

EXHIBIT A

T&D SPECIFIC PROVISIONS FOR BUSINESS INTERACTIONS

Between

Bangor Hydro-Electric Company

and

(CEP to insert their name here)

Competitive Electricity Provider

Created by BHE: September 12, 1999

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Bangor Hydro-Electric Company General Information:

BHE Trading Partner Profile

Company Name	Bangor Hydro Electric Company
File Format	EDI (ANSI X12)
Duns Number	006949002
VAN Provider	ATT GMS
Production Environment	
ISA Qualifier	01
ISA Sender/Receiver ID	006949002
GS Sender/Receiver ID	006949002
Test Environment	
ISA Qualifier	01
ISA Sender/Receiver ID	00694900T
GS Sender/Receiver ID	00694900T
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Print Name: Calvin A. Luther

Title: Director-Customer Operations Restructuring

Date: _____

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Standard Rate Structures for Consolidated Utility Billing:

BHE's existing Standard Rate Structures include flat, blocked, time-of-use (3 periods) and seasonal structures. Billing determinants available include kWh and kW demand measures. In limited cases, kVar demand and kVar hours are also available. The rate options and billing determinants available for a specific Customer will be limited by the installed metering capability of that Customer. Standard specifications for field sizes and decimal places for rates and rate descriptions shall conform to BHE's specifications. There are no charges for establishing and testing Provider's rates for consolidated billing which match exactly the rate structures and seasons of BHE.

Requests for Non-standard Rates:

Non-standard rates are rates which do not exactly match the rate structure, seasons or time of use periods used by BHE's rates for an existing service. Requests for non-standard rate development for customer billing under the Complete Billing option will be considered in the order they are received by BHE. The Standard Form Contract details the process used to respond Providers' requests for non-standard rates. Non-standard rates may require non-standard meters or installation of meters which are currently not supported at the Provider's customer premises for which the non-standard rate is requested. See the paragraph titled "Non-Standard Metering Options" later in this Exhibit for more details.

Provider Rate Changes:

Changes in rate price levels on a Provider's existing rate on Consolidated Utility Billing can be implemented on either a prorated or non-prorated basis, at the Provider's option. If implemented on a prorated basis, the price change will be effective for all customers on the affected rate as of a specific date, and usage for the billing period will be prorated accordingly between the new rate and the prior rate on Customer bills. If implemented on a non-prorated basis, the change will be effective for all usage on bills issued on and after the effective date of the change.

Rate changes which involve changing the rate structure under which a customer is billed can only be implemented on a non-prorated basis .

No more than one change in rate level or rate structure can be implemented per month for any account.

Meter Readings:

BHE will transmit each customer's energy consumption and demand data to the Provider within the time frame established by applicable Precepts, except that when an off-cycle meter reading is requested by a Provider or the customer of a Provider, the data developed from that meter reading will be not be sent until after the account has been billed.

Off-Cycle Terminations:

The Provider 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, BHE will schedule it as soon as is practical, usually within three (3) 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.

If usage is prorated, the off-cycle termination will be effective on the date requested, as long as the request is made at least one day in advance. Customers with either BHE rates or Provider rates requiring demand meters cannot use prorated usage as an actual meter reading is necessary to bill demand charges.

Non-standard Metering Options:

BHE will install non-standard metering at the Provider's request in accordance with the applicable Precepts. The Provider is responsible for incremental costs associated with non-standard meter installations. A list of meter options and associated fees will be provided by BHE to the Provider upon request. The selected meter must support BHE's billing requirements. The request must be submitted to BHE's Business Contact who will provide an estimated cost and installation date. Advance payment may be required.

Standard Bill Format for Consolidated Utility Billing:

The Standard Bill Format for Consolidated Utility Billing will be in compliance with the applicable Precepts. Samples will be provided upon request.

Requests for Non-standard Bill Formats:

The Provider may request BHE to develop a customized bill format. The request must be submitted to BHE's Business Contact who will provide an estimated cost and completion date. Advance payment may be required. Bill print messages may be placed on the Provider's page of the Consolidated Utility Bill upon request, subject to certain restrictions.

Net Energy Billing

Net Energy Billing is available to certain customers in accordance with the applicable Precepts. For these customers, the usage amount transmitted to the provider will be the Customer's net usage, and the Provider's load obligation will be based on the Customer's net usage. Any excess generation provided by Net Energy Billing customers will be used to reduce total system load.

Large Power Billing:

Due to special contract provisions or rate structures, BHE has several (less than 10) Customer accounts that are not billed using BHE's main billing system. For purposes of this contract, and Chapter 322 provisions, all of these Customer accounts are considered Nonstandard Rate Structures. The billing programs for these Customers will be initialized with logic for the applicable Standard Offer Rate structure. The enrollment of a Large Power Billing Customer on the Provider's rate shall be treated as a Nonstandard Rate Structure change if the Provider's rate components are different than the applicable Standard Offer Rate components, because individual programming is required.

Budget Payment Plan:

BHE offers leveled Residential Budget Payment Plans. Under Consolidated Utility Billing, the Provider will specify in Exhibit B if it elects to allow BHE to include the Provider's charges in BHE's Budget Payment Plan for all customers that participate in accordance with BHE's program criteria and calculations. EDI transactions must also indicate that the customer enrolled is to be included in a budget payment plan. Payments made by customers on the Budget Payment Plan will be applied in accordance with the standard payment application procedure described in the Agreement. If the Provider elects in Exhibit B not to participate in the Budget Payment Plan, BHE's Budget Payment Plan will not be available to the Provider's customers under Consolidated Utility Billing.

Payments to Providers:

Bangor Hydro will collect and process payments made for energy supply on behalf of Providers selecting the Complete Billing option according to payment application requirements of the applicable Precepts. These payments will be sent via ACH to the Providers bank designated on Appendix B within the time frame specified in the applicable Precepts.

Sales Taxes Collection and Remittance to the State of Maine:

For all consolidated billing customers, BHE will bill and collect sales and use taxes on Provider charges as is required by the applicable Precepts. BHE will then forward the sales taxes collected to the Provider. The Provider is required to remit sales and use taxes to the appropriate State agency as is required by the applicable Precept or State law. Current State law requires parties to remit the sales taxes billed, not collected, on a monthly basis. The billed sales tax detail is provided to the Provider via the appropriate EDI transaction as outlined in the Electronic Business Transaction appendices.

Customer Accounts Disconnected for Non-payment:

Accounts of customers that are disconnected for non-payment by BHE are processed immediately, which will result in the Provider being dropped from the customer. Providers will be notified by an 810 Final Bill EDI transaction when an account disconnection has occurred and results in a final bill. When the customer is reconnected, they will be placed on Standard Offer. An enrollment transaction must be sent to BHE if the Provider wishes to re-enroll that customer, and the effective date will be the next scheduled meter read date.

Application of Credits to Accounts:

All billing credits received will be applied following the normal payment application process as per the applicable Precepts, except for the following: An unpaid Deposit obligation to BHE 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 BHE under the arrangement, and then any remaining payment amount will be applied to the Provider's receivable.

EDI Processing Schedule:

The processing schedule for transmitting data through EDI will be posted on BHE's Supplier Website page (www.bhe.com/).

Load Obligation & Settlement Calculations:

BHE shall determine the Supplier'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 customer groups: Residential, Small Commercial and Industrial (Small C&I) and Large Commercial & Industrial (Large C&I). BHE's breakpoint for the Small C&I profiled customer group is 25 kW or less. The Large C&I profiled customer group is greater than 25 kW and less than 500 kW. BHE will develop Deemed Load Profiles for unmetered loads. This information will be available to providers via the Internet on BHE's Supplier Website.
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 will be telemetered.
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. This information will also be made available to the Provider in the same format.
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 made available to the Provider in the same format as the monthly energy difference, or the hourly difference.

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 4/15/99 which will be posted on BHE's Supplier Website. BHE will post updates to this information for providers to access for forecasting purposes.

BHE Services and Fees for Providers:

Services provided to Providers by BHE, and most applicable fees, are listed in BHE's Terms and Conditions. Time and material pricing will be calculated for all services requiring such pricing using the then labor, non-labor and overhead costs of BHE, including a reasonable profit, if applicable under the Precepts.

