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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
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## GENERAL INFORMATION

### 21. GLOSSARY: (CONT'd)

**Residential Customer or Current Residential Customer** - Includes any person who, pursuant to an application for service made by such person or a third party on his or her behalf, is supplied directly by the Company with gas service at a premises used in whole or in part as his or her residence as defined in 16 NYCRR Part 11.2.

**Seasonal Customer** - is a customer who applies for and receives gas service periodically each year, intermittently during the year, or at other irregular intervals.

**Short-Term or Temporary Non-Residential Customer** - A customer who requested service for a period of time up to two (2) years.

**Tampered Equipment** - is any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of gas service, or to unauthorized connection occurring after the Company has physically disconnected service.

**Therm** - Shall mean the quantity of heat energy equal to one hundred thousand (100,000) BTUs.

**Therm Factor** - Shall be a factor obtained by the division of the total quantity of Dekatherms (Dt) purchased by the Company over a period of time by the total quantity of Mcfs purchased over that same period of time, to four decimal places.

**Therm Factor Area** - Shall be a geographic area where the energy content of the gas delivered is considered to be the same.

**Total Heating Value** - Shall mean the number of British Thermal Units produced by the combustion, at constant pressure, of the amount of anhydrous gas which would occupy a volume of one cubic foot at a temperature of 60° Fahrenheit and under an absolute pressure of fourteen and seventy-three hundredths (14.73) pounds per square inch with air of the same temperature and pressure as the gas, when the products of combustion are cooled to the initial temperature of gas and air, and when the water formed by combustion is condensed to the liquid state.

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(Name of Officer, Title, Address)