

PSC No: 16 - Gas  
Rochester Gas and Electric Corporation  
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## GENERAL INFORMATION

### PART II RULES AND REGULATIONS

#### 1. DEFINITIONS AND ABBREVIATIONS

**Heating Value:** The number of British thermal units produced by the combustion at constant pressure, of the amount of anhydrous gas which would occupy a volume of one cubic foot at a temperature of 60 degrees Fahrenheit and under an absolute pressure of 14.73 pounds per square inch with air of the same temperature and pressure as the gas, when the products of combustion are cooled to the initial temperature of gas and air, and when the water formed by combustion is condensed to the liquid state.

**High Pressure Main:** A main shall be considered high pressure when a governor is required to be installed between a service connection to the main and the customer's meter

**Human Needs Customers:** See "Critical Care Customer(s)."

**Imbalance:** The difference between the quantity of gas delivered to a Customer's facilities and the quantity of gas received by the Company for the Customer over a corresponding period, as adjusted. A positive imbalance occurs when the quantity received exceeds the quantity delivered. A negative imbalance occurs when the quantity delivered exceeds the quantity received.

**Imbalance Trading:** The transfer of gas delivered to the Company from one Pool Operator to another Pool Operator.

**Involuntary Switch:** A process or situation where a Customer is switched to another provider without the Customer's authorization.

**Late Payment:** Any payment made more than 20 calendar days after the date payment was due. Payment is due as specified by the Company on its bill, provided such date does not occur before personal service of the bill or three calendar days after the mailing of the bill.

**Load:** The amount of gas consumed. An ESCO's Load is the total volume of gas consumed by the ESCO itself and all of its Customers, if any.

**Load Factor:** The ratio of the average consumption to maximum consumption for a given time period.

**Losses:** The loss of gas, resulting from its transportation over the Distribution System, between the Distribution Point(s) of Receipt and the Distribution Point(s) of Delivery.

**Lost and Unaccounted for Gas:** The difference between the quantity of gas available from all sources (purchased, transported, and locally produced) and the quantity accounted for by sales, deliveries or Company use.

**Main:** A pipeline located on a public or private right-of-way generally available or used to transport gas to more than one service line.

ISSUED BY: Joseph J. Syta, Vice President, Controller and Treasurer, Rochester, New York