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ISSUED IN COMPLIANCE WITH ORDER IN CASE NO. 16-G-0257 DATED 04/20/17

GENERAL INFORMATION (Cont'd)

II.1. - Cont'd

"Uniform Business Practices" or "UBPs" refers to the guidelines adopted by the Commission in Case 98-M-1343, as amended from time-to-time. Current UBPs applicable throughout this tariff are incorporated as an addendum hereto.

"Direct Customer" under the UBPs refers to any transportation Customer on the Company's system who purchases and schedules delivery of natural gas for its own consumption under the terms and conditions of Service Classification No. 19.

"Web Site" is the Company's Uniform Resource Locator ("URL") on the internet World Wide Web, as modified from time-to-time. The URL shall be identified in the Procedures Manual.

"Procedures Manual" or "Gas Transportation Operating Procedures Manual" is the manual that sets forth detailed operating procedures for transportation and aggregation service, among other things. The Procedures Manual will be distributed on request and updated, with notice, on an as-needed basis.

"Customer Consent Form" is the form by which a Transportation Customer selects a Supplier, pursuant to the CHANGES IN SERVICE PROVIDERS section of the UBPs. Upon mutual agreement, forms contained within the Procedures Manual may be used to indicate Customer consent.

> Issued by C. M. Carlotti, President, 6363 Main Street, Williamsville, NY 14221 (Name of Officer, Title, Address)