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GENERAL INFORMATION (Cont.)

V. UNIFORM BUSINESS PRACTICES FOR RETAIL ACCESS

I. Definitions

Aggregator - a non-utility entity that aggregates customers (including Direct Customers) for the purpose of obtaining natural gas supply for those customers but does not sell natural gas to those customers.

Billing Agency - a legal arrangement between a customer and an ESCO/Marketer ("Billing Agency Agreement") in which a "Billing Agent" is authorized by a customer to: receive the customer's bills from the Company; consolidate those bills with the ESCO/Marketer's charges; rebill the entire amount to the customer in a single bill format; receive payments from the customer; and remit the appropriate part of payments to the Company. ESCO's/Marketers offering Billing Agency services may perform those services itself or obtain a third party to perform the services, but in either case, the ESCO/Marketer is considered to be the customer's Billing Agent. Customers may also individually establish arrangements with third parties to perform similar services on their behalf, but those arrangements are not the subject of the Uniform Business Practices.

Cramming - the addition of unauthorized charges to a customer's bill.

Direct Customer - a customer that purchases and schedules delivery of natural gas for its own consumption and not for resale. Direct Customers do not have to file an application with the Department of Public Service to become eligible as an ESCO/Marketer, but must comply with certain operating requirements established by the Company and, when available, the Independent System Operator (ISO). A Direct Customer may aggregate and schedule load for itself and other Direct Customers, each of which would continue to be responsible individually for meeting requirements placed on Direct Customers.

Issued by Robert J. Fani, Senior Vice President, Hicksville, NY