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## GENERAL INFORMATION - Continued

## II. Definitions and Abbreviations of Terms Used in this Rate Schedule - Continued

(11) The term "Customer" includes both a present consumer of and an applicant for the Company's service.
(12) The term "deferred payment agreement" is a written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by a Company representative and the Customer, and each must receive a copy, before it becomes enforceable by either party.
(13) The term "delinquent non-residential Customer" is a Customer who has made a late payment on two or more occasions within the previous 12 month period.
(14) The term "late payment" means any payment made more than 20 calendar days after the date payment was due. Payment is due whenever specified by the Company on its bill, provided such date does not occur before personal service of the bill or 3 calendar days after the mailing of the bill.
(15) The term "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.
(16) The term "main" means a pipeline located on a public or private right-of-way which is generally available or used to transport gas to more than one service line.
(17) The term "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.

