

## 2. Definitions

The following words and terms shall be understood to have the following meanings when used in this Tariff, including in any agreements entered into under this Tariff:

**Application:** A request by a Customer for Delivery Service pursuant to the provisions of this Tariff.

**Commission:** The State of New Hampshire Public Utilities Commission.

**Company:** Public Service Company of New Hampshire dba Eversource Energy.

**Customer:** Any person, firm, corporation, cooperative marketing association, utility or government unit or sub-division of a municipality or of the state or nation supplied with Delivery Service by the Company, and who has successfully completed an application for service with the Company. Each Delivery Service account shall be considered a separate and distinct Customer.

**Customer Choice Date:** May 1, 2001.

**Default:** A Supplier's or its Market Participant member's failure or inability to maintain good standing with ISO-NE pursuant to the terms of ISO-NE Inc. Transmission, Markets, and Service Tariff, including a Financial Assurance Default, or the Supplier's or Market Participant member's failure or inability to maintain good standing with the requirements of the Commission.

**Default Energy Service ("Default Service"):** Electric energy, capacity and ancillary services supplied to a Customer by the Company. Service shall be supplied during periods in which a Customer is not receiving Self-Supply Service or Supplier Service. Default Service shall be provided in accordance with Default Energy Service Rate DE and shall be provided in conjunction with the applicable Delivery Service Rate Schedule.

**Delivery Service:** The delivery of electric power by the Company to a service address where any person or entity receives the benefit of that power.

**Electronic Enrollment:** A request submitted electronically to the Company by a Supplier for the initiation of Supplier Service to a Customer.

**Energy Service Provider ("Supplier"):** Any entity registered with the Commission and authorized by the Commission to supply electricity to retail users of electricity in the state of New Hampshire.

**Eversource Energy System Companies:** The operating companies of Eversource Energy other than Public Service Company of New Hampshire.

**FERC:** The Federal Energy Regulatory Commission.

**Financial Assurance Default:** A Supplier's or its Market Participant member's failure or inability to meet financial requirements as determined by ISO-NE.

Issued:

Issued by: Douglas W. Foley  
/s/ Douglas W. Foley

Effective:

Title: President, NH Electric Operations

The Company does not undertake to regulate the voltage or frequency of its service more closely than is standard commercial practice or required by the rules of the Commission. If the Customer requires regulation of voltage or frequency that is more refined, the Customer shall furnish, install, maintain and operate the necessary apparatus at the Customer's expense.

#### 4. Availability

Delivery Service shall be available to a Customer who has made an Application and has satisfied all of the requirements pertaining to the Application within this Tariff. Delivery Service shall be available solely for the delivery of electricity from a Supplier to a Customer or for the delivery of Default Service or Self-Supply Service to a Customer.

In the event that a conflict arises between this Tariff and the Terms and Conditions specifically related to transmission service under the ISO-NE Transmission, Markets, and Services Tariff ("ISO-NE Tariff"), including Schedule 21-ES, or successor thereto, then such ISO-NE Tariff will apply.

In the event a conflict arises between this Tariff and the Settlement Agreement, then the Settlement Agreement will take precedence over this Tariff.

In the event that a Customer is not receiving Self-Supply Service and is not receiving Supplier Service from a Supplier for any reason, the Company will arrange Default Service provided the Customer has satisfied all the requirements for service under this Tariff.

#### 5. Application, Contract and Commencement of Service

Application by the Customer for Delivery Service may be made to the Company at any time. All applicants must be of legal age or an emancipated minor to contract for service with the Company. Whether or not an Application for service is made by the Customer and accepted by the Company, the rendering of the service by the Company and its use by the Customer shall be deemed a contract between the parties and subject to all provisions of the Tariff, as in effect from time to time, applicable to the service.

Except as otherwise specifically provided for under a rate, all rates are predicated on a period of service at one location of not less than twelve (12) consecutive months with monthly billing and monthly payment. The rendering of bills to Customers under this Tariff shall be performed exclusively by the Company.

Issued:

Issued by: Douglas W. Foley  
/s/ Douglas W. Foley

Effective:

Title: President, NH Electric Operations

### **Method of Application**

The Company may accept an oral application by a prospective Customer for residential service. In the event that an oral application for service is received by the Company from an applicant not currently a Customer, for a location where service is scheduled to be disconnected for non-payment or is currently disconnected for non-payment, the Company may request that application be made in writing as a precondition for service. Prospective customers must also satisfy the Verification of Identity requirements described below as a precondition of service. The Company reserves the right to refuse service, at any location, to an applicant who is indebted to the Company for any service furnished to such applicant, consistent with the statute of limitations. However, the Company shall commence service if the applicant has agreed to a reasonable payment plan.

### **Verification of Identity**

The Company reserves the right to verify the identity of any prospective Customer and the accuracy of the information provided as a precondition for commencing service. Valid identification entails one of the following: Social Security Number; Driver's License or License Number; a Valid Passport Issued by United States or a Foreign Government; State ID Cards; Green Cards (Alien Card); Birth Certificate; Military ID; ID used by federal, state or municipal government; Refugee paperwork; Visa (work, tourist or student) or; a letter from: The Bureau of Population Refugees and Migration (PRM) or Bureau of the State Department. Positive identification may be provided to the utility either by phone or by providing a copy of the identification, so long as any information provided by phone can be independently verified by the Company.

If Delivery Service is already being provided at the service address of the applicant, service will not be deemed to have commenced for the applicant until the Application, including verification of identity, has been completed and the applicant becomes a Customer of the Company. Nonetheless, the applicant will be contractually obligated for any Delivery Service received pursuant to the terms under "Method of Application" above.

The Company may shut off the meter at a service address where the applicant fails to verify identity and where Delivery Service is only available at that service address from serving the previous Customer of record.

Issued:

Issued by: Douglas W. Foley  
/s/ Douglas W. Foley

Effective:

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DBA EVERSOURCE ENERGY

Terms and Conditions

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Effective: ~~January 1, 2021~~

Title: President, NH Electric Operations

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Issued: December 23, 2020  
Foley  
/s/ Douglas W. Foley

Issued by: Joseph A. Purington  
Douglas W.

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Title: President, NH Electric Operations

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