

---

**ELECTRIC SERVICE REGULATION NO. 2 - Continued**

9. **Customer's Installation** -- The wiring and apparatus owned by the Customer and on his side of the point of delivery (except the Company's metering equipment) useful in connection with the Customer's ability to take service.
10. **Deferred Payment Agreement** -- An agreement to receive or to continue to receive residential electric service pursuant to Regulation No. 10 and to pay an outstanding debt or delinquent account owed to the Company.
11. **Demand** -- The rate in kilowatts at which electric energy is delivered by the Company to the Customer at a given instant or averaged over any designated period of time. For billing purposes, the 15-minute period of the Customer's greatest use during the month is used.
12. **Disconnection of Service** -- See Termination of Service.
13. **Duplicate Service Facilities** -- Two services, one duplicating part or all of the capacity of the other and providing, usually for only a portion of the total path of energy flow, a second possible path of supply in the event of the failure of the first.
14. **Electric Service** -- The availability of electric power and energy at the Customer's point of delivery, irrespective of whether electric power and energy is actually used.
15. **Emergency Service** -- Service which is operated only in emergency situations or for testing.
16. **Energy** -- Electric energy measured in kilowatt-hours.
17. **Extension or Line Extension** -- A branch from, or a continuation of, a Company owned transmission or distribution line. An extension may be single-phase, three-phase, a conversion of single-phase line to a three-phase line or the provision of additional capacity in existing lines or facilities. The Company will own, operate and maintain all extensions made under Regulation 12.
18. **Highly Fluctuating Loads** -- Loads having high demands of short duration or having an abnormal effect on voltage requiring that the Company provide additional or excess investment in transformers, service or other facilities.

(continued)