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PSC NO. 90 Gas  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
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Issued in compliance with Order in Case 15-G-0284, dated June 15, 2016

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## GENERAL INFORMATION

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

**British Thermal Unit ("BTU"):** The amount of heat required to raise the temperature of one pound of water one degree Fahrenheit at 60 degrees Fahrenheit.

**Budget Payment Plan:** A billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable patterns or consumption.

**Business Days:** Any Monday through Friday when the Company's business offices are open; excluding holidays recognized by the Company.

**Capacity:** Space on a pipeline allowing the Company or shippers to move gas from a receipt point to citygate for distribution on the Company's system.

**Citygate:** The interconnection point between an upstream Pipeline and the local facilities through which the Company receives deliveries from that pipeline.

**Commission or PSC:** Public Service Commission of the State of New York, or any successor agency thereto.

**Company:** New York State Electric & Gas Corporation, or any successor organization thereto.

**Control Area:** The Gas Control Area is the Company's gas service territory.

**Core Customer:** A Customer that has no viable alternative fuel and relies on the Company for gas delivery and/or commodity service.

**Corporation:** see Company.

**Cost of Gas:** Computed by multiplying the average cost of gas per unit, as used in the Gas Supply Charge (GSC) calculation, by the units of gas used.

**Costs and Expenses:** An estimate based on (a) the average hourly labor rates including a percentage for employee welfare costs, supervision, engineering and administrative and general expenses, plus (b) the hourly rates for transportation and special equipment, plus (c) the Company's material costs including stores expense.

**Critical Care Customer(s):** A Customer(s) that heats all or any portion of any building, including apartment houses, prisons, dormitories, nursing homes, hospitals, hotels, and other buildings where persons may dwell on a permanent basis, solely with natural gas. Also known as "Human Needs Customer(s)."

**Cubic Foot (Cf):** The amount of gas required to fill a volume of one cubic foot under stated conditions of temperature, pressure and water vapor, usually referenced to 14.7 PSI and 60 degrees Fahrenheit.

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