

Service to customers of gas distribution systems is classified as residential, commercial, industrial or other. Table 2 shows by class of customer the number of customers, therms⁷ sold and revenues received for 1964 and 1965.

TABLE 2.—*Number of customers, therms sold, and revenues received by class of service (all utility and pipeline companies), 1964 and 1965*

	1965	1964	Percent change
Customers (annual average):			
Residential.....	34,345,500	33,551,200	+2.4
Commercial.....	2,806,400	2,712,200	+3.5
Industrial.....	168,200	159,400	+5.5
Other.....	41,200	40,500	-----
Total.....	37,361,300	36,463,300	+2.5
Sales (thousands of therms):			
Residential.....	40,400,500	38,696,900	+4.4
Commercial.....	13,539,600	12,734,900	+8.7
Industrial.....	61,236,600	59,120,300	+3.6
Other.....	5,368,800	5,360,300	-----
Total.....	120,845,500	115,912,400	+4.3
Revenues (in thousands of dollars):			
Residential.....	4,043,705	3,894,870	+3.8
Commercial.....	1,080,202	998,386	+8.2
Industrial.....	2,108,849	2,048,527	+2.9
Other.....	183,986	190,902	-----
Total.....	7,416,742	7,132,685	+4.0

Source: Rutherford, *op. cit.*

Residential service applies to customers supplied with gas by individual meter in a single-family dwelling or in an individual apartment or to not over four households served by a single meter in a multi-family building. Residential customers use gas for space heating, cooking, water heating, clothes drying, incinerators, and more recently, air conditioning. Commercial service includes service to customers primarily engaged in wholesale or retail trade, agriculture, forestry, fisheries, transportation, communication, sanitary services, finance, insurance, real estate, personal services, service to multifamily buildings, et cetera. Industrial service covers sales to customers engaged primarily in a process which changes raw or unfinished materials into another form or product. Other services include sales to governmental agencies for illumination of public places and sales to public authorities under special agreements.⁸

A measure of the service rendered to consumers is indicated by the use of gas per customer of distribution and integrated companies as shown in table 3.

Most of the gas used by residential customers is for space heat;⁹ this results in a winter seasonal peak for the gas industry unless some other summer use can be found for gas. Use of storage facilities near markets and interruptible sales to large industrial customers help

⁷ A therm is 100,000 British thermal units; a British thermal unit is the amount of heat required to raise the temperature of 1 pound of water 1 degree Fahrenheit. The average natural gas sold by utilities has a heating value of about 1,030 to 1,035 B.t.u. per cubic foot. Manufactured gas has about half of the heating value of natural gas.

⁸ *Gas Facts* (New York: American Gas Association, Inc., 1965) pp. 240-241.

⁹ *Projected Gas Utility and Pipeline Industry Statistics: 1965-75* (New York: American Gas Association August 1965) shows residential heating for 1964 accounted for 25,640,000,000 therms and other residential uses accounted for 13,057,000,000 therms.