYSEG's standard tariff rates, terms and conditions.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Binghamton, New York