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NEW YORK STATE ELECTRIC & GAS CORPORATION
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GENERAL INFORMATION

14. Glossary: (Cont'd)

Load: A consumer of electric Energy and/or Capacity.

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

Load Shedding: The systematic reduction of system demand by temporarily decreasing load consumption in response to Distribution System or area Capacity shortages, system inability, or voltage control considerations.

Marketer: An Energy Services Company ("ESCO")

Megawatt ("MW"): 1,000 kilowatts.

Meagwatthour ("MWH"): 1,000 kilowatthours.

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 fire walls, 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 Construction: The installation of new electric distribution lines, service lines and appurtenant facilities on any right-of-Way where no such electric distribution line exists, and may also include (in connection with such installation) the addition of appurtenant facilities (other than replacement facilities) to existing distribution lines.

Comment: The installation of a new facility parallel to and on the same right-of-way as an existing underground facility also constitutes the new construction of such facility.

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.

New York Independent System Operator ("NYISO"): An organization formed under FERC approval to provide equal access to the transmission system of New York State and to maintain system reliability, and any successor organization thereto.

New York State Reliability Council ("NYSRC"): An organization established by agreement among the transmission owners of New York State to promote and maintain the reliability of the New York State power system.

New York State Transmission System: The entire New York State electric transmission system as defined in the NYISO Transmission Tariffs.

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

Issued by: James A. Lahtinen, Vice President – Rates & Regulatory Economics, Binghamton, NY