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COMPANY: NEW YORK STATE ELECTRIC & GAS CORPORATION REVISION: 2  
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## GENERAL INFORMATION

### 1. DEFINITIONS: (CONT'D)

Slamming shall mean a switch, or attempted switch, of a Customer from one provider to another without the Customer's authorization, except as may be allowed by General Information Section 30 of this Schedule.

Special Meter Read shall mean a service provided to obtain an actual meter reading on a date that is different than the regularly scheduled meter read date.

Special Needs Customer shall mean 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 these Customers special protections regarding gas service and life threatening situations.

System Alert (SA) shall mean an announcement of actual or pending events that may result in an OFO.

Total Annual Quantity (TAQ) shall mean the maximum annual quantity of gas the Company is contractually obligated to deliver per year.

Upstream Capacity shall mean capacity on an Upstream Pipeline.

Upstream Pipeline shall mean an interstate pipeline, intrastate pipeline or local producer or distribution company to which the Company is physically connected and from which the Company may take deliveries of gas.

Voluntary Switch shall mean a process or situation where a customer's gas supplier is changed from one provider to another with the Customer's direct authorization.

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(Name of Officer, Title, Address)