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**GENERAL INFORMATION (Cont.)**

Natural Gas - a customer, with an annual natural gas consumption in excess of 3,500 Dekatherms, that acts on its own behalf in arranging to bring natural gas to the Company's city gate.

Energy Services Company (ESCO) - any non-utility entity that can perform energy and customer service functions in a competitive environment, including provision of energy and assistance in the efficiency of its use. The term ESCO is used herein to refer to entities that are deemed eligible by the Department of Public Service to provide electricity and associated customer service functions to end use customers in New York State.

Involuntary Switch - a process or situation where a customer's energy supplier is changed from one provider to another without the customer's authorization. This would include situations where a customer returns to utility 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 set forth in the rules is referred to as "slamming."

Lockbox - a collection mechanism agreed upon by the Company and an ESCO/Marketer/Direct Customer 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.

New Delivery Customer - a customer initiating delivery service.

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

Issued by Steven L. Zelkowitz, Sr. Vice President and General Counsel, Brooklyn, NY