

## 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.

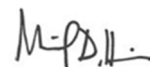
If an actual meter reading is required by a Provider terminating service on a date other than the Customer's regular meter reading date, the charge will be as stated in the Company's Terms and Conditions, Section 3-B, Transfer of Service. Unless otherwise specified, requests for off-cycle service terminations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

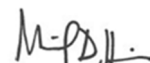
#### ***19-G NONSTANDARD BILL FORMAT OR RATE STRUCTURE***

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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