

SECTION 19: ELECTRICITY PROVIDERS

19-A GENERAL

In accordance with Maine Public Utilities Commission rules, the Company will provide certain services and charge certain fees to Competitive Electricity Providers and Standard Offer Providers, as described in this section.

19-B BILLING SERVICES - STANDARD BILL FORMAT AND RATE STRUCTURE

The charge for providing consolidated utility billing services will be \$.27 per bill. Consolidated utility billing services, in accordance with Maine Public Utilities Commission rules, will include bill calculation, printing, mailing, collection, remittance processing and Automatic Clearing House (ACH) funds transfers. The annual notice required by Chapter 305(4)(B)(1)(b) will also be provided as part of the consolidated utility billing service.

19-C SUPPLIER INITIATED OFF-CYCLE TERMINATIONS

The charge to the Provider for terminating electricity supply to a Customer on a date other than the regular meter reading date will be \$5.00. Under such circumstances, usage will be prorated between the terminating Provider and the new Provider.

If an actual meter reading is required by a Provider terminating service on a date other than the Customer's regular meter reading date, the charge will be as stated in the Company's Terms and Conditions, Section 3-B, Transfer of Service. Unless otherwise specified, requests for off-cycle service terminations will be processed as soon as practicable in the normal course of the Company's business, during regular business hours.

19-D CUSTOMER INITIATED OFF-CYCLE TRANSFER OF SERVICE TO STANDARD OFFER

When a Customer contacts the Company to terminate service from a Competitive Electricity Provider and obtain service from the Standard Offer on a date other than the regular meter reading date, a \$5.00 fee will be charged to the Customer. Under such circumstances, usage will be prorated between the terminating Provider and the new Provider.

If an actual meter reading is required by a Customer terminating service on a date other than the Customer's regular meter reading date, the charge will be as stated in the Company's Terms and Conditions, Section 3-B, Transfer of Service. Unless otherwise



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specified, requests for off-cycle service terminations will be processed as soon as practicable in the normal course of the Company's business, during regular business hours.

19-E CUSTOMER HISTORY DATA

The Company will provide customer usage history records to Competitive Electricity Providers in accordance with the Company's Terms & Conditions, Section 20.

19-F NONSTANDARD METER INSTALLATIONS

The Company will install a nonstandard meter at the request of a Competitive Electricity Provider, and will accommodate request for nonstandard meters as quickly as practicable in the normal course of the Company's business. The Company will prioritize requests, with the objective of maintaining the shortest possible backlog, by considering the order of requests, the complexity of implementation and equity among customer groups.

The Company will charge its incremental costs of owning, maintaining and installing the nonstandard meter to the Competitive Electricity Provider. The Company, at its sole discretion, may require advance payment from the Competitive Electricity Provider.

19-G NONSTANDARD BILL FORMAT OR RATE STRUCTURE

A Competitive Electricity Provider may request a nonstandard bill format or rate structure for bills issued to its customers by the Company. The Company will determine the price and time frame for completion within fifteen (15) business days of the request. The price will be based on the Company's reasonable costs for implementing the nonstandard bill format or rate structure.

19-H INFORMATION DISCLOSURE FOR STANDARD OFFER CUSTOMERS

The Company will distribute disclosure labels to Standard Offer customers as required by Chapter 306, Section 2(E) (4) of the Maine Public Utilities Commission rules, as amended from time to time.

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SECTION 20: TERMS FOR FURNISHING BILLING, PAYMENT, AND USAGE RECORDS

20-A GENERAL

The Company will provide copies of a customer's billing, payment and usage records to individuals and entities having a right to such records, as provided by the Rules of the Maine Public Utilities Commission or Maine law. Such records will be provided in a standard format specified by the Company.

Requesting parties may be required to provide account numbers when requesting information for multiple accounts.

20-B INFORMATION AVAILABILITY AND CONTENT, CHARGES FOR INFORMATION REQUESTS

The following information pertaining to the most recent twelve (12) billing periods will be provided:

- Account Number
- Name
- Rate Code
- Read Dates
- Number of days in each billing period
- kWh usage for each billing period
- kW demand for each billing period (if available)
- Usage during on-peak, off-peak and interim periods (if available)
- Bill Amounts (provided to customers only)
- Payment dates and amounts (provided to customers only)

This information will be provided at no charge to current or prospective customers, tenants or property owners, and to financial assistance agencies. The charge for providing this information to parties other than those listed above, including Competitive Electricity Providers, will be \$1.00 per account.

Interval data for the most recent twelve (12) months, when available, will be provided at no charge to customers. The charge for providing this data to third parties, including Competitive Electricity Providers, will be \$24.00 per account. The data will be made available electronically, in a standard importable text format, unless otherwise specified by the requesting party. Such non-standard format requests, including but not limited to, paper copies, a specific spreadsheet or database type, will be billed at \$48.00 per hour per account plus all materials necessary to fulfill the request.

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20-C NON-STANDARD INFORMATION REQUESTS

For usage history requests concerning periods more than 12 months prior to the current month, there will be a charge of \$12.00 for each twelve-month period or \$1.00 for each individual month period.

20-D AGGREGATED INFORMATION REQUESTS

The charge for providing aggregated information for groups of customers or for providing data not listed in Section B above will be \$48.00 per hour, based on the actual time necessary to fulfill the request.

20-E INFORMATION REQUESTS FOR DISPUTE RESOLUTION

There will be no charge for records provided to the Commission or records provided to a customer in response to a dispute.

20-F PROVISION OF AND PAYMENT FOR INFORMATION

Information furnished under the terms of Sections 20-B, C, D, and E, above, shall be provided within a reasonable period of time. The Company may, at its sole discretion, require advance payment of applicable charges for furnishing information under this section.

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