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NEW HAMSHIRE PUBLIC UTILITIES COMMISSION Debra Howland, Executive Director 21 South Fruit Street, Suite 10 Concord, NH 03301-2429

Subject: Additional documentation to be added to the CEPS Initial Registration Application for Electricity NH, LLC Submitted March 22, 2012

Dear Ms Howland,

As part of the <u>Puc 2006.01 CEPS Registration Form – A copy of each contract to be used for</u> <u>residential and small commercial customers</u>, enclosed please find the Terms of Service for Electricity NH, LLC that will be part of each contract for residential and small commercial customers. "Appendix A" referred to under <u>1. Price Structures</u> of the Terms of Service, will be added to each contract for each utility.

Also, in regards to <u>Puc 2003.01 (d)(4) Evidence of financial security</u>, Electricity NH, LLC is requesting that the Commission grant a waiver modifying the surety requirement from \$100,000 to \$15,000 during the start up year. Electricity NH, LLC is a start-up company with no current customers or sales history. Electricity NH, LLC understands that as revenues increase this amount will be modified accordingly.

Best Regards,

Kevin Dean Principal Member April 10, 2012

Cc: Emile Clavet, Principal Member; Electricity NH, LLC

<u>Electricity NH, LLC ("Electricity New Hampshire")</u> <u>Terms of Service</u>

Purchase of Electric Generation Service. Electricity New Hampshire agrees to sell and you agree to buy, your full requirements for electric generation service (measured in kilowatt hours) at the price and on the terms and conditions specified in this agreement (the "Supply Contract") throughout the term of this Supply Contract. The purchase and sale of energy hereunder shall commence at 00:00:01 EST on the first day that Electricity New Hampshire provides physical delivery to your facilities and shall end at 24:00:00 EST on the last day of the term.

1. <u>Price Structures.</u> You will be billed a fixed rate in cents per kilowatt hour ("kWh") for your actual consumption of electricity. The Price Structures do not include any applicable taxes. In addition, the Price Structures do not include the price of transmission and distribution, the system benefits charge and stranded cost recovery. You are responsible for paying your local utility distribution and transmission charges as well as any other applicable charges. Electricity New Hampshire reserves the right to change its Price Structures at a minimum of once annually in March of each year and as market conditions may demand. We will notify you of any price change in writing, via your email address on file, with thirty (30) days prior notice.

Electricity New Hampshire offers two fixed rate price structures:

a. Prime Savings - Set annually based on the current Utility standard offer rate and market conditions at the time. This is the introductory rate offered by Electricity New Hampshire.

b. Basic Savings – Set annually based on the current Utility standard offer and market conditions at the time. It is a rate that is higher than the Prime Savings rate and less than the current Utility standard offer. This rate is reserved for accounts that do not wish to enter into an annual fixed rate supply contract and accounts that become more than thirty 30 days in arrears.

The current Prime Savings and Basic Savings rates are set forth in Appendix A.

2. <u>Duration and kind of contract.</u> This Supply Contract is a contract for your supply of electric generation service. The term of this Supply Contract is annual, beginning at the next meter read date after the Utility processes your enrollment with Electricity New Hampshire. Service commencement lead-time may vary depending on utility enrollment requirements, and your specific meter-reading schedule. Upon commencement of service, this Supply Contract will renew automatically on an annual basis at the then current Electricity New Hampshire Prime savings rate until terminated by you or Electricity New Hampshire, in which case this Supply Contract will terminate on the next utility meter read date for your account that is at least thirty (30) days after the notice of termination. You have the right under New Hampshire law to change electricity suppliers subject to the terms of this Supply Contract. If you terminate this Supply Contract prior to the completion of the initial 12 month period, Electricity New

www.ElectricityNH.com E-mail: customerservice@electricitynh.com 866.266.2641 P.O. Box 1150 Auburn, ME 04211 Electricity NH, LLC Terms of Service – 2012-2013 Page 1 of 5 Hampshire reserves the right to charge you a "Cost Recovery Fee" of \$100 which is intended not as a penalty, but simply to offset the cost of selling the unused portion of your electricity to others and estimated lost revenue that Electricity New Hampshire may incur from such a sale, if any, and related expenses.

3. <u>**Payment of Bills.**</u> The cost of your electric generation service will be included on your bill from the Utility (PSNH, Unitil, NGRID, or NH CO-OP), and is due and payable when your Utility bill is due and payable. You agree to accept the measurements as determined by the Utility for purposes of accounting for the electric power supplied under this Supply contract. You will be billed additional charges, including charges to transmit and distribute the electricity to you, from the Utility consistent with its filed tariffs. Electricity New Hampshire reserves the right to change billing methods.

When the Utility issues you a consolidated bill that includes charges for electric generation service supplied by Electricity New Hampshire, all invoiced balances not paid in full by the due date are subject to the Utility's late payment policies and procedures, including assessment by the Utility of late payment fees and interest.

In the event you default in your payment or other obligations under this Supply Contract by more than fifteen (15) days, we may either (i.) move your account to the Basic Savings rate or (ii.) cancel this Supply Contract upon thirty (30) days written notice, at which subsequent time you will default to the Utility's Standard Offer rate plan. You will be responsible for balances owed to Electricity New Hampshire for generation service and Electricity New Hampshire's actual out-of-pocket expenses incurred in enforcing its rights under this Supply Contract, including reasonable attorney fees and actual court costs.

4. <u>Credit Reporting.</u> When you first apply for service and during the term of the Supply Contract with Electricity New Hampshire we may contact a credit reporting agency to obtain utility credit history and credit score. Once enrolled, Electricity New Hampshire reserves the right to report your payment history to a credit reporting agency.

5. <u>**Customer Deposits.**</u> Electricity New Hampshire does not require a customer deposit to enroll.

6. Warranty Disclaimer; Damages; Force Majeure.

ALL ELECTRIC GENERATION SERVICE IS PROVIDED BY ELECTRICITY NEW HAMPSHIRE ON AN "AS IS" BASIS. ELECTRICITY NEW HAMPSHIRE MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE ELECTRIC GENERATION SERVICE PROVIDED THEREBY. TO THE FULL EXTENT PERMISSIBLE BY APPLICABLE LAW, ELECTRICITY NEW HAMPSHIRE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS

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FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND TITLE WITH RESPECT TO THE ELECTRIC GENERATION SERVICE PROVIDED THEREBY.

You agree that Electricity New Hampshire shall not be liable for any damages or claims for matters within the control of the Utility or the ISO-New England controlled electricity grid, which include maintenance of electric lines and systems, service interruptions, loss or termination of service, deterioration of electric services, meter readings or injury to persons or damage to property caused by the delivery or supply of electricity. Electricity New Hampshire shall not be responsible for any failure to commence or terminate electric generation service on the date specified due to any failure or delay in enrolling you with the Utility. Electricity New Hampshire's liability shall be limited to direct actual damages only, which will not exceed the amount of your single largest monthly invoice during the preceding 12 months. In no event shall Electricity New Hampshire be liable for any punitive, incidental, consequential, exemplary, indirect, third-party claims or other damages whether based on contract, warranty, tort, negligence, strict liability or otherwise, or for lost profits arising from any breach or nonperformance of this Supply Contract.

Electricity New Hampshire will make commercially reasonable efforts to supply electricity but does not guarantee a continuous supply of electricity. Customer acknowledges that certain causes and events outside of Electricity New Hampshire's control (Force Majeure events) may result in interruptions in service and Electricity New Hampshire shall not be liable for any such interruptions. Electricity New Hampshire does not generate electricity nor does it transmit or distribute electricity. Therefore, Customer agrees that Electricity New Hampshire shall not be liable for does of God, acts of any governmental authority, acts of terrorists or enemies of the state, accidents, strikes or lock outs, labor troubles, required maintenance work, inability to access the Utility's system, non-performance by the Utility, or any cause beyond Electricity New Hampshire's control.

7. <u>Charges, Fees and Penalties.</u> You will be charged for electric generation service supplied at the contract rate. No additional fees will be assessed to you by Electricity New Hampshire except as noted in this contract. Your account may be (i.) moved to the Basic Savings rate or (ii.) terminated by Electricity New Hampshire as a penalty for non-payment of your account in excess of fifteen (15) days.

You are responsible for settlement of any balances for generation service, late payment or interest charges owed to your Utility as per paragraph 3 of this agreement.

In the event there is a change (including a change in interpretation) in law, regulation, rule, ordinance, order, directive, filed tariff, decision, writ, judgment or decree by a governmental authority (including the New Hampshire PUC or ISO-NE), including, without limitation, changes in Utility tariffs and ISO-NE rules, including those changes affecting fees, costs, or charges imposed by ISO-NE or the New Hampshire PUC, changes in market rules, changes in load profiles or changes in nodal and zonal definitions, and such change results in Electricity

www.ElectricityNH.com E-mail: customerservice@electricitynh.com 866.266.2641 P.O. Box 1150 Auburn, ME 04211 Electricity NH, LLC Terms of Service – 2012-2013 Page 3 of 5 New Hampshire incurring additional costs and expenses in providing your electricity service, these additional costs and expenses shall be your responsibility and they will be assessed in your monthly bill as a pass-through charge.

8. <u>Estimated Bills.</u> In the event the Utility is unable to read your electric meter, the Utility will estimate your usage and your charges will be calculated accordingly and adjusted on a future bill.

Electricity New Hampshire reserves the right to use third party billing services in performance of the Terms and Conditions of this Supply Agreement.

9. <u>**Right to Rescind.**</u> YOU HAVE A RIGHT TO RESCIND THIS CONTRACT FOR ELECTRICTY SUPPLY WITHOUT PENALTY WITHIN THREE BUSINESS DAYS OF ELECTRONIC OR PERSONAL DELIVERY OF THIS SUPPLY CONTRACT, OR WITHIN FIVE BUSINESS DAYS OF DELIVERY OF THIS SUPPLY CONTRACT BY U.S. MAIL. IN ORDER TO EXERCISE YOUR RIGHT TO RESCIND THIS CONTRACT, YOU MUST CONTACT US BY ONE OF THE FOLLOWING THREE MEANS:

- 1. By telephone at: 866-266-2641;
- 2. By mailing us a written notice to rescind at:

Electricity New Hampshire, LLC PO Box 1150 Auburn, Maine 04211-1150; or

3. Electronically through Electricity New Hampshire's website at www.ElectricityNH.com.

10. <u>**Questions and Complaints.**</u> If you have a question or complaint about your electricity supply, you can contact Electricity New Hampshire by phone, toll-free by calling 1-866-266-2641 during the following hours: Monday through Friday, 8:30 a.m. to 4:30 p.m. You can also contact us through our website at www.ElectricityNH.com. In the event of a billing or service dispute, the parties agree to use their best efforts to resolve the dispute.

11. <u>Standard Offer Generation Service</u>. All retail electricity customers in New Hampshire are entitled to purchase their electricity supply from a competitive supplier or through standard offer service. Standard offer service is provided automatically to customers who do not sign a contract with a supplier for their electricity supply.

12. <u>Changes in Terms of Service.</u> In the event of any material changes in these Terms of Service, we will notify you in writing by your email address on record between 30 and 60 calendar days in advance of such material change.

13. <u>Assignment.</u> This contract may be assigned or transferred by Electricity New Hampshire without your consent with thirty (30) days prior written notice to your e-mail address on record.

www.ElectricityNH.com E-mail: customerservice@electricitynh.com 866.266.2641 P.O. Box 1150 Auburn, ME 04211 Electricity NH, LLC Terms of Service – 2012-2013 Page 4 of 5 You may not assign this contract, in whole or part, or any of your rights or obligations hereunder, without prior written consent from Electricity New Hampshire. Nothing in this contract shall create, or be construed to create, any express or implied rights in any person or entity other than Electricity New Hampshire and Customer.

14. <u>**Do-Not-Call List.</u>** The Federal Trade Commission maintains a national Do Not Call List. You may be able to place your home or cell phone number on this list to stop unwanted telemarketing calls from businesses with which you not have an established business relationship. You can register online at www.donotcall.gov, or by telephone at 1-888-382-1222. For TTY, call 1-866-290-4236.</u>

15. <u>**Consumer Protection Rights.**</u> You may contact the New Hampshire Public Utilities Commission to obtain information on consumer protection rights by calling the Commission's Consumer Assistance Division Hotline at 1-800-852-3793, Monday through Friday, 8:00 a.m. to 4:30 p.m. or by writing to the Commission at:

New Hampshire Public Utilities Commission Consumer Assistance Division 21 South Fruit Street, Suite 10 Concord, NH 03301-2429

16. <u>Low-Income Assistance.</u> Eligible low-income residential customers may qualify for discounted electric rates from your Utility or electric assistance from the State. For more information contact your Utility or visit the New Hampshire Public Utilities Commission website at http://www.puc.nh.gov/Consumer/electricassistanceprogram.htm. Electricity New Hampshire cannot guarantee a lower electricity rate against non-published, specialized utility rates, such as those for low income eligible customers.

17. <u>Confidentiality and Information Release Authorization</u>. By entering into this Supply Contract and providing your utility account number(s) and authorization number(s), you authorize Electricity New Hampshire to obtain from your local utility (PSNH, Unitil, NGRID, or NH CO-OP) any account information including usage information and payment history. Electricity New Hampshire will not release your confidential customer information to any third-party without your written authorization. Confidential customer information shall include, but not be limited to:

- (1) Customer name, address, e-mail address and telephone number; and
- (2) Individual customer payment information.

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Business Name History

Date: 4/11/2012

Name	Name Type
E.N.H. Power	Legal
Electricity N.H., LLC	Home State
Limited Liability Company - Fo	reign - Information
Business ID:	669047
Status:	Good Standing
Entity Creation Date:	4/9/2012
State of Business.:	ME
Principal Office Address:	306 Rodman Road PO Box 1150 Auburn ME 04211
Principal Mailing Address:	PO Box 1150 Auburn ME 04211
Last Annual Report Filed Date:	
Last Annual Report Filed:	0
Registered Agent	
Agent Name:	Tilsley, Roy W, Esq
Office Address:	670 N Commercial Street 108

Mailing Address:

670 N Commercial Street 108 Manchester NH 03101

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Business Entity

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Electricity N.H., LLC	Home State
Trade Name - Domestic - Information	
Business ID:	669045
Status:	Active
Entity Creation Date:	4/9/2012
Principal Office Address:	306 Rodman Road PO Box 1150 Auburn ME 04211
Principal Mailing Address:	PO Box 1150 Auburn ME 04211
[Name Not Available]	[Address Not Available]

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