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GENERAL INFORMATION

1. DEFINITIONS: (CONT'D)

Imbalance Trading shall mean the transfer of gas delivered to the Company from one Pool Operator to another Pool Operator.

Involuntary Switch shall mean a process or situation where a Customer's gas supplier is changed from one provider to another without the Customer's authorization. This would include situations where a customer returns to the Company's service as a result of a supplier's failure to deliver. An involuntary switch that is not in accord with the "Discontinuance of Service" provision is referred to as "slamming". Examples of involuntary switches include, but are not limited to, situations where a customer returns to the Company's sales service as a result of a Marketers failure to deliver, the Marketer going out of business, or termination of the Marketer's participation in the Company's program.

Lockbox shall mean a collection mechanism agreed upon by the Company and a Marketer/Pool Operator/Aggregation Pool Operator which employs a third party financial institution to receive and disburse customer payments.

Marketer shall mean any non-utility entity that is determined eligible by the PSC and the Company to provide or arrange to provide gas supply and other services on behalf of end use customers in New York State using the Company's distribution system. A Marketer may also act as a Pool Operator or an Aggregation Pool Operator.

Maximum Daily Aggregation Pool Quantity (MDAPQ) shall mean the sum of the applicable MDTQs of all Customers in an Aggregation Pool.

Maximum Daily Gas Index shall mean the average of the maximum daily prices from the Daily Price Survey from Gas Daily for the following areas: Tennessee and Texas Gas (Entire Z 1) from the East Texas - North Louisiana area; Columbia, Tennessee (500 leg), Tennessee (800 leg), and Texas Gas SL from the Louisiana - Onshore South area. To the extent that any publication or delivery area is no longer available, the Company will, as a substitute, use equivalent prices from a standardly recognized gas industry publication.

Maximum Daily Pooling Quantity (MDPQ) shall mean the sum of the applicable winter or summer Maximum Daily Transportation Quantities of all the customers in a Pool.

Maximum Daily Reservation Quantity (MDRQ) shall mean the maximum daily quantity of firm sales that the Company is obligated to provide the Customer.

Issued By: George E. Bonner, Vice President- Gas Operations & Marketing, Binghamton, NY

(Name of Officer, Title, Address)