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Purpose: The purpose of this Exhibit is to allow Provider(s) the option to directly collect amounts it is owed by its customers for past due balances of generation service charges, including late payment charges for generation service.

Under the following conditions, Maine Public Service Company (MPS) will apply credits to the account of a customer being supplied generation service from a Provider:

- Provider must inform the customer that any payments received directly from the customer to Provider will be applied only to past due generation service.
- Provider must inform the customer that any payments for T&D services owed to MPS must be sent directly to MPS and such payments cannot be sent to Provider.
- Provider must inform the customer that if past due balances are due MPS for T&D services, customer is responsible for payment of such and that if payment is not received by MPS, then the customer is subject to disconnection pursuant to MPUC Rules & Regulations.
- Provider must notify the Manager of Customer Service or designate via email at (rleach@mainepublicservice.com) that a credit needs to be applied to the customer's Provider account receivable. Provider shall include the customer name, MPS account number and the amount of credit to be applied. The Manager of Customer Service will notify the cashier via email to process the request from the Provider.
- MPS shall apply credit of stated dollars to past due generation service. Credit shall be allocated to oldest charges first; such allocation shall include late payment fees for generation service as well as generation service. Until credit is applied by MPS to the customer's account, any subsequent bill(s) will include additional late fees on past due balances. In the event that subsequent billing includes late fees on dollars that Provider has collected, Provider can request such charges to be removed from customer account. Notification of cancellation of late fees must be sent to Customer Services as indicated above.
- MPS shall, through EDI transaction 820, notify Provider that credit has been applied to the customer account. The EDI transaction shall include the amount and the customer account number.
- Once credit has been applied, Provider must review the EDI transaction to ensure that the credit was in fact applied to the intended account. If credit has been applied inaccurately, Provider must inform MPS of such error within 2 Business Days following delivery of the 820 transaction. MPS must fix any error within 2 Business Days following notification by Provider. Failure to acknowledge EDI transaction indicates Provider's acceptance.
- Upon acceptance that the credit has been accurately applied, Provider has full responsibility for any further collection activity necessary to complete this transaction and understands that MPS will treat the amount as paid for all purposes, including for the purpose of allocating future payments received from the customer.
- This section describes what happens in the event that a customer makes duplicate payment for generation service to both MPS and Provider. If MPS receives payment for generation service charges from the customer prior to notification from Provider, MPS will notify Provider if the entire payment amount cannot be applied to generation service charges. If MPS cannot apply Provider directed dollars to the customer account, the Provider will be

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responsible for refunding any overpayment to the customer. If the customer and the Provider agree, the Provider may hold the customer balance until such time as there is an outstanding balance on the account for generation service charges. The Provider would then need to notify MPS of payment subsequent to the issuance of a customer bill. If a customer payment is received by MPS after Provider notification of customer credit, a credit balance will reside on the T&D portion of the customer account, and will not be redirected to the Provider portion of subsequent bills. In this case, MPS would refund the credit balance directly to the customer at the customer's request.