

EXHIBIT A

T&D SPECIFIC PROVISIONS
For Business Interactions Between
Standard Offer Providers
and
Bangor Hydro Electric Company

General Information for the T&D company:

Business contact

Title _____
Phone number _____
Facsimile number _____
E-mail address _____

Technical EDI contact

Title _____
Phone number _____
Facsimile number _____
E-mail address _____

Authorized Signature: _____
Title: _____
Date: _____

March 1, 2000 Transition Processing Provisions:

In order to effectively transition from existing processing systems and operations to the new systems that implement Customer Choice on March 1, 2000 ("Choice Day"), special processing requirements need to be met:

1. All rate structures and rate prices to be used for Consolidated Utility Billing on March 1, 2000 must be tested and certified by the Provider as acceptable before February 1, 2000.
2. Customers not enrolled with a Competitive Energy Provider by February 25, 2000 will automatically be assigned to the appropriate Standard Offer class.
3. Customer Enrollments will be effective on Choice Day without regard to the Customer's cycle read date. Energy consumption by Customers will be prorated between BHE and the Provider according to the number of days in the cycle for non-telemetered accounts. Actual readings as of midnight March 1, 2000 will be used for telemetered accounts. BHE will use its best efforts to ensure estimated reads will be kept to a minimum.
4. Transitioning of customers on March 1, 2000 will result in the proration of charges for electricity supply, except for telemetered accounts. Proration will be accomplished based on the number of days each supplier's rates were in effect during each Customer's billing period. BHE's portion will be computed by a.) the appropriate rate or rates in effect at that time, multiplied by b.) the consumption for the billing period, multiplied by c.) the ratio of the BHE's days of service divided by the total billing period days of service. The SOP's portion will be computed by a.) the appropriate rate or rates in effect at that time, multiplied by b.) the consumption for the billing period, multiplied by c.) the ratio of the SOP's days of service divided by the total billing period days of service. Because of differences in the methodology between retail customer billing and the load settlement process, the pro-ration for customer billing will not accurately coincide with the allocation of load responsibility by the load settlement system. A one-time adjustment will be required to reconcile the difference between the energy billed to retail customers and the energy delivered to the BHE system.
5. For Large Power Billing Customers, the processing of bills and forwarding of usage and billing data may not be completed within the required normal time frame because two manual bills must be generated for each account.

Standard Rate Structures for Consolidated Utility Billing:

BHE's existing Standard Rate Structures include Fixed, Flat, Blocked, Time-of-Use (3 periods) and Seasonal structures. The Company's tariffs are available on request. Billing determinants available include kWh and kW demand. The rate options and billing determinants available for a specific Customer will be limited by the installed metering capability of that Customer.

Off-Cycle Reads:

A Competitive Energy Provider may request an off-cycle termination of an enrolled Customer as of a desired date or a customer may request their relationship with a Competitive Energy Provider be terminated off-cycle. In either case, the customer will be moved into the Standard Offer on a date other than the normal meter reading date. The requesting party must specify either pro-rating usage or an actual meter reading. If an actual meter reading is required, BHE will schedule it as soon as is practical, usually within two business days. When an actual meter reading for an off-cycle drop is requested for a Customer with kW demand, the kW demand billing determinants will be measured separately for each partial period of the normal billing cycle.

Charges for off-cycle terminations per metered service will be assessed to the requesting party based upon fees stated in BHE's Terms and Conditions.

Standard Offer Rate Classes

Standard Offer Rate Classes for BHE's customers are as follows:

Residential/Small Commercial: Includes all customers defined as residential by BHE's Terms and Conditions, and non-residential customers that take service under a core customer class that does not include a demand charge

Medium Non-Residential: Includes all non-residential customers that take service under a core customer class that includes a demand charge and in which a customer's maximum demand does not exceed 499 kW.

Large Non-Residential: Includes all non-residential customers that are not small non-residential or medium non-residential customers.

At any point in time, a customer's Standard Offer Rate Class will be determined according to BHE's rate class in which the customer is taking service.

Payment to Provider:

Standard Offer Providers will be paid for all energy sold to Standard Offer customers based upon their bid price and percentage of load provided to Standard Offer Rate Class, less an allowance for uncollectible accounts. These allowances will be reviewed and updated annually. The allowances will be:

Residential / Small Commercial	1.20%
Large Commercial	0.26%
Industrial	0.03%

Actual meter readings or estimated meter readings will be the basis for monthly payments to all Providers. The payments to the Provider will be made as detailed in paragraph 8.5 of this Agreement. The costs of the Automatic Clearing House (ACH) funds transfer are included in the fee for billing services, as stated in BHE's Terms and Conditions.

EDI Processing Schedule:

The processing schedule for transmitting data through EDI will be posted on BHE's Supplier Website page.

Standard Bill Format and Consolidated Utility Billing Service:

BHE will provide consolidated billing for the Provider using a standard bill format as required by the Precepts. Consolidated Utility Billing services include bill calculation, printing, mailing, collections, and remittance processing and funds transfer.

BHE will assess a fee to the Provider(s) for each bill issued, with this fee being detailed in BHE's Terms and Conditions. The fee will be apportioned among the Providers based upon the each Provider's load share, by rate class. After the close of each month, a charge to each Provider for Consolidated Utility Billing service will be computed based on (a) the number of bills, by rate class, issued during the prior month to Standard Offer customers, times (b) the fee per bill, times (c) each Provider's load share, by rate class.

Informational Disclosure Label Mailing:

The information disclosure label, to be sent four times annually as required by the Precepts, will be mailed to all Standard Offer customers for a fee detailed in BHE's Terms and Conditions. This fee will be apportioned evenly among the Providers based upon the number of participating Providers, by rate class. Each Standard Offer Provider will be billed quarterly for the service rendered by BHE, following the completion of each mailing. The charge to each Provider for this service will be based on (a) the number of notices, by rate class, mailed to Standard Offer customers, times (b) the fee per notice, times (c) each Provider's load share, by rate class.

Load Obligation & Settlement Calculations:

BHE shall determine the Standard Offer Provider's hourly loads and report such to the ISO-NE in accordance with NEPOOL Market Rules and Procedures 18 "Settlement": and 20 "Procedure for the Determination of Loads", and the MPUC Chapter 321 Rule, "Load Obligation and Settlement Calculations for Competitive Providers of Electricity". BHE is the "Assigned Meter Reader" with ISO-NE for the Provider's load asset account.

1. BHE will develop Load Profiles for three Standard Offer customer groups: Residential and Small Commercial (no demand charges), Large Commercial (25-500 kW billing demand) and Industrial (>500 kW billing demand). BHE will develop Deemed Load Profiles for unmetered loads. Load profile curves will be available to providers in the MPUC Standard Offer bid packages.
2. BHE will use telemetered interval data adjusted for line losses for all telemetered Customers to develop customer-specific Dynamic Load Profiles for settlement. (Interval meters installed for surveying purposes are considered temporary and are not available for use in individual billing or settlement calculations.) All BHE Customers whose maximum monthly demand equals or exceeds 500 kW must be telemetered in accordance with the Precepts.
3. Each profile will contain 24-hourly profiles that may be used to represent each day of a year. Each daily load profile will represent an average per-customer load at the point of retail delivery. Each profile will represent a 24-hour day that can be identified by an indicator such as month, day of the week, weather condition, and so forth.
4. Daily Settlement Reports: By 1 p.m. of the second business day following the trading period, BHE will report the hourly load responsibility of the Provider to ISO-NE in conformance with ISO-NE requirements, and to the Provider in the same format via electronic mail if requested.
5. Monthly Settlement Reports: Consistent with the timing requirements of NEPOOL Market Rule 18, the daily or monthly load responsibility for each Provider will be re-estimated using the most recent monthly kWh billing information. The methodology for calculating the Provider load responsibility will be identical to the daily method but the daily estimated energy use of profiled customers will reflect the billing kWh for that month. The monthly energy differences will be reported to ISO-NE in accordance with their requirements. The monthly settlement will be reported in the same format to the Provider as the monthly energy difference, or the hourly difference, via electronic mail to the Provider.
6. MPUC Reporting: BHE filed a sampling and data validation report with the MPUC on 12/1/98. BHE will file a profiling methodology report with the MPUC by 12/1/99. This report will detail the method BHE will use to create profiles from samples, estimate daily supplier loads, and estimate month-end energy difference. BHE filed a line-loss study with the MPUC on 4/1/99 which is posted on BHE's Supplier Website. BHE will post updates to this information for providers to access for forecasting purposes.

EXHIBIT B

COMPETITIVE ELECTRICITY PROVIDER INFORMATION

Failure to fill out this form completely will render the T&D unable to provide services for the Provider. The Provider shall submit revisions to this document within 5 working days of any changes to the information herein.

General Information for Licensed Provider:

Provider Name

Corporate Address

Dun & Bradstreet number _____

Date of MPUC License _____

Business contact _____

Title _____

Phone number _____

Facsimile number _____

E-mail address _____

Technical EDI contact _____

Title _____

Phone number _____

Facsimile number _____

E-mail address _____

Authorized Signature: _____

Title: _____

Date: _____

Exhibit B

Complete one form for each "Doing Business As" entity of the Provider.

"Doing Business As": _____

DBA Contact _____

Title _____

Phone number _____ Fax number _____

E-mail address _____

ISO-NE Company ID# _____ Dun's+4 _____

ISO-NE Load Asset Account # _____ Effective Date _____

Value Added Network (VAN) Service _____

Phone number _____

EDI Trading Partner ID _____

Attach VAN transmission schedule (In-bound & Out-bound).

Banking Information

1. Bank name _____

2. Bank phone _____

3. Routing & transit number (ABA) _____

4. Bank account number _____

5. Federal tax id _____

Consolidated Utility Billing Service Yes No

1. Customer account number format _____

2. Company name for bill print _____

3. Customer service phone number for bill print _____

4. Business hours for bill print _____

5. Participate in T&D budget plans? _____

6. Types of Rate Structures offered: Flat Blocked TOU seasonal

7. Types of determinants used: kWh kWd

8. Attach rate descriptions.

Authorized Signature: _____

Title: _____

Date: _____

Exhibit C

Precepts

The Precepts encompassed in this Agreement include the following, but are not limited to:

- Maine's Restructuring Act: Chapter 316 codified as 35-A M.R.S.A §§ 3201-3217
- Maine Public Utilities Commission Rules and Regulations:
 - Chapter 301** Standard Offer Service
 - Chapter 305** Licensing Requirements, Annual Reporting, Enforcement and Consumer Protection Provisions for Competitive Provision of Electricity
 - Chapter 306** Uniform Information Disclosure and Informational Filing Requirement
 - Chapter 321** Load obligation and Settlement Calculations for Competitive Providers of Electricity
 - Chapter 322** Metering, Billing Collections and Enrollment Interactions Among Transmission and Distribution Utilities and Competitive Providers of Electricity
 - Chapter 320** Service Standards of Electric Utilities
 - Chapter 81** Residential Utility Service Standards for Credit and Collection Programs
 - Chapter 86** Disconnection and Deposit Regulations for Non-Residential Utility Service
 - Chapter 870** Late Payment Charges, Interest Rates to be Paid on Customer Deposits, and Charges for Returned Checks
 - Chapter 313** Customer Net Energy Billing
 - Chapter 360** Cogeneration and Small power Production
- Terms & Conditions of the T&D Utility filed and approved by the MPUC
- Maine Electronic Business Transaction Standards
- Restated NEPOOL Agreement
- NEPOOL Market Rules

- NEPOOL OATT
- T&D Utility Transmission Tariff
- ISO Tariff
- NMISA Tariff
- Any other applicable FERC jurisdictional tariff, rate schedule or agreement