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**Issued By:** William N. Cantrell, President  
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## TECHNICAL TERMS AND ABBREVIATIONS

**ABSOLUTE PRESSURE.** Atmospheric pressure of 14.73 p.s.i.a. plus gauge.

**APPLICATION FOR GAS SERVICE.** A request for Gas Service made to the Company by a prospective Customer. Applications for residential Gas Service may be made by telephone or in person at the office of the Company. An application for any other class of Gas Service offered by Company shall be submitted to the Company in writing on the Company's standard form of Application For Gas Service.

**AUTHORIZED PAYMENT AGENT.** A legal entity designated by the Company as authorized to receive, on behalf of the Company, payment of bills for Gas Service rendered by Company to Customers. A third party with which a Customer may enter into a payment processing arrangement (or to which a Customer may direct that bills for Gas Service be mailed or otherwise delivered) is not an Authorized Payment Agent unless the Company has entered into an agreement with such third party to act as an Authorized Payment Agent of the Company

**BILLING PERIOD.** Bills are rendered each month, based on regularly scheduled Meter readings which are approximately 30 days apart.

**BRITISH THERMAL UNIT.** The quantity of heat required to raise the temperature of one pound of water from 59EF. to 60EF. at a constant pressure of 14.73 p.s.i.a.

**BTU.** British Thermal Unit.

**COMMISSION.** The Florida Public Service Commission.

**COMPANY.** Peoples Gas System, a division of Tampa Electric Company, a Florida Corporation.

**CUBIC FOOT OF GAS.** For Gas delivered at the Standard Delivery Pressure, a Cubic Foot of Gas is the volume of Gas which, at the temperature and pressure existing in the Meter, occupies one cubic foot. For Gas delivered at other than the Standard Delivery Pressure, a Cubic Foot of Gas is that volume of Gas which, at a temperature of 60EF. and at Absolute Pressure of 15.09 pounds per square inch for Panama City Operating Area and 14.98 pounds per square inch for the remainder of PGS=s service territory, occupies one cubic foot.

**CUSTOMER.** Any person (*i.e.*, individual, firm, partnership, Company, corporation, municipality, cooperative, organization, governmental agency, or similar organization) supplied with Gas Service by the Company.

**CUSTOMER'S INSTALLATION.** All pipe, fittings, appliances and apparatus of every type (except metering, regulating and other similar equipment which remains the property of the Company) located on the Customer's side of the Point of Delivery and used in connection with or forming a part of an installation for utilizing Gas for any purpose.

**GAS.** Natural Gas or a mixture of gases suitable for fuel, delivered through the Company's distribution system, having a heating value of not less than 950 BTU's per cubic foot.

**GAS SERVICE.** The supplying of Gas (or the transportation of Gas) by the Company to a Customer.

## TECHNICAL TERMS AND ABBREVIATIONS (Continued)

**GAS SERVICE FACILITIES.** The service line, Meter, and all appurtenances thereto necessary to convey Gas from the Company's Main to the Point of Delivery and which are owned by Company.

**HIGH PRESSURE.** Gas delivered at any pressure above the Standard Delivery Pressure.

**MAIN.** The pipe and appurtenances installed in an area to convey Gas to other Mains or to service lines.

**METER.** Any device or instrument used to measure and indicate volumes of Gas which flow through it.

**METER READING DATE.** The date upon which an employee of the Company reads the Meter of a Customer for billing purposes.

**NORMAL BUSINESS HOURS.** 8 a.m. to 5 p.m. Monday through Friday, excluding Federal holidays.

**PANAMA CITY OPERATING AREA.** The Panama City Operating Area consists of those Counties and Communities identified in Section 6.

**POINT OF DELIVERY.** The point at which Company's Gas Service facilities are connected to the Customer's Installation.

**STANDARD DELIVERY PRESSURE.** The Standard Delivery Pressure for Panama City Operating Area shall be 10 inches of water column (.36 p.s.i.g.). The Standard Delivery Pressure for the remainder of PGS service territory shall be 7 inches of water column (.25 p.s.i.g). No adjustment will be made for variations from the normal atmospheric pressure at the Customer's Meter. Gas delivered at Standard Delivery Pressure may vary from three inches to 15 inches of water column.

**THERM.** A unit of heat equal to one hundred thousand (100,000) BTUs.

**THIRD PARTY GAS SUPPLIER.** Any legal entity, other than the Company, providing Gas for transportation and delivery to a Customer on the Company's distribution system.

**WEST FLORIDA REGION.** The West Florida Region consists of those Counties and Communities identified in Section 6.

**YEAR ROUND CUSTOMER.** A Customer who receives (or who it is estimated will receive) Gas Service from Company during each month of a year, and who pays a Customer charge for each such month.