



535 Connecticut Ave., 6<sup>th</sup> Floor  
Norwalk, CT 06854

DM 18-053

NHPUC 2 APR '18 PM 1:02

March 30, 2018

**Sent via FedEx, Tracking No. 7718 7755 9560**

New Hampshire Public Utilities Commission  
Debra Howland, Executive Director  
21 South Fruit Street, Suite 10  
Concord, N.H. 03301-2429

Re: Viridian Energy, LLC CEPS Registration Renewal – License No. CS-076

Ms. Howland,

Enclosed please find Viridian Energy, LLC's CEPS Registration Renewal Application including one original, and two (2) copies of each document. Please note, a PDF of the CEPS Registration Renewal Application and all separate attachments were emailed to [Executive.Director@puc.nh.gov](mailto:Executive.Director@puc.nh.gov) as well.

If you have any questions in regard to this submission, please do not hesitate to contact us by email at [Legal@criusenergy.com](mailto:Legal@criusenergy.com).

Sincerely,

Alejandro P.  
Compliance Analyst II



THE CRIUS ENERGY FAMILY OF BRANDS





### Competitive Electric Power Supplier Application Form

This form may be used to: (1) apply for initial registration as a competitive electric power supplier (CEPS) in New Hampshire, (2) apply for renewal of registration as a CEPS in New Hampshire, and (3) notify the Commission of any changes to information in a previously filed CEPS application. *This form is provided as a convenience for filing only; you are required to provide all information specified under Puc 2006.01 when applying for initial or renewal registration as a CEPS, but you are not required to use this form when doing so.*

Indicate whether this application is for an initial registration or for a renewal. Initial <input type="checkbox"/> Renewal <input checked="" type="checkbox"/>		
Applicant's General Information		
Puc 2006.01(a)	Legal Name	Viridian Energy, LLC
	Trade Name (d/b/a) (if applicable)	
Puc 2006.01(b)	Business Mailing Address	535 Connecticut Avenue, 6th Floor Norwalk, CT 06854
	Telephone Number	- - 203-663-5089
	E-Mail Address	customercare@viridian.com
	Website Address	www.viridian.com
	Puc 2006.01(c)	Provide the state or jurisdiction of organization, if anything other than an individual.
Puc 2006.01(d)	Provide the name(s), title(s), business address(es), telephone number(s), and e-mail address(es) of the applicant if an individual, or of the applicant's principal(s)1 if it is anything other than an individual. Use additional sheets as needed.	
	Name	Please See Attachment A
	Title	
	Business Mailing Address	
	Telephone Number	- -
	E-Mail Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	- -
	Email Address	
	Name	
	Title	
	Business Mailing Address	
	Telephone Number	- -
	E-Mail Address	

1 "Principals" means, for a corporation, any of its officers, directors, or controlling shareholders, for a limited liability company, any of its managers or controlling members, for a partnership, any of its general partners, and for any other business entity, any of its personnel exercising executive functions and any of its controlling equity owners.



Affiliates and Subsidiaries		
Puc 2006.01(e)	Provide the following information regarding any affiliates <sup>2</sup> and subsidiaries of the applicant that are conducting business in New Hampshire. Use additional sheets as needed.	
	Name of Entity	Energy Rewards, LLC
	Business Address	535 Connecticut Ave., 6th Floor Norwalk, CT 06854
	Telephone Number	- - 203-663-5089
	Provide a description of the business purpose of the entity. Competitive Electric Power Supplier	
	Provide a description of any agreements with any affiliated New Hampshire utility, and the docket number relative to the filing of any such agreements with the Commission. N/A	
	Name of Entity	Everyday Energy, LLC
	Business Address	535 Connecticut Ave., 6th Floor Norwalk, CT 06854
Telephone Number	- - 203-663-5089	
Provide a description of the business purpose of the entity. Competitive Electric Power Supplier		
Provide a description of any agreements with any affiliated New Hampshire utility, and the docket number relative to the filing of any such agreements with the Commission. N/A		

<sup>2</sup> "Affiliate" means any of the following:

- (a) Any person or entity that directly or indirectly owns, controls, or holds with power to vote a majority of the outstanding voting securities or such minority thereof as to give such person substantial control of another person or entity;
- (b) Any person or entity that is directly or indirectly owned, controlled, or held by any person or entity described in (a) above through either power to vote a majority of the outstanding voting securities or such a minority so as to maintain substantial control of such person or entity;
- (c) Any person or entity with which another person or entity has a management or service contract or arrangement that provides such person or entity with effective control over the management, supervision, or operation of the other person or entity; or
- (d) Any person or entity who or which actually exercises effective control over the management, supervision, or operation of another person or entity.





Customer Service Department Contact		
Puc 2006.01(f)	Name	Anthony Povia
	Title	VP Customer Care
	Toll-Free Telephone Number (if available)	- - 817-811-7023
	Telephone Number	- - 727-399-6455
	E-Mail Address	customercare@viridian.com

Customer Complaints Contact		
Puc 2006.01(g)(1)	Name	Barbara Clay
	Title	Chief Legal Officer
	Business Mailing Address	535 Connecticut Ave., 6th Floor
		Norwalk, CT 06854
	Telephone Number	- - 203-663-5089
	E-Mail Address	Compliance@criusenergy.com & bclay@criusenergy.com

Regulatory Compliance Matters Contact		
Puc 2006.01(g)(2)	Name	Barbara Clay
	Title	Chief Legal Officer
	Business Mailing Address	535 Connecticut Ave., 6th Floor
		Norwalk, CT 06854
	Telephone Number	- - 203-663-5089
	E-Mail Address	Legal@criusenergy.com & bclay@criusenergy.com

Commission Assessment Payments Contact		
Puc 2006.01(g)(3)	Name	Barbara Clay
	Title	Chief Legal Officer
	Business Mailing Address	535 Connecticut Ave., 6th Floor
		Norwalk, CT 06854
	Telephone Number	- - 203-663-5089
	E-Mail Address	Legal@criusenergy.com & bclay@criusenergy.com





Separate Attachments: Business Authority, Trade Name, ISO-NE Market Participation, and EDI Certification	
Puc 2006.01(h)	<p>Provide, as a separate attachment, evidence of the applicant's authorization to do business in New Hampshire from the New Hampshire secretary of state by submitting, with this application form, either of the following:</p> <p>(1) a recent printout of the applicant's listing on the N.H. Secretary of State website with the status "In Good Standing" or words of similar import; or</p> <p>(2) a copy of a certificate from the N.H. Secretary of State's office stating that the applicant is authorized to do business in New Hampshire.</p> <p><b>Please See Attachment B</b></p>
Puc 2006.01(i)	<p>Provide, as a separate attachment, evidence of the applicant's registration of the trade name, if any, to be used by the applicant in New Hampshire from the New Hampshire secretary of state by submitting, with this application form, either of the following:</p> <p>(1) A recent printout of the applicant's trade name on the N.H. Secretary of State website with the status "Active" and indicating that the trade name is owned by the applicant; or</p> <p>(2) A copy of a certificate from the N.H. Secretary of State's office indicating that the applicant has registered as doing business under the trade name.</p> <p><b>Please See Attachment C</b></p>
Puc 2006.01(j)	<p>Provide, as a separate attachment, evidence of the applicant's ISO New England market participant membership.</p> <p><b>Please See Attachment D</b></p>
Puc 2006.01(k)	<p>Provide, as a separate attachment, electronic data interchange (EDI) certification from each electric distribution utility in whose franchise area the applicant intends to operate.</p> <p><b>Please See Attachment E</b></p>

Franchise Areas, Customer Types to be Served, and Other States	
Puc 2006.01(l)	<p>List the utility franchise areas in which the applicant intends to operate and, to the extent the applicant does not intend to provide service in the entire franchise area of a utility, a delineation of the cities and towns where the applicant intends to provide service within each utility franchise area.</p> <p>Viridian Energy, LLC only intends to serve in the territories of Eversource and Unitil.</p>
Puc 2006.01(m)	<p>Provide a statement whether or not the applicant intends to serve the following types of customers: residential, small commercial, large commercial, and industrial.</p> <p>Viridian Energy, LLC intends to supply electricity to the following types of customers: Residential, Small Commercial, Large Commercial, and Industrial.</p>
Puc 2006.01(n)	<p>List the other states or jurisdictions in which the applicant currently conducts business relating to the sale of electricity.</p> <p><b>Please See Attachment F</b></p>



Customer Complaints	
Puc 2006.01(o)	<p>Use either the table below or a separate attachment to provide a list disclosing the number and type of customer complaints concerning the applicant or its principals and affiliates filed with or by any commission or regulatory agency, attorney general's office, or other governmental consumer protection regulatory authority, for the most recent 2 calendar years in every state or other jurisdiction in which the applicant has conducted business relating to the sale of electricity.</p> <p>In the table below, enter abbreviations of applicable states or the jurisdiction across the top row, complaint types in the left column, and, for each cell in the table, the number of complaints for each type within the applicable state or jurisdiction.</p> <p style="text-align: right; color: red;">Please See Attachment G</p>

	(enter applicable states/jurisdictions in row just below)										
Complaint Type											Total
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
											0
Total	0	0	0	0	0	0	0	0	0	0	0



Statements Regarding Applicant and its Principals		
Respond to each of the following questions with either "Yes" or "No."		
Puc 2006.01(p)(1)	Has applicant or any of its principals ever been convicted of any felony that has not been annulled by a court?	No
Puc 2006.01(p)(2)	Has applicant or any of its principals, within the 10 years immediately prior to application, had any civil, criminal, or regulatory sanctions or penalties imposed against it, him, or her pursuant to any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(3)	Has applicant or any of its principals, within the 10 years immediately prior to application, settled any civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(4)	Is applicant or any of its principals currently the subject of any pending civil, criminal, or regulatory investigation or complaint involving any state or federal consumer protection law or regulation?	No
Puc 2006.01(p)(5)	Has applicant or any of its principals been denied authorization to provide competitive electricity supply service or electric aggregation service in any other state or jurisdiction?	No
Puc 2006.01(q)	If an affirmative answer is provided to any item above, then provide a detailed explanation of the occurrence and the related circumstances. Use additional sheets as needed.  N/A	

Telemarketing		
Puc 2006.01(s)	Does the applicant intend to telemarket? Respond with either "Yes" or "No."	Yes
If the response to the question above is "Yes," then respond to the following three questions:		
Puc 2006.01(r)(1)	Will the applicant maintain a list of customers who request being placed on the applicant's do-no-call list for the purposes of telemarketing?	Yes
Puc 2006.01(r)(2)	Will the applicant obtain monthly updated do-no-call lists from the National Do Not Call Registry?	Yes
Puc 2006.01(r)(3)	Will the applicant NOT initiate calls to New Hampshire customers who have either requested being placed on the applicant's do-not-call list(s) or who are listed on the National Do Not Call Registry?	Yes

In-Person Solicitation of Residential Customers		
Puc 2006.01(u)	Does the applicant intend to enroll residential customers through in-person solicitation at the customer's residence? Respond with either "Yes" or "No."	No
If the response to the question above is "Yes," then provide the following items as separate attachments:		
Puc 2006.01(t)(1)	A plan for in-person solicitation of residential customers at their residences, including provisions to ensure legal and regulatory compliance and quality assurance.	
Puc 2006.01(t)(2)	A description of the applicant's training program for employees or representatives who will conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(3)	An identification of any third party vendor or vendors the applicant intends to use to conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(4)	A copy of the applicant's performance standards and code of conduct for any employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences.	
Puc 2006.01(t)(5)	A copy of field audit standards used to evaluate the performance of employees, representatives, or vendors who or which will conduct in-person solicitation of residential customers at their residences.	





Sample Bill Form		
Puc 2006.01(v)	Does the applicant intend to use only the utility's billing service? Respond with either "Yes" or "No."	Yes
Puc 2006.01(v)	If the response to the question above is "No," then provide a sample of the bill form(s) the applicant intends to use as a separate attachment.	

Residential and Small Commercial Customer Contracts		
Puc 2006.01(w)	Does the applicant intend to serve residential and small commercial customers? Respond with either "Yes" or "No."	Yes
If the response to the question above is "Yes," then provide the following item as a separate attachment:		
Puc 2006.01(w)	A copy of each contract to be used for residential customers and for small commercial customers, including any schedules or other documentation attached to, incorporated into, or referenced in such contract.	

File Financial Security Instrument		
Refer to Puc 2003.03 for the financial security requirements.		
Puc 2003.01(b)(2)	Provide an original executed financial security instrument that meets the requirements of Puc 2003.03.	
File the original, executed financial security instrument with the Executive Director. The financial security instrument can be filed separately from the application form, by U.S. mail, overnight express, or hand delivery.		


  

Submit Application Fee (For Initial Applications Only)		
Puc 2003.01(b)(3)	For an application for initial registration, submit payment of the application fee in the amount of \$250.00 to the Executive Director by U.S. mail, overnight express, or hand delivery. Make check payable to: New Hampshire Public Utilities Commission.	
Note that there is no fee for a renewal application.		

Expected Marketing Start Date		
Puc 2006.01(x)	Provide the date upon which the applicant expects to commence marketing its services to customers in New Hampshire.	6/1/2018 Date

Attestation and Signature		
Puc 2006.01(y) and (z)	<p>BY SIGNING BELOW, THE APPLICANT REPRESENTATIVE CERTIFIES THAT IT HAS THE AUTHORITY TO FILE THE APPLICATION ON BEHALF OF THE CEPS AND ATTESTS THAT THE CONTENTS OF THE APPLICATION ARE TRUTHFUL, ACCURATE, AND COMPLETE.</p> <p> _____ Signature of the applicant or its authorized representative</p> <p>Name: Barbara Clay Title: Chief Legal Officer</p>	3.30.18 Date

Filing Instructions		
<p>1) Mail an original and two paper copies of this form and all separate attachments to: Executive Director, NHPUC, 21 South Fruit St., Suite 10, Concord, NH 03301</p> <p>2) E-mail a PDF of this form and all separate attachments to: <a href="mailto:Executive.Director@puc.nh.gov">Executive.Director@puc.nh.gov</a></p>		

**Attachment A**

**Puc 2006.01(d)**

Please see the chart below with the names, titles, business addresses, telephone numbers, and e-mail addresses of the applicant if any individual, or of the applicant's principal if it is anything other than an individual.

<b>Name</b>	<b>Title</b>	<b>Address</b>	<b>Phone Number</b>	<b>Email Address</b>
Michael J. Fallquist	CEO	535 Connecticut Ave., 6 <sup>th</sup> Floor Norwalk, CT 06854	203-663-5089	mfallquist@criusenergy.com
Roop Bhullar	CFO	535 Connecticut Ave., 6 <sup>th</sup> Floor Norwalk, CT 06854	203-663-5089	rbhullar@criusenergy.com
Chaitu Parikh	COO	535 Connecticut Ave., 6 <sup>th</sup> Floor Norwalk, CT 06854	203-663-5089	cparikh@criusenergy.com
Barbara Clay	CLO	535 Connecticut Ave., 6 <sup>th</sup> Floor Norwalk, CT 06854	203-663-5089	bclay@criusenergy.com

Viridian Energy, LLC

**Attachment B**

**Puc 2006.01(h)(1)(2)**

Please see the attached recent printout of the applicant's listing on the N.H. Secretary of State website with the status "In Good Standing" or words similar import, and a copy of a certificate from the N.H. Secretary of State's office stating that the applicant is authorized to do business in New Hampshire.



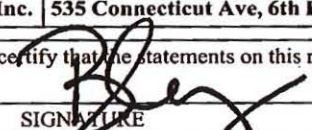


# State of New Hampshire

## Department of State

### 2017 ANNUAL REPORT

Filed  
 Date Filed : 03/30/2017 04:30:00 PM  
 Effective Date : 03/30/2017 04:30:00 PM  
 Filing # : 3597367 Pages : 1  
 Business ID : 732960  
 William M. Gardner  
 Secretary of State  
 State of New Hampshire

BUSINESS NAME: <b>VIRIDIAN ENERGY, LLC</b>		
BUSINESS TYPE: <b>Foreign Limited Liability Company</b>		
BUSINESS ID: <b>732960</b>		
CITIZENSHIP: <b>Foreign</b>		
STATE OF FORMATION: <b>Nevada</b>		
PREVIOUS PRINCIPAL OFFICE ADDRESS		PREVIOUS MAILING ADDRESS
1055 Washington Blvd. 7th Floor Stamford, CT, 06901, USA		1055 Washington Blvd. 7th Floor Stamford, CT, 06901, USA
NEW PRINCIPAL OFFICE ADDRESS		NEW MAILING ADDRESS
535 Connecticut Ave 6th Floor Norwalk, CT, 06854, USA		535 Connecticut Ave 6th Floor Norwalk, CT, 06854, USA
REGISTERED AGENT AND OFFICE		
REGISTERED AGENT: <b>Lawyers Incorporating Service</b>		
REGISTERED AGENT OFFICE ADDRESS: <b>10 Ferry St Ste 313 Concord, NH, 03301, USA</b>		
PRINCIPAL PURPOSE(S)		
NAICS CODE	NAICS SUB CODE	
<b>OTHER / Utilities. Electric Power Distribution.</b>		
MANAGER / MEMBER INFORMATION		
NAME	BUSINESS ADDRESS	TITLE
<b>Regional Energy Holdings, Inc.</b>	<b>535 Connecticut Ave, 6th Floor, Norwalk, CT, 06854, USA</b>	<b>Member</b>
I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.		
 SIGNATURE		<b>Authorized Party</b> TITLE

NEW HAMPSHIRE  
DEPARTMENT OF STATESECRETARY OF STATE  
WILLIAM M. GARDNER

DASHBOARD

BUSINESS SEARCH

BUSINESS SERVICES

ADMINISTRATION SERVICES

UCC

MY PROFILE

TRANSACTION DETAILS

HELP

LOGOUT

Welcome Pagani Alejandro

User ID: apagani

Last Login: 03/29/2018 12:03 PM



Thursday, March 29, 2018

LOGOUT

## Business Information

## Business Details

Business Name: VIRIDIAN ENERGY, LLC

Business ID: 732960

Business Type: Foreign Limited Liability Company

Business Status: Good Standing

Business Creation Date: 10/07/2015

Name in State of Formation: VIRIDIAN ENERGY, LLC

Date of Formation in Jurisdiction: 10/07/2015

Principal Office Address: 535 Connecticut Ave, 6th Floor, Norwalk, CT, 06854, USA

Mailing Address: 535 Connecticut Ave, 6th Floor, Norwalk, CT, 06854, USA

Citizenship / State of Formation: Foreign/Nevada

Last Annual Report Year: 2017

Next Report Year: 2018

Duration: Perpetual

Business Email: bnolan@criusenergy.com

Phone #: 203-663-7530

Notification Email: NONE

Fiscal Year End Date: NONE

Viridian Energy, LLC

**Attachment C**

**Puc 2006.01(i)(2)**

Viridian Energy, LLC has no trade name associated with this business license and only intends to operate under the legal name of Viridian Energy, LLC.



Viridian Energy, LLC

**Attachment D**

Puc 2006.01(j)

Please see the attached evidence of the applicant's ISO New England market participant membership.

Attachment D



March 30, 2018

*Viridian Energy, LLC*  
attn: Alejandro Pagani  
535 Connecticut Ave., 6th Floor  
Norwalk, CT 06854  
[apagani@criusenergy.com](mailto:apagani@criusenergy.com)

Dear Alejandro:

You have requested that the New England Power Pool ("NEPOOL"), a voluntary association of entities that participate in the wholesale electric markets in the six New England states, indicate to you whether Viridian Energy, LLC ("Viridian") is a member "in good standing in NEPOOL." This letter is in response to that request.

As of the date of this letter, Viridian is a NEPOOL member entitled to full rights and subject to full obligations of members as set forth in the Second Restated NEPOOL Agreement, which is NEPOOL's governing document. Viridian was accepted for membership in NEPOOL effective as of July 1, 2009 pursuant to an order of the Federal Energy Regulatory Commission ("FERC") issued July 29, 2009 in Docket No. ER09-1394, subject to the conditions and waivers agreed to between NEPOOL and Viridian as filed with the FERC in that Docket.

Viridian is also a Market Participant under the ISO New England Inc. ("ISO-NE") Transmission, Markets and Services Tariff ("Tariff") pursuant to a Market Participant Service Agreement by and between Viridian and ISO-NE.<sup>1</sup> Viridian is not in default of its obligations under the NEPOOL Agreement or the Tariff, which could otherwise result in a suspension or termination of Viridian's status as a NEPOOL Participant and Market Participant. Viridian has not requested termination of, nor has NEPOOL received an application or has a request pending for, the termination of Viridian's status as a NEPOOL Participant or as a Market Participant under the Tariff.

Respectfully,

David T. Doot  
Secretary

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<sup>1</sup> The MPSA with Viridian is reported by ISO-NE as MPSA No. 383.

Viridian Energy, LLC

**Attachment E**

**Puc 2006.01(k)**

Please see the attached electronic data interchange (EDI) certification from each electric distribution utility in whose franchise area the applicant intends to operate.





780 North Commercial Street  
Manchester, NH 03101-1134

04/27/16

Viridian Energy, LLC  
1055 Washington Blvd, 7th Floor  
Stamford, CT 06901

Dear Joe,

Thank you for your interest in becoming a supplier in New Hampshire and providing this service to our Public Service Company of New Hampshire (d/b/a Eversource Energy) customers.

Eversource and Viridian Energy, LLC have successfully completed EDI Connectivity and Certification Testing. I have enclosed a Certificate of Completion for your files.

As soon as Viridian Energy, LLC is granted certification by the New Hampshire Public Utilities Commission (NH-PUC), you will be ready to contract with Eversource customers.

Thanks once again Joe for your interest and I look forward to working with you in the future.

Sincerely,

A handwritten signature in cursive script that reads "Aaron Downing".

Aaron Downing  
Eversource Supplier Services

**Public Service Company of New Hampshire  
(d/b/a) Eversource Energy**

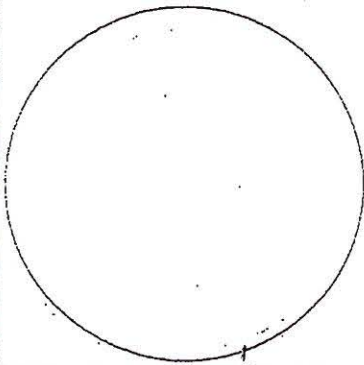
**Certificate of Completion**

*is hereby granted to:*

**Viridian Energy, LLC**

*to certify that they have completed to satisfaction*

**NH EDI Connectivity and Certification Testing**



Granted: 04/27/16

*Aaron Downing*

Aaron Downing  
Eversource Supplier Services



**Electronic Data Interchange (EDI) Certification*****Unitil Energy Systems (UES)***

Issued to: Viridian Energy, LLC  
Represented by: Shuja Qamar

Issued by: Unitil Energy Systems  
Represented by: Caitlin D. Chaput, Associate Transaction Analyst

Date: 3/14/16


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This is official notification of the successful completion of Electric EDI testing between Unitil Energy Systems and Viridian Energy, LLC. As of 3/14/15, Unitil Energy Systems does hereby declare Viridian Energy as a certified EDI trading partner capable of exchanging the following transactions:

810	Invoice
814	Change
814	Drop
814	Enrollment
814	Historical Usage Request
820	Payment Notification
867	Historical Usage
867	Monthly Usage
997	Functional Acknowledgement

Viridian Energy has successfully satisfied all the requirements of connectivity with Unitil Energy Systems. Viridian Energy has also proven through detailed transaction testing its understanding of the business rules and EDI formats required for account maintenance, and billing (dual and LDC rate-ready consolidated) as described by the New Hampshire Public Utilities Commission and using V12 version 4010 standards.

---

  
Signature \_\_\_\_\_  
3/14/16  
Date \_\_\_\_\_

Caitlin D. Chaput  
Associate Transaction Analyst  
Unitil Service Corp.  
6 Liberty Lane West  
Hampton, NH 03842-1720  
EL\_SupplierServices@unitil.com

**Attachment F**

**Puc 2006.01(n)**

Please see the below list of the other states or jurisdictions in which the applicant currently conducts business relating to the sale of electricity.

Applicant	State(s)
Viridian Energy, LLC	Connecticut
	Massachusetts
	New Hampshire
	Rhode Island



**Attachment G****Puc 2006.01(o)**

Please see the chart below disclosing the number and type of customer complaints concerning the applicant or its principles and affiliates servicing in the state of New Hampshire (Energy Rewards, LLC & Everyday Energy, LLC), filed with or by any commission or regulatory agency, attorney general's office, or other governmental consumer protection regulatory authority, for the most recent two (2) calendar years in every state or other jurisdiction in which the applicant has conducted business relating to the sale of electricity.

Complaint Type	State/Jurisdiction															Total
	CA	CT	DC	IL	MA	MD	ME	NH	NJ	NY	OH	PA	RI	TX	VA	
Billing/Rate	0	10	0	17	50	6	17	12	16	55	1	14	2	2	1	203
Enrollment	2	4	3	12	14	2	13	5	8	33	1	19	1	0	0	117
ETF Dispute	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0	4
General	0	1	0	0	1	0	0	4	0	2	0	1	1	1	1	12
Marketing Practice	0	1	0	0	1	1	2	2	1	3	2	2	0	0	0	15
Quality of Service	0	0	0	0	2	0	0	2	0	10	0	1	0	1	1	17
<b>Total</b>	<b>2</b>	<b>18</b>	<b>3</b>	<b>29</b>	<b>68</b>	<b>9</b>	<b>32</b>	<b>25</b>	<b>25</b>	<b>105</b>	<b>4</b>	<b>37</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>368</b>

Viridian Energy, LLC

**Attachment H**

**Puc 2006.01(w)**

Please see the attached copy of each contract to be used for residential customers and for small commercial customers, including any schedules or other documentation attached to, incorporated into, or referenced in such contract.



## NEW HAMPSHIRE TERMS & CONDITIONS

You authorize Viridian Energy, LLC ("Company"), a member of the Crius Energy family of brands, to change your electricity, as the case may be, to Company and to supply your home or small business with all the Services you need, subject to the eligibility requirements of your local electric or natural gas utility ("Utility"). Viridian Energy is a supplier of energy products. The Viridian independent associate who may have sold you our energy products is an independent business owner, with the right to sell Viridian Energy products to you. Please review this contract carefully. If there are any discrepancies with the product features you were sold and the terms and conditions of such products, please call our customer care center at 1-866-663-2508. Your Enrollment Documentation, which includes your welcome letter, welcome package, as applicable, and these Terms and Conditions of Service create your agreement with the Company ("Agreement") and supersedes any oral or written statements made in connection with this Agreement or the supply of your Services. Capitalized terms used herein have the meaning ascribed to them as listed within the Agreement as well as in the "Definitions" section herein.

1. **SERVICES.** Upon successful completion and receipt of all customer enrollment requirements, Company will supply Services for your home or small business. Company is a retail marketer of Services and is not your Utility. Your Utility will continue to deliver Services to your home or small business, read your meter, send your bill and make repairs and charge you for its services related to delivering your electricity. Your Utility will also respond to emergencies and provide other traditional utility services. You understand that you are not required to switch your Services to Company. This Agreement is subject to the eligibility requirements of your Utility and Company may choose not to accept this Agreement for any reason. If you are enrolled in any Utility or government programs, enrolling with Company may impact your participation in these programs. Please check with your Utility or program administrator before enrolling with Company.

2. **TERM.** Company will begin supplying your Services when the Utility switches your account to Company. Your Agreement will continue for the Term specified in the Enrollment Documentation or herein, and if applicable for the Renewal Term. Your Term is based on monthly billing cycles as determined by your Utility and each monthly billing cycle may not represent a full calendar month. If your Utility bills bimonthly, Company will treat this as two monthly billing cycles. Typically it takes one to two billing cycles for your Service to be switched from your

Utility to the Company, but there may be a delay before the Utility switches Services and you understand that Company is not responsible for any such delays. You may receive written notification from your Utility confirming your switch to Company. The Company may terminate this Agreement by providing you notice as required by law.

3. **PRICE.** Company does not charge any fee for you to switch from your utility to Company. Please note that some products have specific fees related to the product or plan you choose which are detailed in your product Enrollment Documentation; these fees are not switching fees. Each month you will pay for the Services you consume. For electricity, your bill will be calculated by multiplying your Rate by the amount of electricity you consumed in kilowatt-hours during the billing cycle, plus any applicable Fees. Your Rate does not include other costs, including but not limited to, the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, and taxes. Depending on your Utility's billing practices, your Rate during the billing cycle may be applied pro rata, resulting in a blended rate of the previous month and the current month Rate. If your price is based on an estimated usage for such Services, the Company has the right to bill you on actual usage when such information is made available and you have the obligation to pay Company for such actual usage amounts.

4. **RATE PLAN OPTIONS.**



a. Fixed Rate. If you selected a fixed rate, the Rate for your Service is the Rate indicated in your Enrollment Documentation and guaranteed not to change for the Term ("Fixed Rate").

b. Variable Rate. If you selected a variable rate, the Rate for your Service for your first billing period is the Rate indicated in your Enrollment Documentation ("Variable Rate"). Variable Rates change at the Company's discretion and may be higher and lower each month based on business and market conditions. Variable Rates are set at Company's discretion and may vary based on numerous factors, including, but not limited to, Company's assessment of applicable market conditions, operation costs, historic and projected supply and hedging costs, prior meter read cycle's pricing and balancing costs, projected average customer bill amounts and Utility pricing or "price to compare" and applicable pricing reset dates and may include the following additional costs: ancillary services and other ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable renewable portfolio standards, and a profit margin determined in Company's discretion that may vary from month to month. Your Variable Rate will not include any fees, taxes or charges directly assessed by the Utility, or any other third party with the right to assess taxes and fees for the Services.

c. Index Rate. If you selected an index product, the Rate for your Service will be the index and the adder indicated in your Enrollment Documentation and will vary in accordance with the terms of the specific index ("Index Rate").

d. Understanding and Selecting Rates. You understand that unless you have been offered a Rate confirmed in writing by the Company that expressly provides otherwise, there are no guaranteed savings and your Rate may be higher or lower than the Utility's rate in any given month.

5. **RESCISSION; TERMINATION**. You may rescind or terminate this Agreement as provided below.

a. Right of Rescission. In compliance with New Hampshire law, you may rescind this Agreement, without fees or penalties of any kind: (i) within five (5) business days from the date of electronic delivery

of this Agreement, (ii) within six (6) business days from the date of postmark when this Agreement is delivered via the United States postal service ("Rescission Period"), or (iii) with ten (10) business days from the date of electronic delivery of this agreement to a residential customer enrolled through in-person solicitation at the customer's residence.

b. Terminating Fixed Rate Plans. For residential customers, you may terminate a Fixed Rate plan at any time; provided that, if you terminate after the Rescission Period and before the end of the Term or Renewal Term, the applicable termination fee listed in your Enrollment Documentation will apply for the Service you terminate unless you are terminating solely due to a relocation outside of the current Utility service territory and you have provided Company 30-day prior notice in writing of such relocation. If you are a small business customer and selected a Fixed Rate, unless otherwise stated in your Enrollment Documentation, your early termination fee for each Service is equal to the greater of (i) \$150.00, or (ii) liquidated damages which you agree is the Remaining Contract Quantity times the greater of (A) Contract Price less Market Price at the time of the termination, or (B) \$0.02/kWh or \$0.20/Ccf/therm. Remaining Contract Quantity shall mean the total estimated usage for the period remaining in the Fixed Term of this Agreement at the time of termination, based on Buyer's historical usage or Company's estimated usage calculated in a commercially reasonable manner. The Market Price for the remainder of the Fixed Term will be determined by Company in a commercially reasonable manner.

c. Terminating Variable Rate Plans. You may terminate a Variable Rate Plan at any time and unless otherwise stated in your Enrollment Documentation, no termination fee will apply.

d. Terminating Index Rate Plans. You may terminate any Index Rate Plan Services at any time and no termination fee will apply unless otherwise stated in your Enrollment Documentation.

e. Termination Notice; Effect of Termination. To terminate or rescind this Agreement, you must notify Company as detailed in Section 14 or your Utility. You may also terminate this agreement by enrolling with another electricity supplier, or contacting your aggregator, if applicable. Please provide your name,



address, phone number, account number and a statement that you are rescinding or terminating the Agreement. Rescission is effective immediately. Termination will be processed immediately but is effective upon your Utility processing your termination and you are obligated to pay for the Services provided pursuant to this Agreement until you are returned to your Utility or alternative supplier.

6. **BILLING AND PAYMENT.** The Services you purchase from Company will be included in your Utility monthly bill or in a separate invoice from Company. If from the Utility, the Utility will set your payment due date and the payment address. Any bill not paid in full by its due date will incur a late payment fee in accordance with the Utility's or the Company's billing and payment policies and procedures. You may be liable for the costs the Company incurs if Company must terminate your Services for failure to pay, such as collection costs or attorney fees. Company shall have the right to setoff and net against any undisputed amounts owed by you under this Agreement, and the Company shall additionally have the right to setoff and net against any deposit or security provided by you pursuant to this Agreement any amounts, charges or damages owed by you to Company. If you have provided Company, its affiliates or agents with a credit card number, you provide authorization to charge any outstanding balance to such credit card. You will be billed and pay Company for the Services based on meter readings and consumption information that Company receives from your Utility ("Billing Quantity"). For commercial accounts, Company will have the option to adjust the Billing Quantity for fuel and line loss retained by your Utility and interstate transporters from the Purchased Quantities. You are responsible for paying and reimbursing Company for all applicable Fees. If you are tax exempt, you must furnish Company an exemption certificate before your Services commence.

7. **CUSTOMER INFORMATION.** All authorizations provided herein will remain in effect for the Term and, if applicable, the Renewal Term of this Agreement; however, authorization may be rescinded by you any time by contacting Company.

a. **Credit Requirement.** You authorize Company to obtain and review your credit history. If you fail to meet Company credit criteria, you understand that

Company may refuse or terminate Service or provide a substitute product. You may be required to promptly provide Credit Enhancements to continue Service if there is a deterioration in your credit rating or a Usage Increase.

b. **Customer Information; Privacy Policy.** You authorize Company to obtain your Customer Information from your Utility including your participation in budget billing or extended payment arrangements. This Agreement provides authorization for the Company to contact you about our other products and services or share information about your account with any designated partner or with any third-party vendor the Company uses to provide services and rewards to you. The Company reserves the right to share your Customer Information with Company Agents, to the extent permitted by law.

8. **RENEWAL NOTICE.** For any Fixed Rate plan you have selected, you will receive notice from Company (between forty-five and sixty days prior to the end of your Term) that, unless you opt out, you will be automatically enrolled: (i) on the Fixed Rate plan provided in the notice, or (ii) on the Company's Variable Rate plan available at such time (which allows you to cancel at any time without any Termination Fees). Each new renewal period after your initial Term will be deemed a "Renewal Term". If you wish to decline the plan provided for you in your renewal notice, please contact Company by the date provided in your renewal notice. For any Variable Rate plan or Index Rate plan, you will not receive a renewal notice and such plan will continue until you cancel, or the Company may cancel by providing you notice as required by law.

9. **PHONE COMMUNICATION POLICY.** You agree that by accepting this Agreement and providing your phone number (which may include your wireless number) to the Company and its agents or affiliates, the Company and its agents or affiliates may text or call you with autodialed or pre-recorded promotional or product information. Your consent and acceptance of this policy is not a condition of purchase. You may add a telephone number to the national do not call registry by calling 888-382-1222 from the phone you wish to register, or go click on "Register a Phone Number" in the left column of the webpage at [www.donotcall.gov](http://www.donotcall.gov).



**10. DISPUTE RESOLUTION AND MANDATORY AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS.**

If you have billing questions or would like to make an inquiry about the Company's terms of service, you may contact the Company as indicated in Section 14. We will attempt to resolve the matter within five (5) business days. If your complaint is not resolved after you have called the Company and/or the Utility, or for general utility information, you may contact the Commission's Consumer Services Division at 1-800-852-3793.

Regardless of whether you choose to pursue your dispute with the Commission's Consumer Services Division, your right to pursue individual arbitration with the Company will not be impacted under this Agreement as set forth below.

You and the Company both agree to resolve Disputes (as defined below) only by arbitration or in small claims court (for qualifying claims), subject to specific exceptions listed herein. The parties expressly agree that they are waiving their right to sue in court and that arbitration is the parties' sole remedy to resolve disputes. There is no judge or jury in arbitration, the procedures may be different, and is subject to very limited review by a court. An arbitrator, however, can award you the same damages and relief, and must honor the same terms in this Agreement, as a court would. If the law allows for an award of attorneys' fees, an arbitrator can award them too. In addition, you and the Company also both agree that:

(a) "Disputes" are any claims or controversies against each other related in any way to, or arising from the Company's Services, this Agreement, or any related agreements, including but not limited to, billing, services and practices, policies, contract practices (including enforceability), service claims, privacy, or advertising, even if it arises after your Services with the Company have terminated. Disputes include any claims that: (i) you bring against the Company or any of its employees, agents, affiliates, or other representatives; or (ii) that the Company brings against you. It also includes, but is not limited to, claims related in any way to, or arising from any aspect of the relationship between you and the Company, whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory.

(b) Except as otherwise provided under Section 10(f)

below, the Federal Arbitration Act, 9 U.S.C. § 1 *et seq.* (the "FAA") applies exclusively to this agreement to arbitrate, and this agreement to arbitrate is intended to be broadly interpreted. The arbitrator's decision and award is final and binding, with some exceptions under the FAA, and judgment on the award may be entered in any court with jurisdiction.

(c) Prior to initiating arbitration, a party must first send to the other, by certified mail, a written notice of dispute ("Dispute Notice"). The Dispute Notice to the Company should be addressed to the Notice Address listed in Section 14. The Dispute Notice must (i) describe the nature and basis of the claim or dispute; and (ii) set forth the specific relief sought ("Demand"). If the Company and you do not reach an agreement to resolve the claim within thirty (30) days after the Dispute Notice is received, you or the Company may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by the Company or you shall not be disclosed to the arbitrator.

(d) Unless the parties agree otherwise, the arbitration will be conducted by a single neutral arbitrator and will take place in the county (or parish) of the service address.

(e) The arbitration will be conducted by: (i) a neutral third party arbitrator mutually agreed upon by you and the Company; or (ii) the American Arbitration Association (the "AAA"). The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the AAA, as modified by this Agreement. Where the terms of this agreement to arbitrate conflict with the AAA Rules, the terms of this agreement to arbitrate shall override and govern. The AAA Rules are available online at [adr.org](http://adr.org), by calling the AAA at 1-800-778-7879, or by writing to the Notice Address for the Company, which is listed in Section 14. The arbitrator is bound by the terms of this agreement to arbitrate. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. If your claim is for \$10,000 or less, the Company agrees that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If

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your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Upon your request, and you supplying appropriate documentation, the Company will reimburse your administrative costs for the arbitration over and above the costs associated with filing a case in court. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. However, nothing in this paragraph will require or allow you or the Company to arbitrate on a class-wide, representative or consolidated basis. An arbitration award and any judgment confirming it apply exclusively to the specific case. The arbitration award and judgment cannot be used for any other case except to enforce the award itself.

**You and the Company each agree that arbitration will only be pursued on an individual basis, and will not be pursued on a class-wide, representative or consolidated basis. This Agreement does not allow class, representative or collective arbitrations even if the AAA procedures or rules would. If for any reason any court or arbitrator holds that this restriction is unconscionable or unenforceable, then this agreement to arbitrate does not apply and the dispute must be brought in court.**

(f) You and the Company agree that notwithstanding this agreement to arbitrate, either party may bring qualifying claims in a small claims court. In addition, this arbitration provision does not prevent you from bringing your dispute to the attention of federal, state, or local government agencies (including the Commission's Consumer Services Division), and if the law allows, they can seek relief against the Company on your behalf.

(g) If for any reason a claim proceeds in court rather than through arbitration, you and the Company agree that there will not be a jury trial. You and the Company unconditionally waive any right to trial by jury in any action, proceeding or counterclaim arising

out of or relating in any way to this Agreement or the Services provided by the Company. In the event of litigation, this paragraph may be filed to show a written consent to a trial by the court.

11. **EMERGENCY**. In the event of an emergency such as a power failure or a downed power line, you should call your Utility. If your Utility is Eversource, call 1-800-662-7764; if your Utility is Unitil, call 1-800-582-7276 (Seacoast Region) or 1-800-852-3339 (Capital Region). You can also call your local emergency personnel at 911 if the emergency warrants.

12. **LIMITATIONS OF LIABILITY AND WARRANTY**. NEITHER YOU NOR COMPANY WILL BE LIABLE TO THE OTHER OR TO ANY THIRD PARTY FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES. COMPANY DOES NOT GIVE ANY TYPE OF WARRANTY, EXPRESS OR IMPLIED, AND TO THE FULLEST EXTENT OF THE LAW, DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. COMPANY WILL NOT BE LIABLE FOR BILLING OR COMMUNICATION ERRORS AFTER 90 DAYS IF YOU DO NOT CONTACT US REGARDING SUCH ERRORS WITHIN 90 DAYS AFTER THE STATEMENT SHOWING THE TRANSACTION HAS BEEN MAILED TO YOU.

13. **FORCE MAJEURE**. Company will not be responsible for supplying Services to you in the event of circumstances beyond Company's control such as events of force majeure, as defined by your Utility or any transmitting or transportation entity, which includes but is not limited to acts of terrorism, sabotage or acts of God.

14. **CONTACTING COMPANY**. For any notice required in this Agreement or to contact us generally, you may contact the Company by (i) email, at [customercare@viridian.com](mailto:customercare@viridian.com), (ii) mail, at 535 Connecticut Avenue, 6th Floor, Norwalk, CT 06854, or (iii) phone, at 1-866-663-2508.

15. **BILL ASSISTANCE PROGRAM**. Your Utility may have programs available to customers who are on



a limited or fixed income to assist them with utility bills. Some of these programs might include bill payment assistance and weatherization services. Information on your Utility's Bill Assistance Program can be obtained by contracting your Utility at the number or address listed at the end of this Agreement. For a list of social service agencies offering bill assistance, please call Viridian Energy or dial 211.

16. **INFORMATION DISCLOSURE LABEL.** The Information Disclosure Label contains information on the fuel mix and emissions characteristics associated with the electricity that Company provides to Customers. Company will provide you with a printed copy of the Information Disclosure Label annually.

17. **MISCELLANEOUS.**

a. *Use of Services.* You must notify Company if you generate renewable energy or use net metering at your home or small business. If you use net metering, or if there is a Change in Usage, Company reserves the right to modify your Rate or terminate this Agreement and recover costs, if any. In addition, the Company has the right to refuse or terminate Services, and recover costs, if any, if your Service requirements are above the Usage Thresholds.

b. *Title; Risk of Loss.* You and Company agree that title to, control of, and risk of loss of the Purchase Quantities supplied under this Agreement will transfer from Company to you at the Sales Points. Company and you agree that transactions under this Agreement are originated and consummated outside the jurisdictional limits of the municipality and county, or other taxing authority where your service address is located. If a taxing authority determines that a gross receipts tax or other tax is applicable to the sale of the electric service under this Agreement, you agree to pay such tax, as invoiced. For commercial customers only: (i) as between Company and you as a commercial customer, you will be deemed to be in exclusive control of the electricity and responsible for any damage, injury, charges, transportation fees, costs or losses at and after the Sales Points, including, without limitation, any losses that Company incurs that result from having to resell, or its inability to resell, to another party electricity supplies allocated for you and (ii) as between Company and you, Company will be deemed in exclusive control of electricity, and responsible for any damage, injury,

charges, transportation fees, costs or losses until the electricity is delivered to the Sales Points; provided, however, that in no event shall Company's liability under this Agreement exceed the difference between the reasonable price of replacing any undelivered electricity and the price of electricity under this Agreement.

c. *Assignment.* You may not assign this Agreement without prior written consent of the Company. Company reserves the right to sell, transfer, pledge or assign this Agreement and your account, and related revenues and proceeds for financial purposes or in connection with a sale. Before any assignment Company will provide you with at least 14 days notice of your right to select another supplier or return to your Utility. This Agreement is binding upon the parties hereto and their respective successors and legal assigns.

d. *Change in Law/Third Party Charges.* This Agreement is subject to any federal, state, local, or utility changes in law, which includes changes in legislation, regulatory actions, orders, rules, tariffs, regulations, policies, riders, fees, pricing structures, market structures, capacity charges, and changes in customer load profiles (each, a "Change in Law"). If there is a Change in Law which results in an increased cost to the Company, or Company is prevented, prohibited or frustrated from carrying out its intent under this Agreement, Company may terminate this Agreement with notice to you, or adjust your rate based upon such Change in Law. This provision applies to all rate plans, whether fixed, index or variable.

e. *Governing Law; Venue; Waiver of Jury Trial.* To the maximum extent permitted by law, (i) Venue for any lawsuit brought to enforce any term or condition of this Agreement shall lie exclusively in the State of New Hampshire, (ii) the Agreement shall be construed under and shall be governed by the laws of the State of New Hampshire without regard to the application of its conflicts of law principles, and (iii) EACH OF THE PARTIES HERETO IRREVOCABLY WAIVES ANY AND ALL RIGHT TO TRIAL BY JURY IN ANY LEGAL, ARBITRATION OR OTHER PROCEEDING ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE TRANSACTIONS CONTEMPLATED HEREBY.

f. *Non-Waiver.* 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 breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

g. *Severability.* If any provision of this Agreement is held unenforceable, then such provision will be automatically modified to reflect the parties' intention. All remaining provisions of this Agreement shall remain in full force and effect.

h. *Non-Reliance.* You acknowledge that (i) you are not relying on any advice, statements, recommendations or representations of the Company, other than the written representations in this Agreement; (ii) that you understand the risks of entering into this Agreement, including the risk that the Company's prices may be higher than your Utility's rates, and you are capable and willing to assume those risks; and (iii) you have made your own decision to enter into this Agreement, after consultation with your own advisors to the extent you deem necessary.

i. *Complete Agreement.* This Agreement constitutes the final and complete agreement between you and the Company. It is the complete and exclusive expression of the terms and conditions agreed upon for the matters contained in this Agreement. All prior and contemporaneous negotiations and agreements between the parties on the matters contained in this Agreement are expressly merged into and superseded by this Agreement.

j. *Electronic Signatures and Notices.* Each party agrees that electronic signatures, whether digital or encrypted, of the parties to execute this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means any electronic sound, symbol or process attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record, including facsimile or email electronic signatures. Customer agrees that Company may send Customer notices via electronic means if Customer provides an email address or other way of communicating electronically. You have a duty to provide a correct, working email address and update it accordingly; if you fail to do so, you could miss important notices.

k. *Customer Representation.* I am at least 18 years old and fully authorized to enter into this Agreement. I am the authorized account holder or have been given proper and binding authorization to change the Services and enter into this Agreement on behalf of the account holder.

l. *Wi-Fi Thermostats.* You understand that to get the most out of your Wi-Fi thermostat you should register your thermostat online and follow the procedures described in the accompanying instructions. You agree that Company may make real-time adjustments to your thermostat. Prior to any adjustment event, you will receive a notification on your thermostat providing you with the option to opt out of that specific adjustment event. You agree that, unless you opt out, Company may make these adjustments during and after the Term of this Agreement. If you would like Company to permanently cease all adjustments, you may opt out of all future adjustment events by contacting Company via email, mail, or phone as provided above. You may also manually override any adjustments to your thermostat at any time, and at no time are you obligated to keep your thermostat at the adjusted level.

m. *Third Party Providers; Energy Related Products.* The Company only provides electricity to you. Occasionally, Company may work with third party providers that will offer you energy related products or rebates related to your electricity purchases. If you select such offer or rebate from a third party, or elect to bundle or purchase a product that is not electricity, or if a product that is installed in your home by a third party provider, such as a thermostat ("Energy Related Products"), you must contact the third party provider of such Energy Related Products for any products issues, rebates, warranties, or billing and service questions. Company will have no liability to you for Energy Related Products.

## DEFINITIONS

"*Agents*" means parties that need to know Customer Information in connection with Services and Company's affiliates and subcontractors.

"*Change in Usage*" means a change, or an anticipated or planned change, in the consumption of Services that is materially different than your historical usage.

"*Credit Enhancements*" means cash escrow or deposit,

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establishing an ACH debit relationship with Company, or providing other reasonable assurances to the Company to establish your credit worthiness. If a deposit is required, before any deposit is taken, Customer will be provided notice as to all terms and conditions on such deposit and the amount and the rate of interest paid on the deposit.

*“Customer Information”* means account contact information, account number, meter number, billing history, payment history, historical and future electricity, meter readings and characteristics of your electricity service. It includes information obtained from the Utility as well as any information that you provide directly to Company or its agents.

*“Default”* means: (i) failure to maintain credit requirements or provide necessary credit information or Credit Enhancements, (ii) a Usage Threshold event, (iii) a Change in Usage event, or (iv) any material breach of the requirements of, or representations made under, this Agreement.

*“Delivery Points”* means: for electricity, one or more points at which Company, as your agent, has arranged for the delivery of electricity to a third party (such as your Utility) for your account or at your premises.

*“Enrollment Documentation”* means any application or enrollment documents, whether in paper, electronic, internet, phone or otherwise, provided to Customer in order to commence Services, and the welcome letter and/or welcome package.

*“Fees”* means taxes, fees, assessments, government charges and charges levied by your Utility for transmission and distribution and other services, systems benefit charges, standard cost recovery charges, and taxes, fees paid to brokers and other third-party entities that may have referred you to the Company for Services, minimum usage fees, base charges and other flat fees, fees and charges levied by Company or any other entity authorized to levy taxes, fees or charges for or related to the Services. This may include, but shall not be limited to, Utility taxes, gross receipts taxes, and sales or use taxes imposed on Company and/or you by federal, state, and/or local authorities that Company passes through to you.

*“Purchased Quantities”* means all the electricity supply that Company must purchase for your home or small business, as applicable.

*“Rate”* means Fixed Rate, Index Rate, or Variable Rate, as applicable.

*“Sales Points”* means: for the electricity, a point or points on the NE-ISO administered transmission system located outside the municipal and county limits of your service address location, selected from time to time by Company to assure service reliability.

*“Service”* or *“Services”* means all the electricity supply that Company must purchase for your home or small business, as you have selected to be provided to you by Company in your Enrollment Documentation. Not all Services are available in all areas.

*“Usage Thresholds”* means if your usage of Services exceeds, for electricity, peak demand greater than 75kW over any of the past twelve (12) months.

**Customer Contact Information**

Viridian Energy, LLC  
535 Connecticut Avenue  
6<sup>th</sup> Floor  
Norwalk, CT 06854  
Toll-Free 866-842-1084  
Monday through Friday, 8:30am to 6:30pm ET  
[support@viridianenergy.com](mailto:support@viridianenergy.com)  
[www.ViridianEnergy.com](http://www.ViridianEnergy.com)

**New Hampshire PUC**

21 South Fruit Street, Suite 10  
Concord, NH 03301-2429  
Phone: 603-271-2431; Fax 603-271-3878  
TDD Access – Relay NH: 800-735-2964  
Consumer Services: 800-852-3793  
Monday through Friday, 8:00am to 4:30pm ET  
<http://www.puc.nh.gov>

**Eversource**

PO Box 330  
Manchester, NH 03105-0330  
1-800-662-7764

1-800-346-9994 (TTY/TDD number)

<http://www.eversource.com>

**Unitil New Hampshire – Capital Region**

One McGuire Street  
Concord, NH 03301  
1-800-852-3339  
<http://unitil.com>

**Unitil New Hampshire – Seacoast Region**

114 Drinkwater Road  
Kensington, NH 03833  
1-800-852-7276  
<http://unitil.com>



## DISCLOSURE SUMMARY

<b>Product Name</b>	<<Fixed>> <<Variable>>		
<b>Length of the Agreement</b>	Your Term will be <<Month-to-Month>> <<for Term_E>> once your Utility switches your account to Company <<but will end no later than the last day of <<Month>> <<Year>>>>.		
<b>Fixed Per kWh Price (NA for Variable)</b>	<<X>> ¢/kWh		
<b>Variable Price Components (NA for Fixed)</b>	<< If you selected a variable rate, the Rate for your Service for your first billing period is the Rate indicated in your Enrollment Documentation ("Variable Rate"). Variable Rates change at the Company's discretion and may be higher and lower each month based on business and market conditions. Variable Rates are set at Company's discretion and may vary based on numerous factors, including, but not limited to, Company's assessment of applicable market conditions, operation costs, historic and projected supply and hedging costs, prior meter read cycle's pricing and balancing costs, projected average customer bill amounts and Utility pricing or "price to compare" and applicable pricing reset dates and may include the following additional costs: ancillary services and other ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable renewable portfolio standards, and a profit margin determined in Company's discretion that may vary from month to month. Your Variable Rate will not include any fees, taxes or charges directly assessed by the Utility, or any other third party with the right to assess taxes and fees for the Services.>>		
<b>Charges</b>	Your bill will be calculated using the rate per kilowatt hour multiplied by kilowatt hours used.		
<b>Fixed Price Residential Customers who use</b>	500 kWh of electricity	1000 kWh of electricity	1500 kWh of electricity
<b>Will pay</b> (does not include delivery charges, taxes and any applicable Utility fees)	\$ <<X>>	\$ <<X>>	\$ <<X>>
<b>Environmental Characteristics</b>	Yes. 50% Renewable Energy		
<b>Early Termination Fee</b>	<<Yes. \$ <<X>> >> <<No.>>		
<b>Late Payment Fee</b>	No. Company does not charge a late payment fee, please contact your Utility to check if any late payment fee applies.		
<b>Renewal Terms</b>	<<For any Fixed Rate plan you have selected, you will receive notice from Company (between forty-five and sixty days prior to the end of your term) that, unless you opt out, you will be automatically enrolled: (i) on the Fixed Rate plan provided in the notice, or (ii) on Company's Variable Rate plan available at such time (which allows you to cancel at any time without any termination fees)>>. << For any Variable Rate plan, you will not receive a renewal notice and such plan will continue until you cancel, or Company may cancel by providing you notice as required by regulation or law.>>		



<b>Electric Assistance Program</b>	Customers who receive a benefit from the electric Assistance Program (EAP) will no longer receive the EAP discount on the energy portion of their bill.
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## DISCLOSURE SUMMARY

<b>Product Name</b>	<<Fixed>> <<Variable>>		
<b>Length of the Agreement</b>	Your Term will be <<Month-to-Month>> <<for Term E>> once your Utility switches your account to Company <<but will end no later than the last day of <<Month>> <<Year>>>>.		
<b>Fixed Per kWh Price (NA for Variable)</b>	<<X>> ¢/kWh		
<b>Variable Price Components (NA for Fixed)</b>	<< If you selected a variable rate, the Rate for your Service for your first billing period is the Rate indicated in your Enrollment Documentation ("Variable Rate"). Variable Rates change at the Company's discretion and may be higher and lower each month based on business and market conditions. Variable Rates are set at Company's discretion and may vary based on numerous factors, including, but not limited to, Company's assessment of applicable market conditions, operation costs, historic and projected supply and hedging costs, prior meter read cycle's pricing and balancing costs, projected average customer bill amounts and Utility pricing or "price to compare" and applicable pricing reset dates and may include the following additional costs: ancillary services and other ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable renewable portfolio standards, and a profit margin determined in Company's discretion that may vary from month to month. Your Variable Rate will not include any fees, taxes or charges directly assessed by the Utility, or any other third party with the right to assess taxes and fees for the Services.>>		
<b>Charges</b>	Your bill will be calculated using the rate per kilowatt hour multiplied by kilowatt hours used.		
<b>Fixed Price Residential Customers who use</b>	500 kWh of electricity	1000 kWh of electricity	1500 kWh of electricity
<b>Will pay</b> (does not include delivery charges, taxes and any applicable Utility fees)	\$ <<X>>	\$ <<X>>	\$ <<X>>
<b>Environmental Characteristics</b>	Yes. 50% Renewable Energy		
<b>Early Termination Fee</b>	<<Yes. \$ <<X>> >> <<No.>>		
<b>Late Payment Fee</b>	No. Company does not charge a late payment fee, please contact your Utility to check if any late payment fee applies.		
<b>Renewal Terms</b>	<<For any Fixed Rate plan you have selected, you will receive notice from Company (between forty-five and sixty days prior to the end of your term) that, unless you opt out, you will be automatically enrolled: (i) on the Fixed Rate plan provided in the notice, or (ii) on Company's Variable Rate plan available at such time (which allows you to cancel at any time without any termination fees)>>. << For any Variable Rate plan, you will not receive a renewal notice and such plan will continue until you cancel, or Company may cancel by providing you notice as required by regulation or law.>>		

<b>Electric Assistance Program</b>	Customers who receive a benefit from the electric Assistance Program (EAP) will no longer receive the EAP discount on the energy portion of their bill.
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