

PSC No: 16 - Gas
Rochester Gas and Electric Corporation
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GENERAL INFORMATION

PART II RULES AND REGULATIONS

1. DEFINITIONS AND ABBREVIATIONS (Cont'd)

Cramming: The inclusion, in a Customer's bill, of charges for services not authorized by the Customer.

Customer: A residential customer is 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).

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

Customer's Premises: Contiguous properties under his control through ownership or lease.

Daily Contract Quantity (DCQ): The quantity of gas a customer is required to deliver to the Company on any particular day for redelivery by the Company to the customer.

Deferred Payment Plan: A written agreement for the payment of outstanding charges over a specified period of time to be signed in duplicate by the Company and the customer.

Deficiency Imbalance: The amount by which the customer's delivered quantity of gas is less than the customer's actual consumption. Results when the customer, or the customer's Marketer, delivers less gas to the Company than is required, either by scheduled delivery quantity or by virtue of the customer's consumption.

Direct Customer: A customer that purchases and schedules delivery of natural gas for its own consumption and not for resale. Direct Customers do not have to file an application with the Department of Public Service to become eligible as a Marketer, but must comply with certain operating requirements established by the Company. A Direct Customer may aggregate and schedule load for itself and other Direct Customers, each of which would continue to be responsible individually for meeting requirements placed on Direct Customers. A Direct Customer will be a customer with an annual natural gas consumption in excess of 3,500 Dekatherms, that acts on its own behalf in arranging to bring natural gas to RG&E's Citygate.

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 degrees 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

Human Needs Customers: A Customer who supplies a critical service for which gas service cannot be interrupted, or a 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 schools, school dormitories, nursing homes, hospitals, correction facilities and residential dwelling units.

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