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COMPANY: NIAGARA MOHAWK POWER CORPORATION REVISION: 3
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SERVICE CLASSIFICATION NO. 11
LOAD AGGREGATION

Definitions (continued)

"Involuntary Switch" - A process or situation where a customer's marketer is changed from one provider to another without the customer's authorization. This type of switch includes when the Marketer goes out of business, assigns its customers to another Marketer or decides to no longer serve a particular customer, or where a customer returns to the Company as a result of a Marketer's failure to deliver. An Involuntary Switch that is not in accordance with the "Discontinuance of Service" provision set forth in this Service Classification is referred to as Slamming.

"Lockbox" - A collection mechanism agreed upon by a utility and a Marketer which employs a third party financial institution to receive and disburse customer payments.

"Marketer" - Any non-utility entity that is determined eligible by the Department of Public service to provide or arrange to provide gas supply and other services on behalf of end use customers in New York State using the local utility's distribution system.

"Maximum Delivery Quantity" (MDQ) - means the maximum quantity that the marketer/customer may deliver daily to the Company's City Gate on behalf of a customer. The MDQ is based on historical usage patterns and expected weather conditions but will in no case be higher than the MPDQ.

"Maximum Peak Day Quantity" (MPDQ) - means the maximum quantity (based on 75 degree days) of gas that the customer may take on any winter day. Customers will be assigned an MPDQ in accordance with the Base and Thermal Methodology.

"Sales Service" - means service provided under Service Classification Nos. 1, 2, or 3.

"Slamming" - The unauthorized transfer of a Customer's account from one entity providing Gas Supply Service to another entity providing Gas Supply service.

"Special Meter Read" - A service provided to obtain a customer's actual meter reading on a date that is different than the customer's regularly scheduled meter read date.

"Special Needs Customer" - A Customer, as defined by the Home Energy Fair Practices Act (HEFPA), with documented medical conditions or who is elderly, blind or physically challenged. HEFPA makes available to those customers special protections regarding utility service and life threatening situations.

"Supplier Select Program" is defined as the distribution and delivery by the Company to the customer of natural gas furnished by the customer or by a third party on the customer's behalf pursuant to the provisions of this Service Classification and applicable provisions of this tariff schedule.

"Voluntary Switch" - A process or situation where a customer's energy supplier is changed from one provider to another with the customer's direct authorization.

Issued By: Darlene D. Kerr, Executive Vice President, Syracuse, New York