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### GENERAL INFORMATION

#### 16. INTEREST ON CUSTOMER OVERPAYMENTS:

The Company will provide interest on customer overpayments in accordance with 16 NYCRR Part 277.

A customer overpayment is defined as payment by the Customer to the Company in excess of the correct charge for gas service supplied to the Customer which was caused by erroneous billing by the Company.

The rate of interest on customer overpayments shall be the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the Customer was billed. Interest shall be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit or late payment rate, compounded monthly, until the date when the overpayment was refunded.

The Company will be required to pay interest, in the manner described above, on any refund returned to a customer on or after August 24, 1992, except where customer overpayments are refunded within thirty (30) days of receipt by the Company.

#### 17. GLOSSARY:

The following words and terms when used in this Schedule have the following meanings:

**Access Controller** - is a party known to the Company to be in control of access to the metering equipment of a customer, and to have an active account of its own with the Company.

**Actual Reading** - is a meter reading obtained by a Company employee from either the meter or a remote registration device attached thereto.

**Applicant** - is a person, Company or other entity who has requested gas service.

**Arrears** - are charges for which payment has not been made more than twenty (20) calendar days after payment was due.

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