

Exhibit A

T&D SPECIFIC PROVISIONS FOR BUSINESS INTERACTIONS

Between

Bangor Hydro-Electric Company

and

(SOP to insert their name here)

Standard Offer Provider for Small Classes

Created by BHE: September 12, 1999
Modified by BHE: September 28, 2004

BHE's Utility Business Contact: Calvin Luther, Business Measures Analyst, Customer Operations

BHE's Utility Technical Contact: Lori Omlor, Business Analyst, CIS Support Team

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. Proration of charges over any standard offer rate or price will be performed based upon the percentage of days of service in each billing period for each customer affected by such rate or price. This includes the proration of Standard Offer providers and rates across any change in Provider. Changes in the Standard Offer rate structure will be prorated as long as the rate structure change is no more complicated than the existing BHE distribution rate structure for the same customer class, as required by Chapters 301 and 322.

Standard Offer rate classes for BHE's customers will be as follows:

Residential/Small Non-Residential (Commercial): Includes all customers defined as residential by BHE's Terms and Conditions (T&C), and non-residential customers that take service under a core customer class that does not include a demand charge, including all street lighting service.

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 generally exceed 499 kW in the preceding 12 months.

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

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 Chapters 301 and 322. 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.

Any requests for non-standard billing format, non-standard billing calculations or any bill messages will be responded to by BHE staff within 15 work days with an estimated cost and time required to produce the request. Upon receipt of SOP written or electronic (email) confirmation to proceed, BHE will schedule this work.

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. The allowances for the term of this contract are:

Residential/Small Non-Residential	0.75%
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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.

Net Energy Billing

Net Energy Billing is available to certain customers in accordance with Chapter 313. 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.

Small Generator Aggregation

Small Generator Aggregation is available to certain customers with eligible generators in accordance with the applicable Precepts including, without limitation, Chapter 315 of the MPUC's regulations.

If Provider has been designated by the MPUC to provide standard offer service to residential customers in BHE's service territory, then Provider shall purchase any electricity made available by eligible generators in accordance with Chapter 315 of the MPUC's regulations and any technical specifications adopted thereunder. By 1 p.m. of the second business day following the trading period, BHE will report the hourly generation for each eligible generator to ISO-NE in conformance with ISO-NE requirements, and to the Provider in the same format via the same means used to transmit the data to ISO-NE. Consistent with the timing requirements of NEPOOL SMD, Manuals 20, 28 & 29, the daily

or monthly generation for each eligible generator will be reported to ISO-NE. If any changes are made to the daily generation values during the monthly resettlement process, BHE will report the changes to ISO-NE in conformance with ISO-NE requirements, and to the Provider in the same format via the same means used to transmit the data to ISO-NE. On a monthly basis, BHE shall invoice Provider for the amount of electricity delivered by eligible generators. The Provider shall pay the amount of such invoice with ten (10) days of receipt. Upon receipt of payment from Provider for generation delivered by a customer with an eligible generator, BHE shall pay such customer the amount that it receives from Provider, less any fees that BHE is authorized to deduct in accordance with applicable Precepts.

Off-Cycle Terminations:

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 three 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.

Informational Disclosure Label Mailing:

The information disclosure label will be mailed as required by Chapters 301 and 306 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 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's Standard Market Design (SMD) Manual 20 – Installed Capacity, Manual 28 – Market Rule 1 Accounting, and Manual 29 - Billing 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 (no demand charges); and Large Commercial (25-500 kW billing demand). BHE will develop Deemed Load Profiles for lighting 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 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 in classes where minimum monthly demand equals or exceeds 500 kW must be telemetered in accordance with the Chapter 321.
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.
5. Monthly Settlement Reports: Consistent with the timing requirements of NEPOOL SMD Manual 20, 28 and 29, 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 files sampling and data validation, and profiling methodology reports with the MPUC in accordance with the MPUC rules, complete with the methodology used to create the reports. BHE's current line-loss study was filed with the MPUC on 4/1/99 and is posted on BHE's Supplier web site. When updates are available, BHE will post these updates to the Supplier web site.

EXHIBIT B- Trading Partner Profile Information

Bangor Hydro-Electric Co. Trading Partner Profile

Company Name	Bangor Hydro-Electric Company
File Format	EDI (ANSI X12)
Duns Number	006949002
VAN Provider	AT&T IP Solutions
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
Business Contact	
Name	Calvin Luther
Email Address	cluther@bhe.com
Telephone	207-973-2833
Fax	207-973-2985
Technical EDI Contact	
Name	Lori Omlor
Email Address	edihandler@bhe.com
Telephone	207-973-2853
Fax	207-990-6990

Authorized Signature: _____
Print Name: Jeffrey Jones
Title: Manager-Legal & Regulatory Services
Date: _____

Standard Offer Provider Trading Partner Profile

Company Name _____

File Format **EDI (ANSI X12)**

Duns Number _____

VAN Provider _____

Van Phone No. _____

Production Environment

ISA Qualifier _____

ISA Sender/Receiver ID _____

GS Sender/Receiver ID _____

Test Environment

ISA Qualifier _____

ISA Sender/Receiver ID _____

GS Sender/Receiver ID _____

Business Contact

Name _____

Email Address _____

Telephone _____

Fax _____

Technical EDI Contact

Name _____

Email Address _____

Telephone _____

Fax _____

Authorized Signature: _____

Print Name: _____

Title: _____

Date: _____

General Information for Licensed Provider

Provider Name _____

Corporate Address _____

Date of MPUC License _____

Financial Officer Contact _____

Title _____

Phone number _____ Fax number _____

E-mail address _____

Settlement Information:

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

ISO-NE Load Asset # _____ Effective Date _____

Banking Information:

1. Bank name _____
2. Bank phone _____
3. Routing & transit number (ABA) _____
4. Bank account number _____
5. Federal tax id _____

Billing Service Information:

1. Types of Rate Structures offered: Flat Blocked TOU Seasonal
2. Types of determinants used: kWh kWd
3. Rate descriptions and prices:

4. MPUC Order:

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