



SmartEnergy – Massachusetts Terms of Service for Residential and Small Commercial Customers

1. **Agreement to Purchase Electricity.** SmartEnergy Holdings, LLC (“SmartEnergy”) is a Competitive Supplier licensed by the Commonwealth of Massachusetts Department of Public Utilities (“DPU”) that provides electricity service for residential and small commercial customers in the Commonwealth of Massachusetts. SmartEnergy’s electric service license number is CS-120. Subject to acceptance by SmartEnergy and your Electric Distribution Company (“EDC”), you agree to purchase, and SmartEnergy agrees to supply, all of your electricity, as delivered to you by your EDC under the terms and conditions set forth in this document (the “Contract”). SmartEnergy will be supplying the generation portion of your electricity, and your local EDC will continue to provide the distribution services. The EDC remains responsible for the delivery of power and energy to you and will continue to respond to any service calls and emergencies. As used herein, the words “we”, “us” and “our” refer to SmartEnergy, and the words “you” and “your” refer to the Customer. Our business address is 400 Madison Avenue, Suite 9A, New York, NY 10017, our mailing address is 74 W Broad Street, Suite 530, Bethlehem, PA 18018, and our internet address www.smartenergy.com. You may also contact us by telephone at 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T., or by e-mail at customer.care@smartenergy.com.

2. **Agreement and Term.** The Contract, your Enrollment Form, Internet Enrollment Form, or Telephone Verification Recording (as applicable), and Welcome Letter shall be referred to collectively as the “Agreement”. The Contract Summary specifies the product type (fixed rate or variable rate) and the term that applies to your Agreement with SmartEnergy. Only applicable sections that describe your specific product type will apply to your Agreement. The term of your Agreement begins with the next available meter reading after processing of your enrollment by your EDC and SmartEnergy.

a. If you enrolled in a fixed-rate plan, your Agreement will continue for the fixed-rate period as set forth at the time of enrollment and confirmed in the Welcome Letter or the Contract Summary, and at the expiration of the fixed-rate period will automatically continue on month-to-month basis, unless earlier terminated by you or SmartEnergy in accordance with the terms of this Agreement. SmartEnergy will provide you with a renewal notification at least 30 days prior to the expiration of the fixed price period (“Renewal Notice”). In the Renewal Notice, SmartEnergy will provide information regarding your options to renew or continue on another SmartEnergy product. Unless you select another SmartEnergy product, terminate or transfer service within ten (10) days of such notice, your electricity supply with SmartEnergy will continue as described herein.

b. If you enrolled in a variable-rate plan, your Agreement will continue on a month-to-month basis, unless terminated by you or SmartEnergy in accordance with the terms of this Agreement.

3. **Right to Rescind and Cancel.** We will not initiate service to you prior to midnight on the third day following your receipt of a written confirmation of an agreement to purchase electricity and these Terms of Service, during which period you shall have the right to rescind, without charge or penalty, your affirmative choice of SmartEnergy. You may cancel the Agreement at any time, for any reason, without fees or penalties. To cancel, you may contact SmartEnergy by mail, telephone, or electronically at the contact information provided above. If you cancel the Agreement, you agree to pay for the electricity supplied by SmartEnergy through the date that another company begins to supply electricity to you. You are responsible for all charges incurred through the date that makes your cancellation effective and for any fees incurred by SmartEnergy in collecting any unpaid amounts due. Default Generation Service: You are not required to enter into an agreement with SmartEnergy for electric generation service. You may obtain Default Generation Service from your EDC at rates set by them from time to time. There is no fee for terminating or initiating Default Generation Services if it is done concurrent with a scheduled meter read.

4. **Relocation.** You are required to provide notice

to **SmartEnergy** if you relocate. If you relocate, a final reading will be made at your old address, and your account with both the **EDC** and **SmartEnergy** will be terminated. You will be obligated to pay for the electricity supply service provided through the date the termination due to relocation becomes effective, including without limitation, any applicable **EDC** fees or charges. If you relocate within your **EDC**'s service territory, you may be able to enter into a new electricity supply agreement with **SmartEnergy**.

5. **Disconnection of Service.** Only your **EDC** has the ability to disconnect your service. Failure to make full payment of **EDC** charges may result in you being disconnected in accordance with your **EDC**'s tariff.

6. **Pricing.** You have enrolled either in a fixed-rate plan or a variable-rate plan as set forth at the time of enrollment and confirmed in the Welcome Letter or the Contract Summary. Fixed rates and variable rates, if applicable, will be determined as follows:

a. **Fixed Rate.** If you enrolled in a fixed-rate plan, the fixed rate per kilowatt-hour ("kWh") will be as indicated in the Welcome Letter or the Contract Summary. The fixed rate will be multiplied by the amount of electricity you use in the billing cycle to determine the generation portion of your bill, plus any applicable fees, charges or taxes.

b. **Variable Rate.** If you enrolled in a variable rate plan, the variable rate per kWh for the first month will be as indicated in the Welcome Letter or the Contract Summary. Thereafter, or if your Agreement converts to a variable-rate plan, the rate for electricity will be a variable rate; variable rates will be established monthly may be higher or lower each month, will be set in **SmartEnergy**'s sole discretion, and are not based on a market or index price. **SmartEnergy** typically considers some or all of the following factors when setting variable rates:

- publicly available competitor pricing;
- strategic business objectives;
- customer retention or attrition;
- market volatility or uncertainty;
- anticipated customer usage;

- the cost of procuring power including wholesale prices, any ancillary service costs, capacity auctions, utility fees, and transmission and distribution losses;
- weather, supply congestion and infrastructure issues;
- legal or regulatory issues; and
- profit margin.

This list of factors is not exhaustive, and no single factor will determine the rate. Some factors may be estimated or projected, and the factors **SmartEnergy** considers may be weighed differently each month. **SmartEnergy** may spread sudden cost increases over multiple billing cycles so that its customers do not bear the burden of such increases in a single month. In addition, **SmartEnergy** seeks to acquire the majority of its anticipated electricity supply in advance rather than from the spot market. For all of these reasons, the variable rate may not correlate with changes in wholesale market prices, with the **EDC**'s rate or with other suppliers' rates. The variable rate assigned to any particular individual account may vary from the rate assigned to any other particular individual account, even though such accounts may be in the same utility rate class. YOU WILL NOT RECEIVE A NOTICE OF THE UPCOMING VARIABLE RATE; UNLESS YOU CONTACT SMARTENERGY YOU WILL NOT KNOW THE RATE UNTIL THE TIME OF BILLING. To access current, available future and highest and lowest historical rates over the preceding 12 months, contact one of our customer care representatives at 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T., or visit our website www.smartenergy.com. THERE IS NO LIMIT ON HOW MUCH THE RATE MAY CHANGE FROM ONE BILLING CYCLE TO THE NEXT. THE RATE CAN CHANGE EACH BILLING PERIOD.

c. Depending on the product and plan that you select, you may be billed a monthly customer charge, which if applicable, will be indicated in the Welcome Letter.

d. For both fixed-rate and variable-rate plans, you will incur additional service and delivery charges from your **EDC**.

e. **SmartEnergy's** prices may be higher or lower than your **EDC's** rate in any given month. Current and historical rates should not be taken as a guarantee of future rates.

f. If you accepted an offer from **SmartEnergy** that included an incentive to enroll, such as a month of free electricity or cash back, your incentive will be described in the Contract Summary or Welcome Letter (or both). You must complete the instructions and comply with the terms and conditions on the form included with your Welcome Letter to receive the incentive. You must have an active account with **SmartEnergy** when we process the form in order to be eligible. If you have questions regarding the incentive, you may call **SmartEnergy** at 1-800-443-4440 (toll-free).

7. **Billing.** You will receive one bill from your **EDC** monthly, in which your **SmartEnergy** supply charges will be listed separately from your **EDC's** delivery charges. Your **EDC** may or may not charge a fee for switching service to **SmartEnergy**. If at any time during the term of this Agreement your **EDC** does not provide consolidated billing for your account, you will be billed by **SmartEnergy** for any charges owed to **SmartEnergy**. In that case, you will be billed separately by your **EDC** for any taxes, distribution charges or other utility fees and charges. **SmartEnergy** will pass through to you all charges related to the collection of past due charges, including but not limited to, collection agency fees, legal and court fees and account termination fees.

8. **Payment.** Your payment is due by the date specified in your **EDC** bill, and late payments will be subject to interest at 1.5% per month or the highest amount allowable under applicable law, whichever is lower. Your **EDC** will set your payment due date and the payment address. If you have difficulty paying your bill you may be eligible for third party billing or deferred payments or budget billing through your **EDC**. Please contact your **EDC** for details about available programs.

9. **Credit Requirements.** **SmartEnergy** reserves the right to conduct a credit review prior to providing you with electricity supply service, and reserves the right to refuse you electricity supply service if you do not meet **SmartEnergy's** credit standards. You agree to provide

SmartEnergy with any information reasonably requested in order to complete the credit review. If, prior to commencing electricity supply service or at any time during the term of the Agreement, **SmartEnergy** has good faith concerns about your creditworthiness, **SmartEnergy** may conduct a credit review. No deposit is required in support of the Agreement.

10. **Information Release Authorization.** You authorize **SmartEnergy** to obtain and review information regarding your credit history from credit reporting agencies and other information from your **EDC**, including but not limited to the following: account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, public assistance status, meter readings, characteristics of electricity service and, when charges under the Agreement are included on your **EDC** bill, billing and payment information. This information may be used by **SmartEnergy** to determine whether it will commence and/or continue to provide electricity to you. Such information may be disclosed to a third-party if (a) required by law; (b) such disclosure is to a third party service provider under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to us; (c) in connection with your electric generation service; and (d) to our affiliates and subcontractors for marketing purposes. Your acceptance of the Agreement is an authorization for the release of this information to **SmartEnergy**. This authorization will remain in effect during the term of the Agreement. You may rescind this authorization at any time by providing Notice thereof to **SmartEnergy** or calling 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T. **SmartEnergy** reserves the right to cancel the Agreement on fifteen (15) calendar days' Notice in the event you rescind such authorization.

11. **Renewable Energy and Renewable Energy Credits.** If you have selected a renewable energy product from **SmartEnergy**, your rate includes an additional charge for the purchasing of Renewable Energy Certificates and the following provision applies: **SmartEnergy** will, either directly and/or through its affiliate(s), retire, on your behalf, non-certified Renewable Energy Credits ("RECs") resulting from

electricity generated from renewable energy sources, which may include solar, wind, geothermal, biomass, biogas, or low-impact hydro, in an amount matching either all of your usage for a calendar year or the renewable content amount specified in your plan description. Each REC represents 1,000 kilowatt hours. You will not have electricity from a specific generation facility delivered directly to your meters; but, through this product, you can support generators of renewable energy that provide electricity to the electricity grid. Renewable energy source availability and generation varies hour-to-hour and from season-to-season, as does all customer electricity usage. **SmartEnergy** relies on regional system power from the grid to serve its customers' minute-by-minute consumption. But, through retirement of RECs by **SmartEnergy**, on behalf of customers, **SmartEnergy** will acquire enough RECs to match either all of your usage or the renewable content amount specified in your plan description. **SmartEnergy** may take up to six (6) months after the end of a calendar year to retire RECs needed to fulfill this product. **SmartEnergy** will not be liable to you or any other party for any advertising assertions related to this product including, without limitation, any claim or liability arising from a representation made as to the "green" or "carbon free" nature of the electricity or this product.

12. **Change in Terms.** The terms and conditions of the Agreement apply to the initial monthly Term and subsequent Terms. If we propose a material change to our terms of service, we will send you written notice, explaining your options and the date by which you must take action to exercise your options, before either the expiration date or the effective date of the change(s). If you do not respond to the written notice described above, your service will continue under the changed terms of service until it is either terminated by you or **SmartEnergy** in accordance with the terms of the Agreement.

13. **Estimated Meter Readings.** Your **EDC** may estimate your usage under regulations set by **DPU**. Your **EDC** must take an actual reading at least every other billing cycle and its procedure for estimated meter readings must be approved by **DPU**. The bill will clearly indicate if it is an estimated reading by use of the word "ESTIMATE" on the bill, in close proximity to the estimated amount.

14. **Standard Service Offer Availability.** The Commonwealth of Massachusetts requires your **EDC** to provide a standard service offer. The standard service offer includes power supply you receive from your **EDC**. You are eligible to receive the standard service offer at any time and to continue to receive it indefinitely.

15. **Events of Default.** An Event of Default shall mean: (i) failure to make any payment required under the Agreement when due; (ii) the failure to take electric supply when delivered under the terms of the Agreement; (iii) significant downgrading of your credit rating since the effective date of the Agreement, as determined by **SmartEnergy** in its sole discretion; (iv) if you file a petition or otherwise commence, authorize or acquiesce in the commencement of a proceeding or cause of action under any bankruptcy or similar law for the protection of creditors, or have such petition filed against you and such petition is not withdrawn or dismissed for twenty (20) days after such filing; or (v) you are unable to pay your debts as they are due and such inability is not cured within ten (10) days after **SmartEnergy** provides you with written Notice.

a. Remedy for Event of Default. **SmartEnergy** has the right to terminate the Agreement according to Section 16 below if an Event of Default by you occurs.

b. Collection of Past Due Charges. **SmartEnergy** will pass through to you all charges related to the collection of past due charges, including but not limited to, collection agency fees, legal and court fees and account termination fees.

16. **Termination of Service by SmartEnergy.** **SmartEnergy** may terminate electricity supply service to you for an Event of Default (defined in Section 15 above) by you, provided that **SmartEnergy** provides you with at least thirty (30) days' advance written Notice for you to cure the Event of Default before the termination is effective (the "Termination Notice"). If the Event of Default is not cured, the services will be terminated, and you will then receive electricity from your **EDC** or will be given the opportunity to choose a different electricity supplier. You will be responsible to pay for electricity consumed prior to termination. In addition, in the event of a change in applicable law or regulation that prevents or prohibits **SmartEnergy** from

performing under the terms of the Agreement, or for any other reason, **SmartEnergy** reserves the right to terminate the Agreement by giving you any notice required by applicable law.

17. **Legal Notice.** All legal notice to be given hereunder ("Notice") will be in writing and delivered as specified in the Agreement to both you and **SmartEnergy**, as applicable, by certified mail or email to you at your service or email address, and to **SmartEnergy** at 74 W Broad Street, Suite 530, Bethlehem, PA 18018 or customer.care@smartenergy.com. Notice will be effective upon either confirmation of receipt by the person to whom it is addressed, or when delivery is confirmed by the carrier, whichever is earlier.

18. **Miscellaneous.**

a. **Dispute Resolution.** You agree to contact **SmartEnergy** at 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T. regarding any dispute related to the Agreement. You should contact your **EDC** concerning a power outage or any other emergency. If your complaint is not resolved after you have contacted **SmartEnergy** and/or your **EDC**, or for general **EDC** information, residential and business customers may contact the **DPU** for assistance at 1-877-886-5066.

b. **Contact Information.** In the event of an emergency such as a power failure or downed power line, or for information about universal service programs contact your **EDC**.

c. **Assignment.** You may not assign your rights or obligations under the Agreement without **SmartEnergy's** express written consent. **SmartEnergy** may sell, transfer, pledge, or assign the accounts, revenues, or proceeds due to it under the Agreement, and may also assign its interest in the Agreement to another electric supplier or other entity as permitted by law. If such an assignment is made, and if Notice is required by law, we will provide Notice no later than thirty (30) calendar days prior to the transfer date.

d. **Publicity.** When you provide a testimonial or win a contest, **SmartEnergy** shall be entitled to

disclose and publicize your identity as a customer of **SmartEnergy** on its website and in any other marketing material.

e. **Entire Agreement.** The Agreement, including these Terms of Service, constitute the entire agreement for the purchase of electricity between you and **SmartEnergy**, and shall take the place of any and all prior agreements and understandings, oral or written, regarding **SmartEnergy** supplying electricity to you. The Agreement is binding upon you and **SmartEnergy** and each of its respective heirs, successors and permitted legal assigns. The Agreement is not intended to benefit any third party.

f. **Representations and Warranties, Limitation of Liability and Arbitration.** The electricity supplied by **SmartEnergy** under the Agreement will be purchased from a variety of sources. SMARTENERGY MAKES NO REPRESENTATIONS OR WARRANTIES OTHER THAN THOSE EXPRESSLY SET FORTH IN THE AGREEMENT, AND EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE. SMARTENERGY'S LIABILITY UNDER THE AGREEMENT SHALL BE LIMITED TO DIRECT, ACTUAL DAMAGES ONLY, WHICH WILL NOT EXCEED THE AMOUNT OF YOUR SINGLE LARGEST MONTHLY INVOICE DURING THE PRECEDING TWELVE (12) MONTHS. NEITHER SMARTENERGY NOR ANY OF ITS AFFILIATES OR SUBCONTRACTORS SHALL BE LIABLE TO YOU OR ANY THIRD PARTY FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE OR OTHER DAMAGES, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON A CLAIM RELATING TO CONTRACT, TORT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, LOST PROFITS, BREACH, NON-PERFORMANCE OR ANY OTHER BASIS. YOU AND SMARTENERGY WAIVE THE RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY DISPUTE ARISING OUT OF OR IN CONNECTION WITH THE AGREEMENT. BOTH SMARTENERGY AND YOU AGREE NOT TO INITIATE OR BECOME A PARTY TO ANY CLASS ACTION SUIT OR PROCEEDING ARISING OUT OF OR RELATING TO THE AGREEMENT.

g. Arbitration. If your complaint or dispute is not resolved through contact with our customer service department, you agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction. Any arbitration under the Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. Please visit www.smartenergy.com/resolving-disputes for the full terms and conditions that govern your agreement to resolve any disputes arising under the Agreement through binding arbitration or small claims court.

h. Force Majeure. **SmartEnergy** will make commercially reasonable efforts to provide electricity supply but does not guarantee continuous service. **SmartEnergy** is not responsible for power outages or other events outside its control that may prevent **SmartEnergy** from supplying electricity (collectively, "Force Majeure Events"), including without limitation, acts of God, accidents, labor disputes, required maintenance, your **EDC's** non-performance, including without limitation, an outage, or any other cause beyond **SmartEnergy's** control. **SmartEnergy** shall not be liable to you for any interruptions caused by a Force Majeure Event.

i. Governing Law; Venue. Venue for any lawsuit brought to enforce any term or condition of the Agreement shall lie exclusively in the Commonwealth of Massachusetts. The Agreement shall be construed under and shall be governed by the laws of the Commonwealth of Massachusetts without regard to the application of its conflicts of law principles.

j. Non-Waiver; Severability. The failure by one party to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any subsequent breach or default of the Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself. If any provision of the Agreement is held unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of the Agreement shall remain in full force and effect.

k. Amendments. **SmartEnergy** may change, modify or amend this Agreement at any time (each a "Change"). Each Change will be made by

SmartEnergy in the manner required by applicable law. Each Change will be posted on **SmartEnergy's** website (www.smartenergy.com), and you will receive individual notice of the Change if required by applicable law. You should review the website periodically for applicable Changes. Your continued use of **SmartEnergy's** products and services following a Change constitutes your acceptance of this Agreement as so Changed.

l. Labor. **SmartEnergy** does not operate under collective bargaining agreements. **SmartEnergy** does not operate with employees hired as replacements during the course of a labor dispute.

m. Low-Income Eligibility. A discount on your **EDC's** distribution charges is available to qualifying residential customers. Please contact your **EDC** for more information and to apply if you are eligible.

19. **Electric Emergencies and Power Quality.** Your **EDC** will continue to operate the electric transmission lines and to maintain responsibility for power outages and for power quality. You will hold **SmartEnergy** harmless in the event of a loss of power caused by any entity other than **SmartEnergy**. If you have an electrical emergency, power outage or reduction in power quality, you should contact your **EDC** at its telephone number for emergencies. If your **EDC** is **WMECO**, call 1-800-286-2000. If your **EDC** is **National Grid**, call 1-800-465-1212. If your **EDC** is **NSTAR**, call 1-800-592-2000.

20. **Environmental Disclosure Label.** In accordance with **DPU** regulations, our energy disclosure label is provided to you with this Agreement. An Environmental Disclosure Label specifying the approximate generation resource mix and environmental characteristics of the power supply being offered under this Agreement can be found on the **SmartEnergy** website at www.smartenergy.com. **SmartEnergy** will provide a printed copy of the environmental disclosure information upon request and periodically to the extent required by applicable law. We will provide you with an updated label, on a quarterly basis, to reflect certain characteristics of our electric generation supply.