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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 0  
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STAMPS: Issued in compliance with Commission order in Case 01-G-1668 dated 11/  
RECEIVED: 11/26/02 STATUS: Effective EFFECTIVE: 12/01/02

## GENERAL INFORMATION

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

**Dekatherm (Dt)** - Shall be the quantity of heat energy equal to one million (1,000,000) BTUs.

**Delinquent Non-Residential Customer** - A customer who has made a late payment on two (2) or more occasions within the previous twelve-month period.

**Late Payment** - is any payment made more than twenty (20) calendar days after the date payment was due. Payment is due as specified by the Company on its bill, provided such date does not occur before personal service of the bill or three (3) calendar days after the mailing of the bill.

**Levelized Payment Plan** - is a billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable, patterns of consumption.

**Mcf** - Shall mean one thousand (1000) cubic feet.

**New Customer** - is a customer who was not the last previous customer at the premises to be served, regardless of whether such customer previously was or is still a customer of the Company at a different location.

**Non-Residential Applicant** - A person, corporation or other entity who has requested gas service as a non-residential customer.

**Non-Residential Customer** - is a person, corporation or other entity, supplied directly with gas service under the Company's tariff and pursuant to an accepted application for service, who is not a residential customer as defined in 16 NYCRR Part 11.2.

**Customer** - when used in non-residential sections applies only to a non-residential customer.

**Payment** - is considered to be made on the date when it is received by the Company or one of its authorized collection agents.

**Residential Applicant** - Includes any person who requests gas at a premises to be used as his or her residence or the residence of a third party on whose behalf the person is requesting service as defined in 16 NYCRR Part 11.2.

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(Name of Officer, Title, Address)