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COMPETITIVE ENERGY SUPPLIER SERVICE AGREEMENT

This agreement for Competitive Energy Supplier Services (the “Agreement”) is made and entered into effective the _____ day of _____, 20__ by and between, New Hampshire Electric Cooperative, Inc. (“Cooperative”), a New Hampshire Corporation, with its principal place of business in Plymouth, New Hampshire, and _____ is herein referred to as “Supplier”, with its principal place of business in _____.

I. Basic Understanding

Under the Cooperative’s Restructuring Settlement Agreement approved by the New Hampshire Public Utilities Commission (“NHPUC”) by Order No. 23,013 (Sept. 22, 1998) in Docket No. DR 98-014 and by Order No. 23,713 (May. 31, 2001) in Docket No. DR 01-038 approving Default Service Filing the Interim Procedures Establishing Registration Requirements for Governing Retail access (“Interim Procedures”) as approved; and applicable regulations of the NHPUC, the Cooperative has the authority and obligation to perform certain services for Competitive Energy Suppliers of electricity. In order to delineate their respective rights and obligations, the Cooperative and the Supplier enter into this Agreement regarding the provision of such services, and the Cooperative agrees to provide services to the Supplier in accordance with the terms hereunder.

This form of Agreement has been developed for use between the Cooperative and Competitive Energy Suppliers, and may not be waived, altered, amended, or modified, except as provided herein. Appendices A and B, attached hereto and incorporated herein by reference, include additional terms which are a part of this Agreement.

II. Definitions

The terms listed in this section and used in this Agreement which are not otherwise defined shall have the meanings set forth in this section. Any capitalized terms used in this Agreement and not defined herein shall be as defined in the Interim Procedures or in the Cooperative’s Tariff on its Internet site.

1. "Agreement" means this Supplier Service Agreement, including all its appendices.
2. "Authorized Representative" means persons or entities designated hereinafter in writing in accordance with Section XIX who shall be authorized by the Party on whose behalf it is designated to act carrying out all the provisions of this Agreement.
3. "Business Day" shall be defined as any day, other than a Saturday, a Sunday, or a Holiday that is observed on a weekday. If any performance date referenced herein occurs on day other than a Business Day, such performance date shall be the next succeeding Business Day.
4. "Competitive Energy Supplier" shall mean any entity registered with the NHPUC to sell electricity to retail Members/Customers in New Hampshire, with the following exceptions: (1) a Delivery Cooperative providing Transition or Default Service to its delivery customers, and (2) a municipal light department providing energy supply and/or delivery services to its municipal customers.
5. "Co-op Power" or "Cooperative Power" shall mean the service provided by the Cooperative to a Member who is not receiving Energy Service from a Competitive Energy Supplier. Co-op Power from the Cooperative is provided in accordance with the provisions set forth in the Cooperative's Tariff on display on the Cooperative's webpage (www.nhec.com).
6. "Delivery Company", "Company", or "Cooperative" shall mean the New Hampshire Electric Cooperative, Inc.
7. "Delivery Service" shall mean the delivery of electricity to Members by the Delivery Cooperative pursuant to the Cooperative's Tariff on display on the Cooperative's webpage (www.nhec.com).
8. "EDI Guidelines" shall mean the EDI transaction implementation guidelines prepared to enable electronic interchange of data between Competitive Energy Suppliers and the Cooperative, for the transactions described in the EDI Working Group Report. This term shall refer to the EDI Guidelines prepared for use by New Hampshire Electric Cooperative until such time as amended EDI Guidelines are approved and published by the EDI Working Group and the Commission for statewide use.
9. "EDI Working Group Report" or "Report" shall mean the report submitted by the Electronic Data Interchange Working Group on April 2, 1998, as on file with the NHPUC, and as adopted by the NHPUC pursuant to Order No. 22,919 (May 4, 1998).
10. "Energy Service" shall mean the sale of electricity, energy including ancillary services such as the provision of reserves, and services related to the provision of capacity as defined by ISO-NE to a Member by a Competitive Energy Supplier.
11. "Enrollment period" shall mean, for a particular Member, the period of time during which a Competitive Energy Supplier may submit an enrollment transaction to a Delivery Cooperative for initiation of Energy Service concurrent with the start of the Member's next billing cycle.
12. "Holiday" shall be defined as those days specified on the Holiday Schedule for Settlement available on the ISO New England website.
13. "Interim Procedures" shall mean the Interim Procedures governing retail access for Competitive Energy Suppliers serving retail Members of the New Hampshire Electric Cooperative, Inc. issued by the NHPUC in Order No. 23,013 (Sept. 22, 1998) Docket No. DR 98-014.
14. "ISO-NE" or "ISO-New England" shall mean Independent System Operator - New England,

- Inc., or any successor entity or entities which performs the functions of ISO-NE.
15. "ISO-NE PTF" shall mean ISO-New England Pool Transmission Facilities included in the ISO-NE Open Access Transmission Tariff on file with the Federal Energy Regulatory Commission, as may be amended from time to time.
 16. "Line Loses" shall mean transmission losses including losses on the ISO-NE PTF, losses from the ISO-NE PTF to the interconnection with the Cooperatives distribution system, and losses on the Cooperatives distribution system
 17. "Member" shall mean any person, partnership, corporation, or any other entity, whether public or private, who obtains Delivery Service at a Member End Point and who is a Member of record of the Cooperative.
 18. "Member End Point" shall mean the Cooperative's meter(s) or a service location point designated by the Cooperative located at the Member's premises.
 19. "NEPOOL" shall mean the New England Power Pool and its successors.
 20. "NHPUC" or "Commission" shall mean the New Hampshire Public Utilities Commission.
 21. "Non-PTF" shall mean transmission facilities which do not constitute ISO-NE PTF.
 22. "Service Area" shall mean the Service Area described in the Cooperative's Tariff, and as determined by the NHPUC.
 23. "Settlement Account" shall mean the account utilized by NEPOOL and/or ISO-NEW ENGLAND to determine its Participants' settlement obligations, as set forth in the Restated NEPOOL Agreement, as amended from time to time, on file as a tariff with the Federal Energy Regulatory Commission.
 24. "Tariff" shall mean the Cooperative's Tariff both Jurisdictional and Non-Jurisdictional, which includes its Terms and Conditions and related Rate Schedules posted on the New Hampshire Electric Cooperative's website, as may be in effect and amended from time to time.
 25. "VAN" The Value Added Network or other electronic hosting services serving as communication link between business partners.

III. Term

This Agreement shall become effective on the date hereof ("Effective Date") and shall continue in full force and effect from month to month unless terminated by either party by written notice given no less than sixty (60) days prior to the desired termination date, except as provided in Sections VII and VIII of this Agreement. Notwithstanding the foregoing, the parties agree to abide by all terms of this Agreement until completing the processing of any transactions that are outstanding at termination. Notwithstanding the Effective Date, the Supplier acknowledges that the Cooperative will provide Cooperative services as set forth in Section VI only upon satisfaction or express, written waiver of the requirements of Sections IV and V of this Agreement. This Agreement shall be subject to the Cooperative's Tariff as on the Cooperative's website. The Cooperative's Tariff is hereby incorporated by reference as though directly set forth herein. In the event the terms of this Agreement conflict with the Cooperative's Tariff, the Tariff shall control.

IV. Requirements

The following requirements shall be met by the supplier:

1. Supplier shall provide all information requested in Appendix A attached hereto.

2. Supplier shall register as a Competitive Energy Supplier pursuant to the Interim Procedures, or other applicable requirements, which may be established by the NHPUC.
3. Prior to Member enrollment, the Supplier shall participate in Supplier training and successfully complete testing with the Cooperative of the Electronic Data Interchange (“EDI”) transactions as specified in the EDI Working Group Report and any other applicable EDI Working Group standards published under the direction of the EDI Working Group (all of which together are referred to herein as “EDI Standards”).

V. **Supplier’s Responsibilities**

1. **Registration Requirements and NEPOOL Status**

- i. Supplier shall notify the Cooperative within twenty-four (24) hours in writing and via e-mail to the Cooperative’s authorized business and technical representatives if its registration to act as a Competitive Energy Supplier, as provided for in the Interim Procedures, or other applicable NHPUC rule, is acted upon by the NHPUC in such a way that it materially affects Supplier’s performance under this Agreement, including but not limited to, suspension, revocation, modification, or non-renewal of such registration. Revocation or non-renewal of Supplier’s registration shall be grounds for immediate termination of this Agreement by the Cooperative.
- ii. The Supplier must either (i) be a NEPOOL Participant having its own Settlement Account, or (ii) have an agreement in place with a NEPOOL Participant whereby the NEPOOL Participant agrees to include the load to be served by the Supplier in such NEPOOL Participant’s Settlement Account. Supplier must notify the Cooperative within twenty-four (24) hours prior, as applicable, to any event reasonably within the Supplier’s knowledge, and of which Supplier has any reason to believe the Cooperative has no knowledge, and that will render the Supplier or its agent unable to maintain the status with NEPOOL required in providing Energy Service. Upon such notice or upon the occurrence of such an event, Cooperative shall have the immediate right to switch the Supplier’s customers so affected to Cooperative Power under the Cooperative’s Tariff.
- iii. The Supplier agrees to and shall remain in compliance with all applicable rules and regulations as set forth or administered by ISO-New England during the term of this Agreement.
- iv. The Supplier shall establish and maintain with ISO-NE at least one Load Asset for each NHEC metering domain in accordance with ISO-NE’s rules and procedures.
- v. Competitive Supplier shall fully comply with the requirements provided in NHEC's Tariff.
- vi. The Supplier shall update information requested in Appendix A five (5) business days prior to

any change in information contained in Appendix A.

- vii. For purposes of this Agreement, the Supplier may elect to arrange with a third-party for the provision of necessary EDI services; *provided, however*, that in the event the Supplier intends to terminate its third-party arrangement for EDI services, the Supplier shall provide the Cooperative sixty (60) days prior written notice of such intent to terminate.
- viii. Any new EDI provider, selected by the Competitive Supplier, must also successfully complete testing with the Cooperative of the Electronic Data Interchange (“EDI”) transactions as specified in the EDI Working Group Report and any other applicable EDI Working Group standards published under the direction of the EDI Working Group (all of which together are referred to herein as “EDI Standards”)

2. **All-Requirements Service**

The Supplier shall be responsible for providing all-requirements service to meet each of its customers’ needs. The Supplier is solely responsible for paying all costs incurred or to be incurred to provide all generation-related services associated with its all-requirements service obligation, as imposed by NEPOOL, ISO-New England or any similar or successor entity in connection with such service. The Supplier is also solely responsible for meeting any other requirements and paying any other costs now or hereafter imposed by the ISO-New England which are attributable to the provision of such service.

3. **Losses**

The Supplier shall be responsible for **any and all line losses** in all transmission systems and the distribution system, relating to providing Energy Service to its customers.

4. **Other Requirements and Acknowledgments**

- i. The Supplier is responsible for complying with all applicable rules and regulations of the State of New Hampshire and those of the NHPUC, including but not limited to, Chapter PUC 2000 COMPETATIVE ELECTRIC POWER SUPPLIERS AND AGGREGATOR RULES.
- ii. The Supplier acknowledges that the Cooperative will select and may from time to time change the VAN or other electronic networking vehicle. The Cooperative will not change the VAN or other electronic networking vehicle without first providing the Supplier notice via Internet electronic mail at least thirty (30) business days prior to any such change. The Supplier shall be responsible for the initial testing costs with the VAN and payment of all costs or charges associated with electronic transmittals over the VAN or other means of electronic transmittal.
- iii. The Supplier acknowledges that the Cooperative is authorized to deny Energy Service to a Member if the Cooperative has terminated such Member’s Delivery Service in accordance with

the rules and regulations of the NHPUC, including the NHPUC's billing and termination regulations, until such time as the Member is reinstated by the Cooperative. In order for Supplier to serve such a Member after reinstatement, Supplier must re-enroll the Member.

- iv. The Supplier shall be responsible for obtaining the necessary authorization from each Member prior to initiating Energy Service to the Member. Such authorization shall be in accordance with the Interim Procedures and any other applicable rules promulgated by the NHPUC.
- v. During the term of this Agreement, as to any new, revised, or previously unimplemented EDI Standards implemented subsequent to the initial testing period referenced in Section V. 1 viii above, the Supplier shall be required to successfully complete testing to certify compliance with said standards in accordance with the EDI Standards.

VI. Cooperative Services and Responsibilities

1. Delivery Service

The Cooperative shall provide Delivery Service pursuant to the Cooperative's Tariff. In the event the terms of this Agreement conflict with those of the Tariff, the terms of the Tariff shall govern.

The Cooperative shall meter each Member in accordance with its Tariff provisions.

In the event that the loading of the Delivery System, or a portion thereof, must be reduced for safe and reliable operation, such reduction in loading shall be allocated among all Members whose load contributes to the need for the reduction, in accordance with good utility practice. In the event of outages, service will be restored in accordance with good utility practice. The Cooperative shall not be liable for any revenue losses to the Supplier as a result of any such curtailments or outages.

The Cooperative may discontinue Delivery Service to a Member in accordance with the provisions set forth in the Tariff and NHPUC regulations. The Cooperative shall provide electronic notification, as required by NHPUC regulations to the Member's Competitive Energy Supplier of record upon final billing to the Member. Once disconnection occurs, the provision of Energy Service to the Member is no longer the obligation of the Competitive Energy Supplier. The Cooperative shall not be liable for any revenue losses to the Supplier as a result of any such disconnection.

2. Billing Services

Cooperative agrees to offer two billing services to Supplier: (1) Standard (Pass-through) Billing Service; and (2) Consolidated Billing Service. All measured billing determinants provided by

Cooperative will be based on Cooperative-owned metering.

i. **Standard (Pass-through) Billing Service**

In accordance with the provision of the Standard (Pass-through) Billing Service Option, Supplier agrees to separately bill Members for the cost of Energy Service provided by the Supplier and for the collection of amounts due to the Supplier from the Member. The Cooperative will provide the Supplier the Member's usage data in accordance with the EDI Standards.

ii. **Consolidated (Single) Billing Service**

Suppliers requesting Consolidated Billing, in addition to signing this agreement, are required to enter into a supplemental billing agreement with NHEC. This supplemental agreement the **COMPETITIVE ENERGY SUPPLIER CONSOLIDATED BILLING SERVICE SUPPLEMENTAL AGREEMENT** provides additional terms and conditions among the parties such that the Cooperative may provide single billing service – consolidated Billing - for the Supplier and must be signed by both parties.

iii **Transaction Processing**

Member transactions will be processed in accordance with the EDI Standards. Any changes in these standard transactions will be in accordance with the EDI Standards.

iv. **Conditions of Billing**

Members that contact the Cooperative concerning the billed amount for Supplier Energy Service or any other Supplier issue will be referred to Supplier's Member service telephone number identified in Appendix A. Cooperative will not undertake billing investigations, Member inquiries concerning Supplier charges, collection activities, or the settlement of billing disputes on behalf of the Supplier unless otherwise specified in Appendix B. For both Standard (Pass-through) Billing Service and Consolidated Billing Service, the Supplier shall be responsible for the reporting and payment of all taxes or other fees assessed upon Energy Service by any local, state, federal or other taxing or administrative bodies. Any customized billing will be charged to the Supplier at a rate as defined in the Cooperative's Tariff. The Cooperative is not responsible for the delays, which may be considerable, due to customization.

v. **Billing Errors**

If either party finds a billing error or other miscalculation on a bill or in the usage determinants used as the basis for either the Cooperative's or the Supplier's bill calculation, that party shall make every effort to resolve the billing error prior to the settlement deadlines as required by ISO-NE settlement rules and regulations. Notwithstanding the foregoing, the parties acknowledge that the Cooperative may send estimated bills to Members in accordance with NHPUC regulations, and such estimated bills shall not be considered billing errors.

vi. **Estimated Energy & Demand**

In cases where the Cooperative uses estimated energy and demand values for billing purposes and the estimated bill coincides with the termination of Supplier Service, the Supplier shall agree to accept the estimated readings as final values. The Cooperative shall not be obligated to reconcile the estimated values after actual meter reading values are available.

3. **Load Estimating and Reporting**

The Cooperative or its designated agent shall determine the Supplier's hourly loads and report such to ISO-NE, its successor or its designated agent.

Hourly load estimates for Members will be based upon load profiles and hourly meter reads based on NHEC's load estimation process. The Cooperative or its designated agent shall normally report hourly loads in accordance with the time specified by ISO-NE, its successor or its designated agent for inclusion in the Supplier's designated Settlement Account. To refine these estimates of Supplier's load, a monthly calculation shall be performed to incorporate the most recent Member usage information, which is available after the monthly meter readings are processed.

The process of Supplier load estimation involves statistical samples and estimating error. The Cooperative shall not be responsible for any estimating errors and shall not be liable to the Supplier for any costs that are associated with such estimating errors. Moreover, the Cooperative and the Supplier acknowledge that pricing structures will likely change as a result of the implementation of federal and state initiatives regarding standard market design and zonal and nodal pricing. The Cooperative shall not be liable for errors in calculating the nodal and/or zonal price.

4. **Member Usage Information**

To the extent available, the Cooperative shall provide print twelve months' of historic usage data on Members' bills, in addition to the usage data for the current billing period.

The Cooperative shall provide up to twelve months' of a Member's historic usage data (if such data are available) to the Supplier, provided that the Supplier has received the appropriate authorization from the Member, in accordance with the EDI Guidelines for Historical Usage Data as described in the EDI Working Group Report.

5. **Additional Services**

Any additional Services provided by Cooperative are set forth in Appendix B hereto.

VII. **Initiation and Termination of Energy Service**

1. **Initiation of Energy Service**

To initiate Energy Service to a Member, the Supplier shall obtain the necessary authorization

pursuant to the Interim Procedures and shall submit an EDI transaction to the Cooperative, in accordance with the rules and procedures set forth in the EDI Working Group Report.

If the information on the enrollment transaction is correct, Energy Service shall commence on the date of the Member's next scheduled meter read, provided that the Cooperative has received the valid enrollment transaction no fewer than two business days prior to the meter read date. If the Cooperative has not received the valid enrollment transaction at least two days before the meter read date, Energy Service shall commence on the date of the Member's subsequent scheduled meter read.

If more than one Competitive Energy Supplier submits an enrollment transaction for a given Member during the same enrollment period, enrollment shall be as determined in accordance with the EDI Working Group Report.

2. Termination of Energy Service

To terminate Energy Service with a Member, the Supplier shall submit an EDI transaction, in accordance with the rules and procedures set forth in the EDI Working Group Report. Energy Service generally shall be terminated on the date of the Member's next scheduled meter read, provided the Cooperative has received this transaction no fewer than two business days prior to the meter read date. If the Cooperative has not received this transaction at least two days before the meter read date, Energy Service shall be terminated on the date of the Member's subsequent scheduled meter read. Requests for off cycle reads shall be done pursuant to NHPUC rules.

In those instances when a Member switches from its existing Competitive Energy Supplier to a new Competitive Energy Supplier, the Cooperative shall send the existing Competitive Energy Supplier an EDI transaction, in accordance with the rules and procedures set forth in the EDI Working Group Report.

3. Member Moves

A Member receiving Energy Service from the Supplier that moves within the Cooperative's service territory shall continue to receive Energy Service from the Supplier. Upon such notification, the Cooperative shall send an EDI transaction to the Supplier, in accordance with the rules and procedures set forth in the EDI Working Group Report.

In those instances when a Member of the Supplier moves into the Cooperative's service territory, the Supplier must submit an EDI transaction to the Cooperative in order to initiate Energy Service for that Member, in accordance with the rules and procedures set forth in the EDI Working Group

Report.

Otherwise, the Member shall receive Co-op Power from the Cooperative in accordance with the provisions set forth in the Cooperative's Tariff as shown on the Cooperative's webpage (www.nhec.com).

If any EDI transactions are rejected by the Cooperative due to incorrect or invalid data content, the Cooperative shall send an "error" transaction to the Supplier identifying the reason for the rejection, in accordance with the rules and procedures set forth in the EDI Working Group Report.

VII. **Invoicing and Payment for Services**

Invoices for services provided by the Cooperative under the terms of this Agreement shall be rendered to the Supplier on a monthly basis and shall be due upon receipt of said invoice, unless otherwise specified in Appendix B. Failure of the Supplier to pay within thirty (30) days of the posting date on the invoice shall result in the addition of interest on any unpaid balance. The interest on the unpaid balance shall be calculated at the rate of 1.5% per month commencing from the date said invoice was posted. The posting date is the date the invoice is transmitted to the Supplier. The invoice may also be transmitted electronically if agreed to by the parties in Appendix B.

VIII. **Nondisclosure**

Neither NHEC nor the Supplier may disclose any Confidential Information obtained pursuant to this Agreement to any third party without the express prior written consent of the other party; except that the Cooperative may disclose such information to its affiliates or agents not involved in Energy Service or wholesale merchant functions to the extent that such disclosure is necessary to enable the Cooperative to perform its obligations under this Agreement. As used herein, the term "Confidential Information" shall include, but not be limited to, all business, personal, financial, and commercial information pertaining to the parties, Members of either or both parties, the Suppliers for either party, personnel of either party; any trade secrets; and other information of a similar nature; whether written or in intangible form. Confidential Information shall not include information known to either party prior to obtaining the same from the other party, information in the public domain, or information obtained by a party from a third party who did not, directly or indirectly, receive the same from the other party to this Agreement or from a party who was under an obligation of confidentiality to the other party to this Agreement, or information developed by either party independent of any Confidential Information.

Notwithstanding the preceding, Confidential Information may be disclosed to any governmental, judicial or regulatory authority requiring such Confidential Information pursuant to any applicable law, regulation, ruling, or order.

VIII. **Termination**

Notwithstanding anything to the contrary elsewhere in this Agreement, any party, by written notice to the

other party (“Breaching Party”), may terminate this Agreement in whole or in part with respect to such Breaching Party or suspend further performance without terminating this Agreement upon the occurrence of any of the following: (a) the Breaching Party terminates or suspends doing business; (b) the Breaching Party becomes subject to any bankruptcy or insolvency proceeding under federal or state law (unless removed or dismissed within sixty (60) days from the filing thereof), or becomes insolvent, becomes subject to direct control of a transferee, receiver or similar authority, or makes an assignment for the benefit of creditors; or (c) the Breaching Party commits a material breach of any of its obligations under this Agreement and has not cured such breach within thirty (30) days after receipt of a written notice from the other party specifying the nature of such.

No delay by either party in enforcing any of its rights hereunder shall be deemed a waiver of such rights, nor shall a waiver of one default be deemed a waiver of any other or subsequent default.

The enumeration of the foregoing remedies shall not be deemed a waiver of any other remedies to which either party is legally entitled.

IX. **Force Majeure**

To the maximum extent permitted under law, NHEC shall not be liable to Competitive Supplier for any direct, special, indirect, punitive, exemplary or consequential damages whatsoever under any theory of law that is now or may in the future be in effect, including without limitation tort, product liability, strict liability, or negligence, caused by interruption, abnormal voltage, discontinuance or reversal of energy delivered, circumstances beyond NHEC's immediate control, including but not limited to civil disturbance, sabotage, war, insurrection, acts of God, nature, or the public enemy, accidents, labor difficulties, actions of transmission service provider(s), Competitive Supplier(s), federal, state, or municipal authorities, the failure to receive electricity from any Competitive Suppliers, implementation of any emergency load reduction program, or the inability for any other reason to maintain uninterrupted and continuous deliveries.

In the event of a force majeure, both parties shall take all reasonable steps to comply with this Agreement.

X. **Liability and Indemnification**

Supplier shall indemnify, defend, and hold harmless the Cooperative, its affiliates, and the directors, officers, employees, and agents of each of them (collectively, “Affiliates”), from and against any and all damages, costs (including attorneys' fees), fines, penalties, and liabilities, in tort, contract, or otherwise (collectively, “Liabilities”), resulting from claims of third parties arising, or claimed to have arisen, from the acts or omissions of the Cooperative in connection with the non-negligent performance of its obligations under this Agreement; and the Supplier shall waive recourse against the Cooperative and its Affiliates for or arising from the non-negligent performance by the Cooperative in connection with the performance of its obligations under this Agreement.

The parties expressly acknowledge and agree that the dispute resolution provision in Section XI of this Agreement shall apply to any and all disputes arising under this Agreement, including without limitation, those disputes that arise as a result of either of the parties being named as a defendant in the primary action or being named as a third-party defendant by a defendant in the primary action.

Notwithstanding anything in this Agreement to the contrary, in no event shall the Cooperative be liable to the Supplier for indirect, consequential, punitive, special, or exemplary damages under any theory of law that is now or may in the future be in effect, including without limitation: contract, tort, strict liability, or negligence.

The provisions of this Section X, shall survive the termination of this Agreement.

XI. **Dispute Resolution**

Disputes hereunder shall be reduced to writing and referred to the parties' authorized representatives for resolution. The parties' authorized representatives shall meet and make all reasonable efforts to resolve the dispute. Pending resolution, the parties shall continue to fulfill their obligations under this Agreement in good faith, unless this Agreement has been suspended or terminated as provided in Section VIII. If the parties fail to resolve the dispute within thirty (30) days, they may mutually agree to pursue mediation or arbitration to resolve such issues. The parties agree that the place of mediation or arbitration shall be Concord, New Hampshire.

Disputes between Supplier and its customers shall be subject to the Dispute Resolution Procedures of the Interim Procedures. Any disputes relating to compliance with this Agreement or the regulations of the Commission may be referred by the Cooperative, the Supplier, or the Member to the NHPUC and such disputes shall be subject to the regulatory oversight of the NHPUC.

XII. **Notice**

Except as otherwise provided in this Agreement, all notices, correspondence and written communications required to be given by either Party to the other Party hereunder shall be given as follows:

The initial addresses for notices of the Parties will be:

Supplier _____

NHEC (Authorized Business Representative)

Bill Bayard
New Hampshire Electric Cooperative
579 Tenney Mountain Highway
Plymouth, NH 03264-3154
Phone: (603) 536-8879
Internet address: bayardb@nhec.com

NHEC (Authorized Technical Representative)

Mark Patten
New Hampshire Electric Cooperative
579 Tenney Mountain Highway
Plymouth, NH 03264-3154
Phone: (603) 536-8894
Internet address: pattenm@nhec.com

Notices and other communications to Supplier shall be addressed as shown in Appendix A. The parties agree that such written notice, upon confirmation of receipt, shall constitute an acceptable writing.

XIV. **Governing Law**

This Agreement is governed by the laws of the State of New Hampshire without regard to the conflict of laws in effect therein.

XV. **Enforceability**

In the event that any portion or part of this Agreement is deemed invalid, against public policy, void or otherwise unenforceable by a court of law, the validity and enforceability of the remaining portions thereof shall otherwise be fully enforceable.

XVI. **Assignment and Delegation**

Either party to this Agreement may assign any of its rights or obligations under this Agreement; provided however, that no assignment by the Supplier shall take effect until the assignee has met the requirements of Section IV and V of this Agreement. No assignment of this Agreement shall relieve the assigning party of any of its obligations under this Agreement until such obligations have been assumed by the assignee.

In addition, either party may subcontract its duties under this Agreement to a subcontractor provided that the subcontracting party shall remain fully responsible as a principal and not as a guarantor for performance of any subcontracted duties, and shall serve as the point of contact between its subcontractor and the other party, and the subcontractor shall meet the requirements of this Agreement and any applicable laws, rules, and regulations. The assigning or subcontracting party shall provide the other party with thirty (30) days' prior written notice of any such subcontracting or assignment, which notice shall include such information about the subcontractor as the other party shall reasonably require.

XVII. Disclaimer of warranty

All services are provided "as-is". No warranty of any kind, either expressed or implied, shall be provided. The Cooperative disclaims all warranties of merchantability and fitness for a particular purpose, and any warranties arising from the course of trade or dealing.

XVIII. Miscellaneous

This Agreement is the entire agreement between the parties and supersedes all other agreements, communications, and representations. This Agreement may be amended by written agreement of the parties. Paragraph headings are for convenience only and are not to be construed as part of this Agreement. This Agreement may be executed simultaneously in two or more counterparts, each of which shall be deemed to be an original but all of which shall constitute one and the same document.

XIX. Representations

Both the NHEC and the Supplier represent that it is and shall exercise all reasonable care, diligence and good faith to remain in compliance with all applicable laws, tariffs, and regulations, including all NHPUC and ISO-New England requirements during the term of this Agreement.

Each person executing this Agreement for the respective parties represents and warrants that he or she has authority to bind that party.

Each party represents that: (a) it has the full power and authority to execute, deliver, and perform this Agreement; (b) the execution, delivery, and performance of this Agreement have been duly authorized by all necessary corporate or other action by such party; and (c) this Agreement constitutes that party's legal, valid and binding obligation, enforceable against such party in accordance with its terms.

Each party shall exercise all reasonable care, diligence and good faith in the performance of its duties pursuant to this Agreement, and carry out its duties in accordance with applicable recognized professional standards.

For Supplier:

Signed _____ - _____ - _____ - _____ -
Date Printed Name

State of New Hampshire, County of: _____ -

Before me personally appeared: _____ -

Who on this: _____ - day of _____ - year _____ -

Acknowledge the foregoing to be his/her/their voluntary act and deed:

_____ -

Justice of the Peace/Notary Public

For NH Electric Cooperative:

Signed _____ - _____ - _____ - _____ -
Date Printed Name

State of New Hampshire, County of: _____ -

Before me personally appeared: _____ -

Who on this: _____ - day of _____ - year _____ -

Acknowledge the foregoing to be his/her/their voluntary act and deed:

_____ -

Justice of the Peace/Notary Public

Appendix A

SUPPLIER INFORMATION

Supplier must fill this form out completely and return it to the Cooperative prior to entering into a contract for services with the Cooperative. Failure to fill out this form completely will render the Cooperative unable to provide services for the Supplier.

A. General Information (all Suppliers)

1. Legal name of the Supplier _____
2. d.b.a. name, if applicable _____
3. Supplier Address _____
4. Type of Business Entity _____
5. Supplier Member Service phone number _____
6. Supplier Tax Identification number _____
7. Supplier Dun & Bradstreet number _____
8. Name of the Supplier's general contact & phone number

9. Supplier's general contact facsimile number _____
10. Supplier's general contact Internet address _____
11. Name of Supplier's technical contact and phone number

12. Supplier's technical contact facsimile number _____
13. Supplier's technical contact Internet address _____
14. Date Supplier attended New Hampshire Supplier training _____
15. Has Supplier registered with the New Hampshire Public Utilities Commission? _____

B. Billing and Banking Information (for Suppliers opting for Consolidated Billing Service)

1. If the Supplier is planning to assign its own account number, provide format and size _____
2. Name of receiving bank (to accept electronic transfer of Member payments)

3. Routing and transit number (ABA number) _____
4. Bank account number _____

C. Value Added Network (VAN)

1. Name of VAN Provider _____
2. ISA Qualifier _____
3. ISA ID _____
4. GS Identifier _____

D. Establishment of NEPOOL Settlement Account

1. Name of the NEPOOL Participant in whose NEPOOL Settlement Account the Supplier's load obligation will be reflected _____
2. Settlement Account Number (if available) _____
3. Supplier Contact Name and phone number _____
4. Supplier Contact facsimile number _____
5. Supplier Contact e-mail address _____
6. Estimated Maximum Load (kW Demand) _____
7. Estimated Effective Date (mo/day/year) _____

E. Supplier Load Allocation, if requested

1. Check to receive load estimation results _____ Yes _____ No

2. Supplier Load Settlement Contact name, phone and fax number

3. Supplier Load Settlement Contact e-mail address _____

F. Notices to the Supplier shall go to:

Name: _____

Address: _____

Telephone: _____

Fax: _____

Email: _____

Appendix B

COOPERATIVE SPECIFIC PROVISIONS

1. Fees

Supplier agrees to pay any fees detailed in the Cooperative's tariff. The Cooperative shall notify Supplier of the approval of any such fees.

2. Holidays and Time

Any reference made with respect to time either in this Agreement or the EDI Standards is understood to be Eastern Prevailing Time.

The Cooperative observes the following holidays and will not receive or process electronic transactions on the following days: New Year's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, The Day after Thanksgiving, and Christmas Day. All holidays will be the nationally observed day or as otherwise posted by the Cooperative on its website. ISO-New England settlement holidays are as posted on their website.

3. Electronic Transmission of Invoices

The parties agree that invoices may also be transmitted electronically.

For Supplier:

Signed - _____ - _____ - _____ -
Date Printed Name

State of New Hampshire, County of: _____ -

Before me personally appeared: _____ -

Who on this: _____ - day of _____ - year _____ -

Acknowledge the foregoing to be his/her/their voluntary act and deed:

_____ -

Justice of the Peace/Notary Public

For NH Electric Cooperative:

Signed - _____ - _____ - _____ -
Date Printed Name

State of New Hampshire, County of: _____ -

Before me personally appeared: _____ -

Who on this: _____ - day of _____ - year _____ -

Acknowledge the foregoing to be his/her/their voluntary act and deed:

_____ -

Justice of the Peace/Notary Public