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GENERAL INFORMATION

17. GLOSSARY: (CONT'D)

Backbill - is that portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the Customer during a period before the current billing cycle. A bill based on an actual reading rendered after one (1) or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by fifty percent (50%) or more the bill that would have been rendered under the Company's standard estimation program is presumed to be a backbill.

Business Day - is any Monday through Friday when the Company's business offices are open.

Deferred Payment Agreement (DPA) - 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.

Late Payment - is any payment made more than twenty (20) calendar days after the date payment was due. Payment is due as specified by the Company on its bill, provided such date does not occur before personal service of the bill or three (3) calendar days after the mailing of the bill.

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.

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.

Non-Residential Customer - is a person, corporation or other entity, supplied directly with gas service under the Company's tariff and pursuant to an accepted application for service, who is not a residential customer as defined in Section 3.K. of this Schedule.

Customer - when used in non-residential sections applies only to a non-residential customer.

Payment - is considered to be made on the date when it is received by the Company or one of its authorized collection agents

Issued By: George E. Bonner, Vice President - Gas Operations & Marketing, Binghamton, NY
(Name of Officer, Title, Address)