

HOULTON WATER COMPANY

T&D Specific Provisions For Business Interactions Between Competitive Electricity Providers

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, special processing requirements need to be met:

1. All rate structures and rate prices to be used for consolidated Houlton Water Company (HWC) Billing on March 1, 2000 must be tested and certified by the Competitive Electric Provider (CEP) as acceptable before February 1, 2000. No new rate testing or new rate structure design will be initiated between February 1, 2000 and March 31, 2000.
2. HWC will establish available utility billing testing periods beginning in the Fall of 1999 through January 31, 2000. The CEP may reserve a testing period on a first-in basis. Testing periods will resume April 1, 2000 by reservation if needed.
3. Customer enrollments from the CEP will be processed beginning February 1, 2000 and ending February 25, 2000 to be effective on March 1, 2000 ("Choice Day Enrollments").
4. Customer enrollments received after February 15, 2000 will be processed to be effective on the Customer's next scheduled meter read date occurring after March 1, 2000.
5. HWC will not allow off-cycle drop of a CEP during the period from March 1, 2000 to the Customer's next scheduled meter read date.
6. Choice Day Enrollments will be effective without regard to the Customer's cycle read date on March 1, 2000. Energy will be prorated between HWC and the CEP according to the number of days in the cycle for non-telemetered accounts. HWC will use its best efforts to ensure estimated reads will be kept to a minimum.
7. Transitioning of customers on March 1, 2000 will result in the pro-ration of charges for electricity supply except for telemetered accounts. This pro-ration will divide the customer's total usage based upon the number of days the Customer was served by HWC and the number of days the Customer was served by the CEP. 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 HWC system.

8. 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.

Standard Rate Structure for Consolidated HWC Billing:

HWC existing Standard Rate Structure utilizes flat billing. The rate options and billing determinants available for a specific Customer will be limited by the installed metering capability of that Customer.

Customer Accounts Disconnected for Non-payment:

Accounts of customers that are disconnected for non-payment are not processed as “Final” until 3 days after the actual disconnection.

Off-Cycle Reads:

The Provider or Customer may request an off-cycle termination of an enrolled Customer as of a desired date, specifying either pro-rating usage or using an actual meter reading. If an actual meter reading is required, HWC will schedule it as soon as is practical, usually within five 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.

Fees for off-cycle terminations will be charged to the requesting party, in accordance with Houlton's Terms and Conditions.

Application of Credits to Accounts:

All billing credits received will be applied following the normal payment application process except for the following: An unpaid Deposit obligation to HWC will be satisfied before any payment amount is applied to any other receivable type. When a Deferred Payment Arrangement is in effect as an MPUC requirement, payments will be applied first to the amount due HWC under the arrangement, and then any remaining payment amount will be applied to the Provider's receivable.

Standard Bill Format for Consolidated Utility Billing:

Samples will be provided.

Requests for Non-standard Bill Formats:

The CEP may request HWC to develop a customized bill format. The request must be submitted to HWC's Customer Service Supervisor who will provide an estimated cost and completion date. Advance payment may be required.

Non-standard Metering Options:

The CEP may request HWC to install non-standard metering and the CEP will be responsible for the incremental costs. The selected meter must support HWC's billing requirements. The request must be submitted to HWC's Meter Department who will provide an estimated cost and installation date. Advance payment may be required.

Load Obligation & Settlement Calculations:

HWC shall determine the Supplier's hourly loads and report such to the Northern Maine ISA in accordance with the MPUC Chapter 321 Rule, "Load Obligation and Settlement Calculations for Competitive Providers of Electricity". HWC is the "Assigned Meter Reader".

Payment Transfer Method:

HWC will transfer payments to the CEP at the earlier of: 1.) Amounts to be distributed reach \$500.00 or 2.) 30 days since the last transfer date. Payments will be transferred via check to the bank account designated by the CEP in Exhibit B.

HOULTON WATER COMPANY

T&D SPECIFIC PROVISIONS For Business Interactions Between Standard Offer Providers

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, special processing requirements need to be met:

1. Customers not enrolled with a Competitive Electricity Provider by February 25, 2000 will automatically be assigned to Standard Offer service.
2. Transitioning of customers on March 1, 2000 will result in the pro-ration of charges for electricity supply except for telemetered accounts. This pro-ration will divide the customer's total usage based upon the number of days the Customer was served by
3. Houlton Water Company (HWC) and the number of days the Customer was served by the Provider. 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 HWC system.

Off-Cycle Reads{tc "Off-Cycle Reads"}

A Competitive Electricity 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 Electricity 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, HWC will schedule it as soon as is practical, usually within five 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.

Payment to Standard Offer Providers{tc "Payment to Standard Offer Providers"}

HWC has one monthly meter reading and billing "cycle" each month. Standard Offer Providers will be paid for all energy sold to Standard Offer customers based upon their bid price and percentage of load provided by Standard Offer Rate Class, less an allowance for uncollectible accounts. The allowance will be 0.37% for the Standard Offer Rate Class. Actual meter readings or estimated meter readings will be the basis for monthly payments to all Standard Offer Providers. HWC will transfer payments to the Provider 26 days after each bill cycle in which the bills are issued. Payments will be transferred via wire transfer to the bank account designated by the Provider in Exhibit B.

The fee for each wire transfer to a U.S. bank will be \$15.00; the fee for each wire transfer to a Canadian bank will be \$30.00.

Standard Bill Format for Consolidated Utility Billing:

HWC will provide consolidated billing for Standard Offer Providers using a standard bill format as required by the Precepts. The information disclosure label required quarterly will be included in consolidated billing services. HWC requires Standard Offer Providers to produce and deliver the disclosure labels to HWC's specifications.

HWC will assess a fee per bill issued, and a fee to distribute the disclosure labels, in accordance with HWC's Terms and Conditions. These fees will be billed monthly to the Standard Offer Provider by HWC.

Load Obligation & Settlement Calculations:

HWC shall determine the Supplier's hourly loads and report such to the Northern Maine ISA in accordance with the MPUC Chapter 321 Rule, "Load Obligation and Settlement Calculations for Competitive Providers of Electricity". HWC is the "Assigned Meter Reader".

HWC Services and Fees for Providers{tc "HWC Services and Fees for Providers"}

Services provided to Providers by HWC, and applicable fees, are listed in HWC's Terms and Conditions.

COMPETITIVE ELECTRICITY PROVIDER INFORMATION

Failure to fill out this form completely will render the Houlton Water Company (HWC) unable to provide services for the Competitive Electric Provider (CEP). The CEP shall submit revisions to this document within 5 working days of any changes to the information herein.

General Information for Licensed CEP:

CEP Name _____ {tc "CEP
Name _____" }

Corporate Address _____

Dun & Bradstreet number _____

Date of MPUC License _____

Business contact _____

Title _____

Phone number _____

Facsimile number _____

E-mail address _____

Authorized Signature: _____

Title: _____

Date: _____

3. Audet

{tc " " \1 4}

Exhibit B

Exhibit B {tc " " \1 4}

Complete one form for each "Doing Business As" entity of the CEP. {tc "Complete one form for each "Doing Business As" entity of the CEP. " \1 4}

"Doing Business As": _____ {tc " " "Doing Business As": _____ " }

Title _____

Phone number _____ Fax number _____

E-mail address _____

ISA Company ID# _____ Dun's +4 _____

ISA Load Asset Account# _____ Effective Date _____

Banking Information {tc "Banking Information " \1 3}

Bank name _____ {tc " " " " }

Bank phone _____

Routing & transit number (ABA) _____

Bank account number _____

1. Federal Tax ID _____

Consolidated Utility Billing Service Yes No

Customer account number format _____

Company name for bill print _____

Customer service phone number for bill print _____

Business hours for bill print _____

1. Types of Rate Structures offered: Flat

2. Types of determinants used: kWh kWd

Authorized Signature: _____

Title: _____

Date: _____