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COMPANY: NEW YORK MUNICIPAL POWER AGENCY

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GENERAL INFORMATION (CONT'D)

M. Customer, Residential: A person who requests electric service at a dwelling for his or her residential use or the residential use by another person, for which the Utility's effective tariff specifies a residential rate. For purposes of the Home Energy Fair Practices Act, a "residential customer" or "current residential customer" includes any person who pursuant to an application for service made by such person, or by a third party on behalf, is supplied directly by the Utility with electric service at a premises used in whole or in part as his or her residence, as defined in 16 NYCRR §11.2(a)(2).

N. Customer, New: A customer who was not the last previous customer at the premises to be served, regardless of whether such customer was or is still a customer of the Utility at a different location.

O. Customer, Non-Residential: A person, corporation, or other entity, supplied by the Utility with electric service under the Utility's tariff and pursuant to an accepted application for service, and who is not a residential customer as defined in 16 NYCRR §11.

P. Customer, Short-Term or Temporary: A customer who requested service for a period of time up to two years.

Q. Customer, Delinquent: A customer who has made a late payment on two or more occasions within the previous twelve month period.

R. Customer, Demand: A customer that is billed for demand charges.

S. Customer, Seasonal: A customer who applies for and receives Utility service periodically each year, intermittently during the year or at other irregular intervals.

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