

GENERAL INFORMATION

II. RULES AND REGULATIONS

1. DEFINITIONS

- (a) Applicant: Any legal person seeking initiation or expansion of service from Utility.
- (b) Residential Applicant or Customer: A person who requests electric service at a dwelling for his or her residential use or the residential use of another person, for which the Utility's effective tariff specifies a residential rate.
(1) For purposes of the Home Energy Fair Practices Act, a residential applicant includes any person who requests electric service at a premises to be used as his or her residence or the residence of a third party on whose behalf the person is requesting service, as defined in 16 NYCRR 11.2(a)(3).
(2) For the purposes of the Home Energy Fair Practices Act, a residential customer or current residential customer includes any person who pursuant to an application for service made by such person or third party on his or her behalf is supplied directly by the Utility with electric service at a premises used in whole or in part as his or her residence, as defined in 16 NYCRR 11.2(a)(2).
- (c) Billing Month: The period of time, as defined and limited herein under item 4(b) over which service to a customer is measured and billed for.
- (d) Capacity: A measure of the ability of any piece of electric equipment to deliver electric current or energy for load, ordinarily expressed in kilowatts (kw) or kilovolt-amperes (kva).
- (e) Cost: As referred to herein, includes labor, material, and handling charges plus reasonable allowances for engineering, supervision, contract work, and other overhead.
- (f) Energy: A measure of the work capable of being performed by electricity delivered over a specified period of time, ordinarily measured in kilowatt-hours (kwh).

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1. DEFINITIONS (Cont'd.)

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- (g) Line: A system of conductors carried on poles or in ducts, including transformers and associated equipment, necessary to bring electric energy from source to customer. TABLE FILED
ALBANY, NY
- (h) Service Classification: A statement of given conditions and prices for electric service of a given character to a definite class of customers.
- (i) Service Connection: A system of conductors and associated conduits and equipment for delivery of energy from Utility's line to the point of attachment and delivery to customer's premises.
- (j) Service Entrance: That part of the system of conductors carrying energy for customer's use from the point of attachment of Utility's service connection to customer's main service switch.
- (k) Voltage: A measure of the electrical pressure at which energy is delivered, ordinarily expressed in volts. The higher the voltage, the smaller a conductor need be to deliver energy for a given capacity, but the greater the need for insulation of all conductors and concern as to safety and reliability of connected equipment.
- (l) Utility: The Electric Division of the Board of Public Utilities of the City of Jamestown, New York.
- (m) Public Service Commission: The agency of the State of New York having regulatory jurisdiction over Utility.
- (n) 16 NYCRR: Title 16 of the New York Code of Rules and Regulations. Numerical suffix denotes a section or part of rule.
- (o) Non-residential:
- (1) Demand: A measure of the maximum rate of use of capacity supplied by Utility, ordinarily expressed in kilowatts (kw) or in kilovolt-amperes (kva).
- (2) Billing Demand: The maximum requirement of service capacity taken into account in computing a bill for service under any Service Classification hereof.

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1. DEFINITIONS (Cont'd.)

(a) Non-residential: (Cont'd.)

- (3) Reactive Demand: A measure of the capacity of devices necessary to bring the power factor of a circuit to unity, ordinarily measured in kilovolt-amperes.
- (4) Power Factor: The ratio of the current flow necessary for delivery of useful power to actual current flow in an alternating current circuit. It cannot exceed the value of 100 per cent. or unity.
- (5) Applicant: A person, corporation or other entity who has requested electric service as a non-residential customer.
- (6) Customer: A person, corporation or other entity, supplied by Utility with electric service under the Utility's tariff and pursuant to an accepted application for service, who is not a residential customer as defined in 16 NYCRR Part 11.
- (7) New Customer: A customer who was not the last previous customer at the premises to be served, regardless of whether such customer previously was or is still a customer of the utility at a different location.
- (8) Seasonal Customer: A customer who applies for and receives Utility service periodically each year, intermittently during the year, or at other irregular intervals.
- (9) Short-term or Temporary Customer: A customer who requested service for a period of time up to two years.
- (10) Demand Customer: A customer who is billed for demand charges.
- (11) Actual Reading: One obtained by Utility employee from either the meter or a remote registration device attached thereto.
- (12) Access Controller: A party known to Utility to be in control of access to the metering equipment of a customer, and to have an active account of its own with the Utility.

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10. Non-Residential: (Cont'd.)

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- (13) Payment: Considered to be made on the date when it is received by Utility or one of its authorized agents.
- (14) Late Payment: Any payment made more than 20 calendar days after the date payment was due. Payment is due whenever specified by Utility 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
- (15) Arrears: Charges for which payment has not been made more than 20 calendar days after payment was due.
- (16) Delinquent Customer: A customer who has made a late payment on two or more occasions within the previous 12 month period.
- (17) Business Day: Any Monday through Friday when the Utility's business offices are open.
- (18) Deferred Payment Agreement: A written agreement for the payment of outstanding charges over a specified period of time. It must be signed in duplicate by Utility representative and the customer, and each must receive a copy, before it becomes enforceable by either party.
- (19) Levelized Payment Plan: A billing plan designed to reduce fluctuations in a customer's bill payments due to varying, but predictable, patterns of consumption.
- (20) Backbill: That portion of any bill, other than a levelized bill, which represents charges not previously billed for service that was actually delivered to the customer during a period before the current billing cycle. A bill based on an actual reading rendered after one or more bills based on estimated or customer readings (commonly called a catch-up bill) which exceeds by 50 percent or more the bill that would have been rendered under Utility's standard estimation program is presumed to be a backbill.

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1. DEFINITIONS (Cont'd.)

(o) Non-Residential: (Cont'd.)

(21) Tampered
Equipment:

Any service related equipment that has been subjected either to unauthorized interference so as to reduce the accuracy or eliminate the measurement of Utility's service, or to unauthorized connection occurring after Utility has physically disconnected service.

(22) Utility
Deficiency:

Any action or inaction by Utility or one of its authorized agents that does not substantially conform to the rules and regulations of 16 NYCRR Part 13, Utility's tariff, or Utility's written business procedures.

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