GENERAL INFORMATION

21. GLOSSARY:

The following words and terms when used in this Schedule have the following meanings:

Access Controller - is a party known to the Company to be in control of access to the metering equipment of a customer, and to have an active account of its own with the Company.

Actual Reading - is a meter reading obtained by a Company employee from either the meter or a remote registration device attached thereto.

Applicant - is a person, Company or other entity who has requested gas service.

Arrears - are charges for which payment has not been made more than twenty (20) calendar days after payment was due.

Backbill - is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the Customer during a period before the current billing cycle. A bill based on an actual reading rendered after one (1) or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by fifty percent (50%) or more the bill that would have been rendered under the Company's standard estimation program is presumed to be a backbill.

Billing Unit - Shall be in therms. The term billing unit shall be determined by multiplying the Customer's Ccf consumption by the appropriate therm factor.

British Thermal Unit (BTU) - shall mean the amount of heat required to raise the temperature of one (1) pound of water 1° Fahrenheit at 60° Fahrenheit.

Business Day - is any Monday through Friday when the Company's business offices are open.