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GENERAL INFORMATION

3. EXTENSION OF COMPANY FACILITIES TO SERVE CUSTOMER (Cont'd)

C. PLURALITY OF SERVICES

The Company will supply service to the customer's premises through only one service connection and under only one Service Classification, except where the Company elects to supply the customer's premises by more than one service connection.

D. METER

The Company will furnish and install the meter to measure the gas used by the customer in accordance with the provisions of the service classification applicable to the service. Such meter may be installed on the customer's side of the point of supply and shall remain the property of the Company. Customer shall protect the meter and furnish sufficient and proper space for its installation. The customer shall continually maintain a safe and clear approach to the meter, or if such an approach cannot be maintained, shall bear the expense of relocation of the meter, and relocation of the service lateral, or any portion thereof, to a more suitable location to be mutually agreed upon by the Company and the customer, such relocation to be performed by the Company.

Meters shall be installed outside, whenever feasible, for all new one, two or three family houses. A remote meter reading device shall be installed for all new one, two and three family houses where an outside meter installation is not feasible.

At the request of a customer, a remote meter reading device may be installed for an existing inside meter. The customer shall pay to the Company the cost of the remote meter reading device and its installation.

If a meter or service has been found to be tampered with, or a theft of service has occurred, the Company may charge the Customer its costs and expenses for investigating, repairing and removing the meter and installing it in a secure location.

ISSUED BY: James A. Lahtinen, Vice President Rates and Regulatory Economics, Rochester, New York