

PSC No: 17 - Gas
Rochester Gas and Electric Corporation
Initial Effective Date: June 1, 2003

Leaf No. 15
Revision: 0
Superseding Revision:

GENERAL INFORMATION

PART II - RULES AND REGULATIONS

1. DEFINITIONS AND ABBREVIATIONS (Cont'd)

Heat Value: The amount of heat (Btu's) produced by the complete combustion of a unit quantity of fuel.

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.

Human Needs Customers: A Retail Customer who supplies a critical service for which gas service is necessary, or a Retail Customer who uses natural gas for heating who cannot accept an interruption in service because such an interruption would constitute a serious threat to human life. Examples of human needs customers include school dormitories, nursing homes, hospitals, correction facilities and residential dwelling units.

Imbalance: The difference between the amount of gas required to be delivered by a Balance Control Owner for its Balance Control Account, and the actual quantity of gas consumed by the Retail Customer service points in that account during a specified period of time.

Involuntary Switch: A process or situation where a Retail Customer is transferred from one Distribution Customer to another or from one Distribution Customer to the Distribution Provider without the Retail Customer's authorization. A Retail Customer's authorization is implied unless the Retail Customer specifically requests otherwise. This would include situations where a Retail Customer returns to the Company's service as a result of a Distribution Customer's failure to deliver. An involuntary switch that is not in accord with the "Discontinuance of Service" provision set forth in the tariff is referred to as "slamming".

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