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 COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0
 INITIAL EFFECTIVE DATE: 04/13/00 SUPERSEDING REVISION:
 STAMPS: Issued in compliance with commission order in case 97-G-1380 dated 12/
 Cancelled by 2 Rev. Leaf No. 7.5 Effective 02/01/2003
 RECEIVED: 04/12/00 STATUS: Cancelled EFFECTIVE: 04/13/00

GENERAL INFORMATION

1. DEFINITIONS: (CONT'D)

Reliability Insurance Commodity Quantity (RICQ) shall mean the quantity of gas delivered to the Marketer's/Pool Operator's Customers less the quantity of gas scheduled and delivered to the Company pursuant to Service Classification No. 16 of this Schedule.

Reliability Insurance Demand Quantity (RIDQ) shall mean the maximum daily quantity of gas the Company is obligated to supply to a Marketer's Customers on any day pursuant to Service Classification No. 16 of this Schedule.

Slamming shall mean a switch, or attempted switch, of a Customer from one provider to another without the Customer's authorization, except as may be allowed by General Information Section 30 of this Schedule.

Special Meter Read shall mean 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 shall mean a customer, as defined by the Home Energy Fair Practices Act (HEFPA), with documented medical conditions or who is elderly, blind or physically challenged. HEFPA makes available to these Customers special protections regarding gas service and life threatening situations.

System Alert (SA) shall mean an announcement of actual or pending events that may result in an OFO.

Total Annual Quantity (TAQ) shall mean the maximum annual quantity of gas the Company is contractually obligated to deliver per year.

Upstream Capacity shall mean capacity on an Upstream Pipeline.

Upstream Pipeline shall mean an interstate pipeline, intrastate pipeline or local producer or distribution company to which the Company is physically connected and from which the Company may take deliveries of gas.

Voluntary Switch shall mean a process or situation where a customer's gas supplier is changed from one provider to another with the Customer's direct authorization.

Issued By: George E. Bonner, Vice President- Gas Operations & Marketing, Binghamton, NY

(Name of Officer, Title, Address)