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GENERAL INFORMATION

1. DEFINITIONS: (CONT'D)

<u>Cash-Out</u> shall mean the resolution of Imbalances at the end of a period, usually a Month, through cash payments.

<u>Citygate</u> shall mean the point of interconnection between an Upstream Pipeline and the Company where gas is delivered to the Company. The Company has multiple Citygates served by different Upstream Pipelines.

<u>Combination Account</u> shall mean a common account for both gas and electric service for the purpose of combined gas and electric billing by the Company. A Combination Account is served under PSC No. 87 Gas or this Schedule, and under PSC No. 115 Electricity, or superseding issues thereof.

Company shall mean New York State Electric & Gas Corporation, or any successor organization thereto.

<u>Consumption Algorithm</u> shall mean a mathematical formula used to calculate a Customer's daily consumption based on the Customer's historical Baseload and use per Degree Day factors.

<u>Core Customer</u> shall mean a Customer that has no viable alternative fuel and relies on the Company for gas delivery and/or commodity service.

Cramming shall mean the addition of unauthorized charges to a Customer's bill.

<u>Critical Care Customer(s)</u> shall mean a Customer(s) that heats all or any portion of any building, including apartment houses, prisons, dormitories, nursing homes, hospitals, hotels, and other buildings where persons may dwell on a permanent basis, solely with natural gas.

Critical Day shall mean a Day when the Company declares an OFO.

<u>Critical Period</u> shall mean a period of operational stress or impending potential operational stress that may impact the integrity of the Company's gas distribution system, or a force majeure event.

Issued By: <u>Jeffrey K. Smith, Senior Vice President Binghamton, NY</u>