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Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II - RULES AND REGULATIONS

1. DEFINITIONS AND ABBREVIATIONS (Cont'd)

Load: The amount of gas consumed. A Distribution Customer's Load is the total volume of gas consumed by the Distribution Customer itself and all of its Retail Customers, if any.

Lockbox: A collection mechanism agreed upon by the Distribution Provider and a Distribution Customer which employs a third party financial institution to receive and disburse Retail Customer payments.

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.

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

Meter: A meter and any associated equipment used to measure the amount of gas consumed at the Retail Customer level.

New Delivery Retail Customer: A Retail Customer that initiates delivery service by contacting a Distribution Customer.

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

Operational Flow Order (OFO): An order issued during a gas emergency which requires the Distribution Provider to Distribution Customers and Balance Control Owners. The OFO may require the Balance Control Owner to modify its gas deliveries to the Distribution Provider's system to maintain system integrity.

Parties: The Distribution Provider and the Distribution Customer receiving service under this Tariff.

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

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