

PSC No: 120 - Electricity  
New York State Electric & Gas Corporation  
Initial Effective Date: February 19, 2004

Leaf No. 57  
Revision: 1  
Superseding Revision: 0

#### GENERAL INFORMATION

16. General Retail Access:

B. Definitions: (Cont'd.)

Supplier Manual: The Customer Advantage Supplier Manual dated August 1, 1998, as the same may be revised, modified, amended, supplemented, clarified or superseded.

Uniform Business Practices (UBPs) shall mean those practices set forth in the UBP Addendum, which are incorporated herein by reference.

Unforced Capacity ("UCAP"): power supply resources (maximum realizable generator capabilities adjusted for forced outage rates, also may include special case resources) obtained by an ESCO/DC to meet the peak load the ESCO/DC will serve in a given Obligation Procurement Period.

Unforced Capacity Losses ("UCAP Losses"): The unusable energy and associated capacity that results from the generation, transformation, transmission and distribution of energy to meet peak load.

Unforced Capacity Reserves ("UCAP Reserves"): power supply resources (maximum realizable generator capabilities adjusted for forced outage rates, also may include special case resources) in excess of the system peak load required by the NYISO. The UCAP Reserves amount is set annually by the New York State Reliability Council ("NYSRC") or the NYISO.

Voluntary Switch: A process or situation where an Eligible Customer's ESCO is changed from one provider to another with the customer's authorization or where an Eligible Customer returns to NYSEG on its own initiation. A Voluntary Switch is any switch authorized by the Eligible Customer. An ESCO may act as the customer's authorized designee in a voluntary switch situation.

C. Implementation

1. See Section 12 of this Schedule, Customer Advantage Program, to elect a Retail Access rate.

Issued in compliance with orders in Case 98-M-1343 dated 11/21/2003 and Cases 99-M-0631 and 03-M-0117 dated 12/19/2003.

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