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 COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 11
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GENERAL INFORMATION

1. DEFINITIONS: (CONT'D)

Customer shall mean any party desiring or taking service under a valid service classification hereunder that is physically connected to the Company's facilities.

Daily Aggregated Volume (DAV) shall mean the quantity of gas, adjusted for losses, that the Company instructs an Aggregation Pool Operator to deliver to the Company at the Receipt Point(s).

Daily Balancing Pool shall mean a pool comprised of daily metered transportation customers who have chosen to balance deliveries to the Company to the consumption of Customers on a daily basis.

Day shall mean a period of twenty-four (24) consecutive hours beginning and ending at 9:00 AM Central Clock Time.

Delivery Point shall mean a physical interconnection between the Company and the Customer, as specified in the Customer's executed service agreement, at which the Company may deliver gas to the Customer or for the Customer's account.

Direct Customer shall mean a daily-metered customer, with an annual natural gas consumption in excess of 3,500 Dth, that acts on its own behalf in arranging to bring natural gas to the Company's city gate. Direct Customers do not have to file an application with the PSC to become eligible as a Marketer, but must comply with the requirements established by the Company. A Direct Customer that aggregates and schedules load for itself and other Direct Customers shall be deemed a Pool Operator if daily metered or an Aggregation Pool Operator if non-daily metered.

Imbalance shall mean the difference between the quantity of Customer-owned gas delivered to a customer's facilities and the quantity of Customer-owned gas received by the Company for the Customer over a corresponding period, adjusted for losses and prior period imbalances. A positive imbalance occurs when the quantity received exceeds the quantity delivered. A negative imbalance occurs when the quantity delivered exceeds the quantity received.

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

(Name of Officer, Title, Address)