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COMPANY: NATIONAL FUEL GAS DISTRIBUTION CORPORATION REVISION: 1
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GENERAL INFORMATION(Cont'd)

II. GENERAL RULES, REGULATIONS, TERMS AND CONDITIONS RELATING TO THE PROVISIONS OF GAS SERVICE TO ALL APPLICANTS AND CUSTOMERS

1. DEFINITIONS

The term "residential applicant" means any person who requests gas service at a premises to be used as his or her residence or the residence of a third party on whose behalf the person is requesting service, and where the person meets the criteria set forth in 16 N.Y.C.R.R. ' 11.2(a)(3).

The term "residential customer" means any person who, pursuant to an application made by such person or a third party on his or her behalf, is supplied directly with gas service at a premises used in whole or in part as his or her residence and where the person meets the criteria set forth in 16 N.Y.C.R.R. ' 11.2(a)(2).

The term "non-residential applicant" means any person, corporation or other entity who has requested gas service as a non-residential customer.

The term "non-residential customer" means any person, corporation or other entity, supplied by the Company 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 the Company's tariff.

A "short-term or temporary non-residential customer" is a customer who requested service for a period of time up to two years.

A "non-utility cogeneration facility" means any cogeneration facility not selling electricity to the public at retail pursuant to a franchise.

An "actual reading" is one obtained by a Company employee from either the meter or a remote registration device attached thereto.

An "access controller" for a non-residential customer 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.

A "payment" is considered to be made on the date when it is received by the Company or one of its authorized agents.

The term "B.T.U. content" means British Thermal Unit as defined under Part 229 of the Commission's Regulations and, unless indicated otherwise, is expressed herein on the dry basis.

"Firm" service is offered to Customers under schedules or contracts which anticipate no interruptions (except for curtailment). The period of service may be only for a specified part of the year as in Off-Peak service.

Issued by D. F. Smith, President, 10 Lafayette Square, Buffalo NY 14203
(Name of Officer, Title, Address)