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COMPANY: CENTRAL HUDSON GAS & ELECTRIC CORPORATION REVISION: 0  
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## 2. DEFINITIONS (Cont'd)

**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 the Company's service, or to unauthorized connection occurring after the Company has physically disconnected service.

**Temporary Service** is a nonrecurring service intended to be used for a short time only.

**Utility Deficiency** means any action or inaction by the Company or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR Part 13, the Company's tariff or the Company's written business procedures.

**VSR** is a visually significant resource which is designated primarily or exclusively because of its exceptional, outstanding, significant special or unique scenic quality pursuant to State or Federal enabling legislation and included in Section 16 NYCRR 99.2(h).

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

**Billing Agency** - a legal arrangement between a customer and an ESCO ("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'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. An ESCO offering Billing Agency services may perform those services itself or obtain a third party to perform the services, but in either case, the ESCO 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 the delivery of electricity for its own consumption and not for resale. A Direct Customer does not have to file an application with the New York State Department of Public Service to become eligible as an ESCO, 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: Arthur R. Upright, Senior Vice President, Poughkeepsie, New York