

PSC NO. 90 Gas  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
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## GENERAL INFORMATION

### 24. GLOSSARY: (CONT'D)

**Human Needs Customer:** See "Critical Care Customer(s)."

**Late Payment:** Any payment made more than 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 calendar days after the mailing of the bill.

**Load:** The amount of gas consumed. An ESCO's Load is the total volume of gas consumed by the ESCO itself and all of its Customers, if any.

**Load Factor:** The ratio of the average consumption to maximum consumption for a given time period.

**Losses:** The loss of gas, resulting from its transportation over the Distribution System, between the Distribution Point(s) of Receipt and the Distribution Point(s) of Delivery.

**Lost and Unaccounted for Gas:** The difference between the quantity of gas available from all sources (purchased, transported, and locally produced) and the quantity accounted for by sales, deliveries of Company use.

**Main:** A pipeline located on a public or private right-of-way which is generally available or used to transport gas to more than one service line.

**Marketer:** An Energy Services Company ("ESCO").

**Mcf:** 1,000 cubic feet.

**Month:** A period beginning at 9:00 a.m. Central Clock Time on the first Day of the calendar Month and ending at 9:00 a.m. Central Clock Time on the first Day of the following calendar Month.

**Multiple Occupancy Building:** A structure (including row houses) enclosed within exterior walls or firewalls, which is built, erected and framed of component structural parts and is designed to contain four or more individual dwelling units for permanent residential occupancy.

**New Customer:** 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-Emergency Services:** Services provided by the Company that are not in response to emergency events.

**Parties:** The Company and the ESCO receiving service under this Tariff.

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

**Point of Supply:** The point (or connection) where the Company's gas mains and/or Company-owned Service Lines end and the Customer-owned Service Lines end and the Customer-owned facilities begin.

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