

## GENERAL INFORMATION

### 25. GLOSSARY:

The following words and terms when used in this Schedule have the following meanings:

**Access Controller:** A party known to the Company to be in control of access to the metering equipment of a customer, and to have an active account of its own with the Company.

**Actual Reading:** A meter reading obtained by a Company employee from either the meter or a remote registration device attached thereto.

**Adjusted Gas Revenue:** The revenue realized from the applicable service classification rates and charges, minus revenue taxes, the minimum charge and the cost of gas.

**Annual Period:** The 12 Months beginning with the Month in which the Customer first receives service under the applicable service classification. Each succeeding 12-Month period shall constitute another Annual Period.

**Applicant:**

**Residential Applicant:** A residential applicant is a person who request service at a dwelling for their own residential use or the residential use by another person. For purposes of the Home Energy Fair Practices Act (HEFPA), a residential applicant is any person who request service at a premises to be used as their residence or the residence of another person on whose behalf the person is requesting service, as defined in 16 NYCRR 11.2(a)(3).

**Non-residential Applicant:** A non-residential applicant is a person, corporation or other entity requesting service from the Company who is not a residential applicant as defined in 16 NYCRR 11.

**Residing Applicant:** A residing applicant is a person of governmental agency requesting gas service be provided where there is no service currently available, where that service shall be used at a premises that shall be occupied as the applicant's primary residence or, in the case of a governmental agency, occupied as a residence by an individual client.

**Non-residing Applicant:** A non-residing applicant is a developer, builder, person, partnership, association, corporation or governmental agency requesting gas service be provided where there is no service currently available, where that service shall be used in a residence occupied by others.

**Appurtenant facilities:** The necessary and ancillary accessories to an electric line that enables the transportation and distribution of electric energy.

**Arrears:** Charges for service for which payment has not been made more than 20 calendar days after payment was due.

**Backbill:** That portion of any bill, other than a budget bill, which represents charges not previously billed for service that was actually delivered to the Customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by 50% or more the bill that would have been rendered under the Company's standard estimation program is presumed to be a backbill.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York

## GENERAL INFORMATION

### 25. 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° 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° Fahrenheit.

## GENERAL INFORMATION

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

#### **Cubic Foot (CF):**

##### **A. Low Pressure Sales:**

For sales from low pressure distribution pipelines, or where a displacement type meter not equipped with pressure gauges, or for which pressures are not recorded or taken, or not having incorporated into it devices to correct to a standard pressure or temperature base, is used, a cubic foot of gas shall be that amount of gas which occupies a volume of one cubic foot at the time metered and under the conditions existing at the customer's meter.

##### **B. Other Than Low Pressure Sales Under Section 17.A.:**

For sales at high or intermediate pressures or where an orifice type meter is used, or a displacement type meter, with pressure volume or time devices, or for which pressures are recorded or taken or having incorporated into it, devices to correct to a standard pressure or temperature base, is used, a cubic foot of gas shall be that amount of gas which occupies one cubic foot at an absolute pressure of 14.73 lbs. per square inch and a temperature of 60 degrees Fahrenheit. To determine the volume of gas delivered, required factors such as pressure, flowing temperature, specific gravity and deviations from the laws for ideal gases shall be applied. The average absolute atmosphere pressure (Barometric Pressure) shall be assumed to be 14.4 lbs. per square inch, irrespective of actual elevation or location of the delivery point above sea level or variations in actual barometric pressure from time to time. The temperature of the gas flowing through the meter or meters shall be the arithmetic average of the temperature record; or read from established tables of monthly averages for the location involved. The gas shall be measured in accordance with methods in use in the industry generally and recommended by the Gas Measurement Committee of the Natural Gas Department of the American Gas Association, applied in a practical manner.

#### **Customer:**

Residential Customer: A person who is receiving service at a dwelling for his or her own residential use or the residential use by another person. For purposes of the Home Energy Fair Practices Act (HEFPA), a residential customer includes any person who is supplied service at a premises used in whole or in part as his or her residence, as defined in 16 NYCRR 11.2(a)(2).

Non-residential Customer: A person, corporation or other entity receiving service who is not a residential customer as defined in 16 NYCRR 11.

**Customer's Premises:** Discrete contiguous real property under the Customer's control through ownership or lease.

**Customer Account Number:** The Company specific unique identifier associated with a Customer of the Company.

**Deferred Payment Agreement ("DPA"):** A written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by a Company representative and the Customer, and each must receive a copy, before it becomes enforceable by either party.

**GENERAL INFORMATION**

**25. GLOSSARY: (CONT'D)**

**Degree Days or Heating Degree Days ("HDD"):** A measure of deviation in temperature calculated by subtracting the average daily temperature from 65° Fahrenheit.

**Dekatherm ("Dt"):** 10 therms which is the quantity of heat energy equal to 1,000,000 BTUs.

**Delinquent Non-Residential Customer:** A customer who has made a late payment on two or more occasions within the previous 12-month period.

**Deliveries:** Gas delivered to a Distribution Point of Receipt.

**Department of Public Service ("DPS"):** New York State Department of Public Service.

**Distribution Point(s) of Delivery:** Point(s) on the Distribution System where the Company delivers gas.

**Distribution Point(s) of Receipt/Receipt Point(s):** Point(s) at which the Company receives gas on the Transmission and/or distribution System from other sources.

**Distribution System:** The facilities owned, controlled or operated by the Company that are used to provide gas Distribution Service under this Tariff.

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

**Firm Service:** The highest quality sales or transmission service offered to Customers under a rate schedule that anticipates no service interruptions.

**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 the 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.

**Heating Value:** The number of British Thermal Units produced by the combustion, at constant pressure, of the amount of anhydrous gas which would occupy a volume of one cubic foot at a temperature of 60° Fahrenheit and under an absolute pressure of 14.73 pounds per square inch with air of the same temperature and pressure as the gas, when the products of combustion are cooled to the initial temperature of gas and air, and when the water formed by combustion is condensed to the liquid state.

**High Pressure Main:** A main shall be considered high pressure when a governor is required to be installed between a service connection to the main and the customer's meter.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York

## GENERAL INFORMATION

### 25. 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.

**Make-Whole Charge or Make-Whole Rate:** In accordance with Public Service Commission Order issued October 12, 2023 in Case 22-G-0318, the Make-Whole Usage/Make-Whole Rate Charge recovers shortfalls in delivery revenues such that the Company and their customers would be in the same position had Rate Year 1 rates gone into effect on May 1, 2023. The Make-Whole Usage Charge/Make-Whole Rate commences November 1, 2023 and remains in effect through April 30, 2024.

**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.

PSC NO. 90 Gas  
NEW YORK STATE ELECTRIC & GAS CORPORATION  
Initial Effective Date: 11/01/2023  
Issued in compliance with Order in Case No. 22-G-0318, dated October 12, 2023.

Leaf No: 110.1  
Revision: 0  
Superseding Revision:

**GENERAL INFORMATION**

**25. GLOSSARY: (CONT'D)**

**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.

ISSUED BY: Jeremy Euto, Vice President – Regulatory, Binghamton, New York

## GENERAL INFORMATION

### 25. GLOSSARY:

**Pooling Area:** An area defined as a Company operational area served, generally, but a single interstate pipeline. Pooling areas shall be defined, designated, and/or modified on a prospective basis, in the Company's reasonable discretion and shall be posted on the Company's Electronic Bulletin Board ("EBB").

**Public Right-of-Way:** The territorial limits of any street, avenue, road or way (other than a limited access thoroughfare) that is for any highway purpose under the jurisdiction of the State of New York or the legislative body of any county, city, town or village and is open to the public use and that may be used for the placement of utility facilities.

**Public Service Commission ("PSC"):** New York State Public Service Commission, or any successor organization thereto. A state regulatory body with authority over electric, gas, communications, water, and cable utilities in New York State. It is charged by law with ensuring that safe and reliable service is made available at reasonable rates while, at the same time, allowing the utility the opportunity to earn a return on its investment that is sufficient to maintain its credit and enable it to continue raising the capital necessary to provide satisfactory service in the future.

**Qualification:** The process by which an ESCO or a DC receives approval to serve Customers under the terms of this Tariff.

**Reconciliation:** Reconciling the total of all retail Loads in the Control Area with metered total Control Area Loads on an hourly basis.

**Right-of-Way:** A right to pass over, occupy or use another's land for placing and maintaining utility facilities.

**Seasonal Customer:** A customer who applies for and receives gas service periodically each year, intermittently during the year, or at other irregular intervals.

**Seasons:**

Summer: May 1 – October 31, inclusive

Winter: November 1 – April 30, inclusive

**Service Line:** The piping, including associated metering and pressure reducing appurtenances, that transports gas below grade from a main to the first accessible fitting inside the wall of a customer's building when a meter is located within the building; if a meter is located outside the building, the service line shall be deemed to terminate at the outside of the building foundation wall.

**Short-Term or Temporary Non-Residential Customer:** A customer who requested service for a period of time up to two years.

**Surcharge:** A charge payable by the Customer to the Company in addition to the charge for gas under applicable service classification.

**Tampered Equipment:** Any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of a utility's service, or to unauthorized connection occurring after the Company has physically disconnected service.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York

## GENERAL INFORMATION

### 25. GLOSSARY:

**Therm:** A unit of heating value equivalent to 100,000 Btu. The number of therms in a given volume of gas is determined by multiplying the given number of cubic feet of gas by the average heating value of the gas in Btu per cubic foot and dividing by 100,000.

**Therm Factor:** A factor obtained by the division of the total quantity of Dekatherms (Dt) purchased by the Company over a period of time by the total quantity of Mcfs purchased over that same period of time, to four decimal places.

**Therm Factor Area:** A geographic area where the energy content of the gas delivered is considered to be the same.

**Utility:** New York State Electric & Gas Corporation (the Corporation)(the Company)(NYSEG).

**Utility Deficiency** - means any action or inaction by the Company or one of its authorized agents that does not substantially conform to the rules and regulations of the PSC, the Company's tariff, or its written business procedures.

**Water Vapor Content** - Shall describe the condition of a cubic foot as either: Wet (W) - saturated with water vapor; or Dry (D) - anhydrous.

**16 NYCRR** - Title 16 of the New York Codes, Rules, and Regulations. Numerical suffix denotes a section or part of a rule.

#### Abbreviations:

Btu	- British thermal units
Cu ft	- cubic foot and cubic feet
Ccf	- 100 cubic feet
Mcf	- 1,000 cubic feet
Dt	- 10 therms
DPS	- Department of Public Service
FERC	- Federal Energy Regulatory Commission
GAAP/FASB	- Generally Accepted Accounting Principles/Financial Accounting Standards Board
PSC	- Public Service Commission
16 NYCRR	- Title 16 of the Codes, Rules and Regulations of the State of New York. Numerical suffix denotes section or part.