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NEW YORK STATE ELECTRIC & GAS CORPORATION
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GENERAL INFORMATION

14. Glossary: (Cont'd)

Electric Power Supply: The electricity required to meet the Customer's needs, including energy, Energy Losses, Unaccounted for Energy ("UFE"), Capacity, Capacity Reserves, Capacity Losses, Ancillary Services, NYPA Transmission Access Charges ("NTAC"), and a Supply Adjustment Charge, ESCOs/DCs are responsible for providing the full Electric Power Supply requirements of their customers.

Elementary Diagram: A one Line Diagram that also shows the connections of protection and control components. The devices in switching equipment are referred to by numbers based on a system adopted in IEEE C37.2.

Energy: A quantity of electricity bid, purchased, sold, or transmitted over a period of time, and measured in Megawatthours (MWH) or kilowatthours (kWh). One MWH = 1,000 kWh

Energy Losses: The unusable energy that results from the generation, transformation, transmission and distribution of Electric Power Supply to a Customer's meter. Unaccounted for Energy ("UFE") is also included.

Farm Operation: The land and on-farm buildings, equipment, manure processing and handling facilities, and practices which contribute to the production, preparation and marketing of crops, livestock and livestock products as a commercial enterprise, including a "commercial horse boarding operation" as defined in Subdivision 11 of Section 301 of New York State Agriculture and Markets Law.

FERC: Federal Energy Regulatory Commission, or any successor agency thereto.

Force Majeure: A superior force, "act of God" or unexpected and disruptive event, which may serve to relieve a party from a contract or obligation.

Good Utility Practice: Any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry during the relevant time period, or any of them practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost consistent with good business practices, reliability, safety and expedition. Good Utility Practice is not intended to be limited to the optimum practice, method, or act to the exclusion of all others, but rather to be acceptable practices, methods, or acts generally accepted in the region.

Kilowatt (kW): The electrical unit of power or rate of doing work. It is 1,000 watts, where a watt is the rate of energy transfer equivalent to one ampere flowing under a pressure of one volt at unity power factor. A Kilowatt is the common unit of electrical power consumption.

Kilowatthour (kWh): The basic unit of electric energy equal to one Kilowatt of power supplied to or taken from an electric circuit steadily for one hour. A Kilowatthour is the standard unit of measure for electricity.

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.

Line: See "Distribution Line."

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