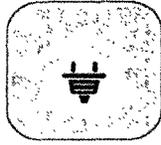


Tab 9



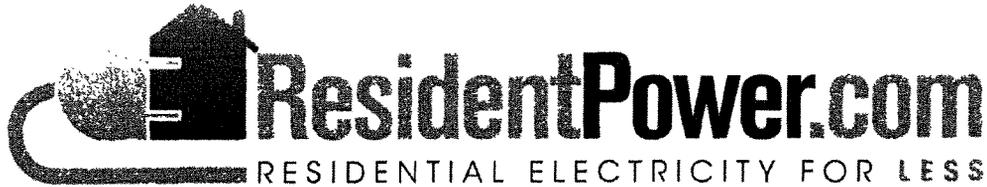
Resident Power

lighting your home for less

Terms and Conditions

Resident Power, is a division of Freedom Logistics, LLC a New Hampshire licensed aggregator of electricity to New Hampshire consumers. "We", "us" and "our" refers to Resident Power. "You or "your" refers to the customer. We thank you for the opportunity to serve as your authorized electric agent/aggregator/broker.

- 1. Appointment of Agent:** You hereby appoint Resident Power as your exclusive agent, for a period of 12 months from the date of enrollment, to act in your name, place and stead in any way which it could act with respect to researching, negotiating, executing, terminating, assigning, rescinding and delivering, electricity supply and service agreements with competitive energy suppliers, sellers or service providers.
- 2. Price Guarantee:** Resident Power guarantees that your new electricity rate will be lower than the posted residential rate offered by your local utility company by at least 5% (i.e. PSNH, NGRID, Until, NH CO-OP, etc.), at the time of enrollment with your new competitive electricity provider ("CEP"). If Resident Power is unable to secure a rate that is lower than that of the posted residential rate offered by your local utility company, Resident Power will not enroll you with a new CEP and you will remain with the utility company, at no additional charge.
*Please note that Resident Power cannot find you a lower cost source for your transmission and distribution charges, as those charges are the domain of your utility company and will remain as such even after we find you a new electricity supplier/CEP. Therefore, our guarantee of a lower price relates ONLY to the per Kwh electricity charge for electricity supply and does not extend to, describe, or pertain to any other service, offering, product, or charge levied by your local utility company.
- 3. Term:** Your enrollment in our energy program starts on the day of sign up and submission, and lasts for a period of 12 months from that date. At which time you be placed on auto-renewing 3 month contract intervals with Resident Power, until terminated in writing by either side, with 30 days notice prior to expiration. This term listed under this Appointment of Agent does not relate to any Agreement entered into on your behalf with a CEP while acting under the authority provided herein. When a new rate and CEP have been secured on your behalf, you will be notified of your new terms and conditions at that time, by the CEP or their agent.
- 4. Cancellation:** Under this Agreement you are enrolled with Resident Power for a period of 12 months from the date of sign up. At the expiration of the 12 month period, either party may cancel this Appointment of Agent 30 days prior to its expiration, otherwise you will have been deemed to renew for a 3 month interval. You will continue to auto renew for 3 month intervals until such time as either party cancels. In order to successfully cancel, the cancelling party must submit a written notice of cancellation at least thirty (30) days prior to the next expiration date. In the event that you have already been enrolled with a CEP, cancellation of your Agreement with Resident Power will have no impact on the terms and conditions entered into between you and the CEP. If you move within state, please notify us of your new account number(s) within (60) days for re-enrollment and your early termination fee will be waived. If you move out of state during the term of your contract, Resident Power reserves the right to charge the early termination fee outlined in Section 5. By law the residential consumer has the right to rescind when Resident Power has found you a new rate and new CEP. You will remain a Resident Power customer, however. When we have found you a new rate with a CEP, you will be notified by the CEP of your new rate, terms and conditions. At which point you will have the following right of rescission depending on the form of the communication:
 - a. Residential customers and small commercial customers shall have 3 business days from the date of personal or electronic delivery of the written terms of service statement required by (a) above to rescind authorization; and
 - b. Residential customers and small commercial customers receiving the terms of service statement required by (a) above via the United States postal service shall have 5 business days from the postmarked date to rescind authorization.
- 5. Early Termination:** In order to provide our price Guarantee, you may not sign with another electricity broker or supplier while under contract with Resident Power. You have authorized Resident Power as your exclusive procurement agent for electricity; therefore if you leave prior to proper cancellation, Resident Power reserves the right to charge a \$100 early termination fee. See Section 4 Cancellation for more details.
- 6. Information Release Authorization:** Through your selection of the check box indicating you agree with these terms and conditions you allow your local utility company (i.e. PSNH, Unutil, NGRID, NH CO-OP, etc..) to release to us any account information including account number and payment history.
- 7. Dispute Resolution:** In the event of a billing dispute or a disagreement involving any essential element of this Agreement, the parties will use their best efforts to resolve the dispute. If you have any concerns about your bill, you may call our Customer Service department (M-F 9AM-5PM EST) at 603 232 9293 or send a letter to Resident Power, 816 Elm Street, Suite 364, Manchester, NH 03101, or send an e-mail to info@residentpower.com.
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- 9. Governing Law and Regulations:** This Agreement shall be governed by, construed, enforced and performed in accordance with the laws of the State of New Hampshire. If action is taken by federal or state governmental authorities which significantly changes the way Resident Power does business with you, Resident Power may terminate this Agreement, after which you can enroll for service from another aggregator or supplier.
- 10. Emergency Service:** In the event of an electric emergency or service interruption, you should immediately call your local utility company immediately.



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- 2. Authority to Sign/Enroll:** By accepting the terms and conditions and completing the online or hard copy enrollment form you are representing that you have the authority to sign on behalf of the electricity account/s listed, and that you are either the account owner or the owner's duly authorized representative. NOTICE: Anyone enrolling customers without their express permission shall be liable for any and all suits, complaints, damages, fines or charges resulting therefrom. Resident Power does not condone or tolerate customer "slamming" and will turn in any person or persons discovered to be engaged in any such activity to the proper authorities. If you feel that you have been a victim of improper or unauthorized enrollment please contact Resident Power at info@residentpower.com and include INVALID ENROLLMENT in the subject line. If you are already with another supplier or aggregator (other than the utility) and you enroll with Resident Power it is your responsibility to inform Resident Power in writing as to when your current supply/aggregation contract expires. Resident Power is not responsible for any early termination penalties that may be charged to you by other suppliers or aggregators as a result of your enrollment with Resident Power.
- 3. Price Guarantee:** Resident Power guarantees that your new electricity rate will be lower than the posted residential rate offered by your local utility company at the time of enrollment with your new competitive electricity provider (CEP). Note: The 5% savings guarantee applies to PSNH customers only. All other utility customers are guaranteed a savings against the posted residential rate offer by their utility, however it may be a savings of less than 5%. If Resident Power is unable to secure a rate that is lower than that of the posted residential rate offered by your local utility company, Resident Power will not enroll you with a new CEP and you will remain with the utility company at no additional charge until such time as a new rate is found or you terminate your membership in the Resident Power program.
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- 6. Right of Rescission:** By law the residential consumer has the right to rescind when Resident Power has found you a new rate and new CEP. You will remain a Resident Power customer, however. When we have found you a new rate with a CEP, you will be notified by the CEP of your new rate terms and conditions. At which point you will have the following right of rescission depending on the form of the communication:
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b. Residential customers and small commercial customers receiving the terms of service statement via the United States postal service shall have 5 business days from the postmarked date to rescind authorization.

7. Early Termination: In order to provide our price Guarantee, you may not sign with another electricity broker or supplier while under contract with Resident Power. You have authorized Resident Power as your exclusive procurement agent for electricity; therefore if you leave prior to proper cancellation, Resident Power reserves the right to charge a \$100 early termination fee. See Section 5 Cancellation for more details.

8. Information Release Authorization: Through your selection of the check box indicating you agree with these terms and conditions you allow your local utility company (i.e. PSNH, Unitil, NGRID, NH CO-OP, etc.) to release to us any account information including account number, usage information and payment history.

9. Dispute Resolution: In the event of a billing dispute or a disagreement involving any essential element of this Agreement, the parties will use their best efforts to resolve the dispute. If you have any concerns about your bill, you may call our Customer Service department (M-F 9AM-5PM EST) at 603 232 9293 or send a letter to Resident Power, 816 Elm Street, Suite 364, Manchester, NH 03104 or send an e-mail to info@residentpower.com.

10. Low Income Eligibility: A discount electric rate is available to qualifying residential customers by your utility company. If you are currently on such a rate with the utility company, we suggest that you do not enroll in our program as **we cannot guarantee** a lower electricity rate against non-published, specialized enrollment rates, such as those for low income eligibility.

11. Governing Law and Regulations: This Agreement shall be governed by, construed, enforced and performed in accordance with the laws of the State of New Hampshire. If action is taken by federal or state governmental authorities which might significantly change the way Resident Power does business with you, Resident Power may terminate this Agreement after which you can enroll for service from another aggregator or supplier.

12. Emergency Service: In the event of an electric emergency or service interruption, you should immediately call your local utility company immediately.

13. Assignment: Resident Power may assign or transfer your account's to another entity at any time under the same or substantially similar terms and conditions, unless otherwise agreed between Resident Power and the other entity. In such cases, Resident Power will use best efforts to provide you with 30 days notice via electronic mail. If you have not provided an electronic mailing address to Resident Power, Resident Power reserves the right to inform you by publishing such notice on their website at www.ResidentPower.com.

14. Supplier Notice to Customers: Resident Power will notify you when a new supplier rate is secured for your home or small business. As noted above, customers do have the ability to opt out of any rate offered for the time periods outlined in Section 6. Resident Power will utilize the mailing or email address provided by Customer and is not liable for any undelivered supplier notices resulting from incorrect electronic or physical mailing addresses. Customers are encouraged to double check their enrollment forms to ensure that all information is input completely and accurately.

Thank you for your enrollment and we appreciate your support.

The Resident Power Team

Email Users: Don't forget to allow email from ResidentPower.com, as some mail servers may direct our letters and notices into your SPAM filter.

Coming Soon: Resident Power GREEN

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1. Appointment of Agent: You hereby appoint Resident Power as your exclusive agent for a period of 12 months from the date of enrollment to act in your name, place and stead in any way which it could act with respect to researching, negotiating, executing, terminating, assigning, rescinding and delivering electricity supply and service agreements with non-utility energy suppliers, sellers or service providers.

2. Authority to Sign/Enroll: By accepting the terms and conditions and completing the online or hard copy enrollment form you are representing that you have the authority to sign on behalf of the electricity account/s listed and that you are either the account owner or the owner's duly authorized representative. NOTICE: Anyone enrolling customers without their express permission shall be liable for any and all suits, complaints, damages, fines or charges resulting therefrom. Resident Power does not condone or tolerate customer "slamming" and will turn in any person or persons discovered to be engaged in any such activity to the proper authorities. If you feel that you have been a victim of improper or unauthorized enrollment, please contact Resident Power at info@residentpower.com and include INVALID ENROLLMENT in the subject line. If you are already with another supplier or aggregator (other than the utility) and you enroll with Resident Power it is your responsibility to inform Resident Power in writing as to when your current supply/aggregation contract expires. Resident Power is not responsible for any early termination penalties that may be charged to you by other suppliers or aggregators as a result of your enrollment with Resident Power.

3. Price Guarantee: Resident Power guarantees that your new electricity rate will be lower than the posted residential rate offered by your local utility company at the time of enrollment with your new competitive electricity provider ("CEP"). Note: The 10% savings guarantee applies to PSNH customers only. All other utility customers are guaranteed a savings against the posted residential rate offer by their utility; however it may be a savings of less than the PSNH savings percentage referenced above. If Resident Power is unable to secure a rate that is lower than that of the posted residential rate offered by your local utility company, Resident Power will not enroll you with a new CEP and you will remain with the utility company at no additional charge until such time as a new rate is found or you terminate your membership in the Resident Power program.

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5. Cancellation: Under this Agreement you are enrolled with Resident Power for a period of 12 months from the date of sign up. At the expiration of the 12 month period, either party may cancel this Appointment of Agent 30 days prior to its expiration, otherwise you will have been deemed to renew for another 12 month interval. You will continue to auto renew for 12 month intervals until such time as either party cancels. In order to successfully cancel, the cancelling party must submit a written notice of cancellation at least thirty (30) days prior to the next expiration date. In the event that you have already been enrolled with a CEP, cancellation of your Agreement with Resident Power will have no impact on the terms and conditions entered into between you and the CEP. NOTICE: If you move within state, please notify us of your new account number(s) within (90) days for re-enrollment and your early termination fee will be waived.

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- b. Residential customers and small commercial customers receiving the terms of service statement required by (a) above via the United States postal service shall have 3 business days from the postmarked date to rescind authorization.

7. Early Termination: In order to provide our price Guarantee, you may not sign with another electricity broker or supplier while under contract with Resident Power. You have authorized Resident Power as your exclusive procurement agent for electricity, therefore if you leave prior to proper cancellation, Resident Power reserves the right to charge a \$100 early termination fee. See Section 4 Cancellation for more details.

8. Information Release Authorization: Through your enrollment via web, mail, telephone or other method you agree with the terms and conditions contained within this document and authorize Resident Power to act on your behalf with your local utility company (i.e. PSNH, Unitil, NGRID, NH CO-OP, etc.) to release or allow access to us any pertinent account information, including but not limited to account number, usage information, payment history, etc.

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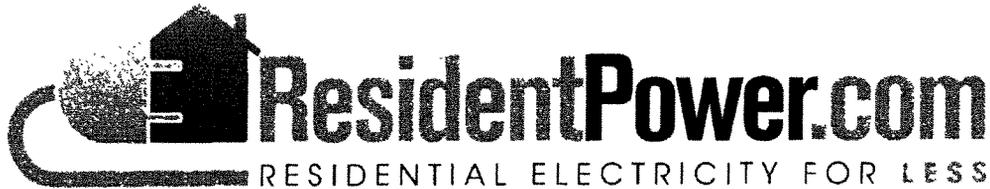
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Email Alerts: Don't forget to allow email from ResidentPower.com, as some mail servers may direct our letters and notices into your SPAM filter.

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*Please note that many utility companies fluctuate their prices every 1, 3 or 6 months, it is for this reason that Resident Power uses a utility's previous 12 month average as the price to compare.

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Thank you for your enrollment and we appreciate your support. Don't forget to Like Us on Facebook at <http://www.facebook.com/ResidentPower>

The Resident Power Team

E-mail Users, Don't forget to allow email from ResidentPower.com, as some mail servers may direct our letters and notices into your SPAM filter.

Coming Soon: Resident Power GREEN

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Dear Resident Power Customer:

Enclosed please find your new electricity rate, terms and conditions for your apartment(s).

You will be happy to know that our electricity sources are not only **less expensive** but also **much cleaner** than PSNH. When you switch to Resident Power, you are not only saving money, you are also saving the environment! We have attached the generation disclosure labels for your new supplier (PNE) as well as PSNH, have a look and compare for yourself.

You have **5 business days** to **Opt Out** of this or any offer we send you. Your **Opt Out Date** for the this notice is **1/22/2013**. To Opt Out please **REPLY** to this message with **OPT OUT** in the Subject or click this link OptOut@residentpower.com.

No action is required if you agree with the rate and terms indicated below. After the Opt Out period has expired, Resident Power's offered rate will take effect on the date of your account's next meter reading.

Resident Power Supply Rate: \$0.0769/kWh

Anticipated Savings: 19.4%

PSNH Supply Rate: \$0.0954/kWh*

*PSNH rate effective January 1, 2013.

New Supplier: PNE Energy Supply

Term: Month to Month*

*No long term commitment.

Contract Date: 1/15/13*

*Term of contract to commence on date of account's next meter reading. See below for details.

Month of Enrollment: Based on your supplier's timelines you will begin receiving your new rate within 1-2 billing cycles depending on your meter read date. After the supplier switch has been made you will notice PNE Energy Supply in two locations on your utility bill; Page 1 under "Electricity Supplied By" and Page 2 next to "Electricity Supply Detail". Resident Power is your aggregator and negotiator (not supplier), who will continue to work with you at term's end.

Important Notice: Your utility will bill you on behalf of the supplier, maintain your lines and provide customer service with regards to billing or service questions. If you have any questions about your rate or terms please contact Resident Power directly via email at info@residentpower.com or call us at 603-232-9293. You do not need to contact the supplier. You are a customer of Resident Power and we will assist you with any questions you have in regards to rates, terms and renewal of your new Electricity Supply rate.

Please review the PNE Energy Supply Terms and Conditions below in this email. We encourage you to print it out for your records and save this email as well. If you have any questions, please see our online FAQ's in print and video at <http://www.residentpower.com/faq.php>. For further information, feel free to give us a call

at 603-232-9293. We are happy to assist.

Feel free to check out Resident Power in the news by clicking the links below:

<http://news.nhpr.org/post/psnh-faces-first-statewide-challenge-residential-customers>

<http://www.nashuatelegraph.com/newsstatenewengland/941391-227/new-firm-offers-competition-for-psnh.html>

We appreciate your business and hope you have a safe and joyful holiday season!

Sincerely,

The Resident Power Team



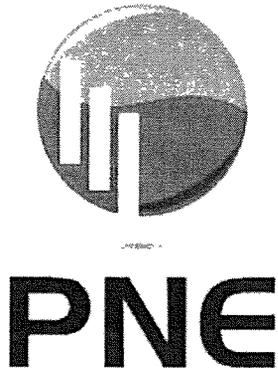
PNE Energy Supply Terms and Conditions

PNE Generation Portfolio and Disclosure Notice

[Please click here for the PNE Disclosure Notice](#)

You can find the PSNH Disclosure for comparison here:

<http://www.psnh.com/disclosurelabel/>



PNE Apartment Services Contract (Electricity) And Term Sheet

Dear Customer,

Thank you for choosing PNE as your electric supplier for your apartment. Please find our service terms and conditions below. New Hampshire Residents, please be advised that you have three (3) business days from electronic receipt of these terms and conditions to rescind the offer. If you have received these terms and conditions via regular hard copy mail, you have five (5) business days from the date of post mark to rescind via hard copy mail.

This contract is a contract for the supply of electricity between you ("Customer") and PNE Energy Supply, LLC ("PNE"). PNE is a New Hampshire based Limited Liability Company, registered with the New Hampshire Public Utilities Commission ("PUC") for the sale of residential, small commercial and industrial electricity supply. Customer has either contracted with PNE directly, or retained the services of a registered electricity aggregator who has signed with PNE on your behalf.^[1]

Terms and Conditions

PNE offers the Customer a new electricity rate only. Customer's current local utility

company will continue to charge customer for transmission and distribution charges, system benefits, taxes and stranded costs associated with servicing the power lines to Customer's home or place of business. In the event of a power outage, meter malfunction or any other customer service issue, not related to the cost of electricity, Customer is to immediately contact their local utility company (i.e. PSNH). See **Local Utility Services** section for more.

Rate: Your introductory electricity rate is **\$0.0769 per kwh**. Customer is guaranteed this rate for the first month of the rate program described below. This rate may increase or decrease over the course of your duration as a PNE Customer.

Contract Date: 1/15/13 (term of contract to commence from next available meter read date)

Rate Program: Apartment/Short Term Market Based. This Rate can fluctuate monthly based on MARKET CONDITIONS. This rate is based on the monthly published ISO LMP average pricing as shown at www.iso-ne.com. Included in Customer's monthly rate is Capacity, Line Loss, Ancillary Fees, Renewable Energy Credits as mandated by the State of New Hampshire and all other applicable energy related charges.

Length of Contract: This contract shall commence on the Customer's next available meter read date and remain in effect auto renewing 30 day periods, until such time as customer chooses to return to the utility. Customer must give PNE 45 days notice prior to returning to the utility. The notice must be in writing to either the mailing or email address shown below. Please include "**Apartment Termination**" as well as your utility account **number** in the Subject Line and include your name and phone number in the letter/email.

Customer Service: For customer service questions please call 603-413-6602 or email customercare@powernewengland.com.

Early Termination Fee: None.

Local Utility Services: Your local utility (i.e. PSNH) will continue to deliver electricity to

Customer's home or place of business, read Customer's meters, issue Customer's bill and make repairs should Customer have an outage or issue with service. Your local utility will also respond to emergencies and provide other traditional utility services. The electricity that Customer buys will be included in your traditional local utility monthly bill, unless billing service is unavailable from the local utility at which point Customer will receive a separate PNE bill.

Hold Over Price: N/A for Apartments

Billing: All Customers will continue to be billed by their local utility company (i.e. PSNH) on their regular monthly invoice. A new section on the monthly utility invoice will outline the PNE electricity supply charge, in the place of the utility default charge. Your local utility company works with PNE as a billing agent, so as to cause as little disruption and inconvenience to Customer's billing routine as possible. The contact information for the local utility company may be found on your most recent invoice, should you have a billing question or change. Please note, some utilities may not offer this billing service, in such case PNE shall invoice Customer on a separate billing statement.

Billing Agent Information:

PSNH
P.O. Box330
Manchester, NH 03105
800-662-7764

Late Penalties, Charges and Fees: Customer's payments are due thirty (30) days from the date of invoice receipt. Late payments shall be assessed a late payment penalty of 1.5% per month. Customer payments that are sixty (60) days past due, will result in a termination of PNE service and the assessment of an Early Termination Fee, See **Early Termination Fee** section for more.

Do Not Call Registry: Information regarding the Do Not Call Registry, including instructions for sign up, maybe found at www.donotcall.gov

Customer Dispute Resolution: If Customer wishes to dispute any Electricity Charge, invoice, notice or service provided under these Terms and Conditions, Customer may call PNE and request the billing department at 603-413-6602. Please note that PNE has no control over charges levied by your local utility company, so please be sure to check your invoice first to confirm that item at issue is the electricity/energy charge. Otherwise, PNE recommends that you call your local utility company to resolve the issue.

Public Utility Commission Notices:

The New Hampshire Public Utilities Commission has posted a Consumer Division Hotline number for New Hampshire consumers to utilize should Customer have any questions regarding their rights or responsibilities. That number is 1-800-852-3793.

PNE maintains customer information with the strictest sense of confidentiality and will not share customer information to any unaffiliated party or parties outside the normal and/or necessary scope of serving Customer's energy load.

Please Note that as a small commercial or residential customer, Customer has a limited right of contract rescission. If Customer has received electronic notice of these terms and conditions, Customer has three (3) business days from receipt to notify PNE of your desire to withdraw from this rate program. If Customer has received hard copy notice of these terms and conditions, via regular mail, Customer has five (5) business days from post marked receipt to notify PNE of your desire to withdraw from this rate program.

Changes in Law and Regulations: If a new Law or Regulation shall be enacted, or there shall occur any revisions in, implementation of, or amendments to, any Law or Regulation that results in increased costs to PNE that would not have occurred but for such change in Law or Regulation, PNE shall have the right to increase the charges for electricity supply to Customer to reflect a one-hundred percent pass-through to Customer of such increased costs. PNE shall reflect such increased costs on Customer's invoice.

Bill Payment Assistance: Below is a list of social service agencies and programs

available to low income customers for bill payment assistance:

Community Action Program, Belknap/Merrimack Counties

www.bm-cap.org

- Concord225-6880
- Franklin934-3444
- Laconia524-5512
- Meredith 279-4096
- Suncook 485-7824
- Warner 456-2207

Rockingham Community Action

www.rcaction.org

- Portsmouth436-3896/1-800-639-3896
- Salem898-8435

Southern New Hampshire Services (Hillsborough County)

www.snhs.org

- Manchester647-4470/1-800-322-1073
- Nashua889-3440/1-877-211-0723
- Peterborough924-2243

Southwestern Community Services (Cheshire and Sullivan Counties)

www.scsheips.org

- Keene352-7512/1-800-529-0005
- Claremont542-9528

Strafford County Community Action

www.straffcap.org

- Dover749-1334 Milton 652-9893
- Rochester332-3963 Farmington 755-9305

Tri-County Community Action (Coos, Carroll and Grafton Counties)

www.tccap.org

- Berlin752-3248 Littleton 444-6653
- Colebrook 237-8168 Plymouth 536-8222
- Lancaster788-4477 Woodsville 747-3013
- Lebanon448-4553
- CarrollCounty323-7400/1-888-842-3835

[1] PNE is neither responsible nor liable for any promises, assurances, guarantees or any other statements made by any aggregators, brokers or other independent representatives to induce Customer sign up. Customer should read the terms and conditions within the PNE Energy Supply Residential and Small Commercial Energy Services Term Sheet carefully. If Customer is unhappy with any terms or conditions, including price and length, they may rescind their contract within the PUC mandated rescission period.



Dear Resident Power Customer:

Enclosed please find your small commercial electricity rate, terms and conditions for your home or small business.

You will be happy to know that our electricity sources are not only **less expensive** but also **much cleaner** than PSNH. When you switch to Resident Power, you are not only saving money, you are also saving the environment! We have included the generation disclosure labels for your new supplier (PNE) as well as PSNH, have a look and compare for yourself.

You have **5 business days** to **Opt Out** of this or any offer we send you. Your **Opt Out Date** for the this notice is **1/15/2013**. To Opt Out you can either give us a call (603-232-9293) or send us an e-mail (marketing@residentpower.com) with **OPT OUT** in the Subject line before your 5 day Opt Out period expires.

No action is required if you agree with the rate and terms indicated below. After the Opt Out period has expired, Resident Power's offered rate will take effect on the date of your account's next meter reading.

Resident Power Supply Rate: \$0.0769/kWh

Anticipated Savings: 23.6%

PSNH Supply Rate: \$0.0954/kWh*

*PSNH Rate Effective January 1, 2013.

New Supplier: PNE Energy Supply

Term: 12 Month Fixed Rate*

*12 Consecutive Billing Cycles

Contract Date: 1/10/13*

*Term of contract to commence on date of account's next meter reading. See below for details.

Month of Enrollment: Based on your supplier's timelines you will begin receiving your new rate within 1-2 billing cycles depending on your meter read date. After the supplier switch has been made you will notice PNE Energy Supply in two locations on your utility bill; Page 1 under "Electricity Supplied By" and Page 2 next to "Electricity Supply Detail". Resident Power is your aggregator and negotiator (not supplier), who will continue to work with you at term's end.

Important Notice: Your utility will bill you on behalf of the supplier, maintain your lines and provide customer service with regards to billing or service questions. If you have any questions about your rate or terms please contact Resident Power directly via email at info@residentpower.com or call us at 603-232-9293. You do not need to contact the supplier. You are a customer of Resident Power and we will assist you with any questions you have in regards to rates, terms and renewal of your new Electricity Supply rate.

Please review the PNE Energy Supply Terms and Conditions below in this email. We encourage you to print it out for your records and save this email as well. If you have any questions, please see our online FAQ's in print and video at <http://www.residentpower.com/faq.php>. For further information, feel free to give us a call at 603-232-9293. We are happy to assist.

Feel free to check out Resident Power in the news by clicking the links below:
<http://news.nhpr.org/post/psnh-faces-first-statewide-challenge-residential-customers>
<http://www.nashuatelegraph.com/newsstatenewengland/941391-227/new-firm-offers-competition-for-psnh.html>

Sincerely,

The Resident Power Team





PNE Energy Supply Terms and Conditions

PNE Generation Portfolio and Disclosure Notice:

http://gallery.mailchimp.com/9c791f3d8d1d32adb8c60c931/files/PNE_Disclosure_Label_3_19_12.pdf

You can find the PSNH Disclosure for comparison here:

<http://www.psnh.com/disclosurelabel/>

Residential and Small Commercial Energy Services Term Sheet

Dear customer,

Thank you for choosing PNE as your electric supplier for your home and/or small business. Please find our service terms and conditions below. New Hampshire Residents, please be advised that you have three (3) business days from electronic receipt of these terms and conditions to rescind the offer. If you have received these terms and conditions via regular hard copy mail, you have five (5) business days from the date of post mark to rescind via hard copy mail.

This contract is a contract for the supply of electricity between you ("Customer") and PNE Energy Supply, LLC ("PNE"). PNE is a New Hampshire based Limited Liability Company, registered with the New Hampshire Public Utilities Commission ("PUC") for the sale of residential, small commercial and industrial electricity supply. Customer has either contracted with PNE directly, or retained the services of a registered electricity aggregator who has signed with PNE on your behalf.[1]

Price: Your new electricity price is **\$0.0769/kWh Fixed Rate**

Contract Date: 1/10/13 (term of contract to commence from next available meter read date, see below)

Length of Contract: This contract shall commence on the Customer's next available meter read date and remain in effect for the subsequent 12 months. At the end of this period, the Customer is free to switch electricity providers at no cost. Customers who leave PNE's service prior to the completion of their contract will be assessed an Early Termination Fee. For details see Early Termination Fee.

Term and Conditions: PNE offers the Customer a new electricity charge only.

Customer's current local utility company will continue to charge customer for transmission and distribution charges, system benefits, taxes and stranded costs associated with servicing the power lines to Customer's home or place of business. In the event of a power outage, meter malfunction or any other customer service issue, not related to the cost of electricity, Customer is to immediately contact their local utility company (i.e. PSNH). See **Local Utility Services** section for more.

Customer Service: For customer service questions please call 603-413-6602 or email customercare@powernewengland.com.

Early Termination Fee: If Customer cancels their PNE service at any time prior to the natural expiration of their contract, PNE will assess them with a one time Early Termination Fee of \$200. If Customer does not pay their electricity charges for a period of 60 days from the time of invoice, PNE will automatically terminate Customer's account and place them back with the utility default service. In addition to invoicing Customer for any amount still owed at the time of termination, as well as any applicable late charges, PNE will assess Customer with the Early Termination Fee.

Local Utility Services: Your local utility (i.e. PSNH) will continue to deliver electricity to Customer's home or place of business, read Customer's meters, issue Customer's bill and make repairs should Customer have an outage or issue with service. Your local utility will also respond to emergencies and provide other traditional utility services. The electricity that Customer buys will be included in your traditional local utility monthly bill, unless billing service is unavailable from the local utility at which point Customer will receive a separate PNE bill.

Hold Over Price: After Customer's contract has expired with PNE, Customer, or Customer's agent, may request to return to the utility, re-sign for another term or change to another competitive supplier. If Customer remains with PNE, but does not contract for a new rate, Customer will be charged a Hold Over Price, which is a monthly market based rate, plus an adder of \$0.04 per kwh. In the event that PNE does not charge the Hold Over Price immediately upon expiration of Customer's preceding contract, PNE does not waive the right to charge a Hold Over Price in some subsequent month.

Billing: All Customers will continue to be billed by their local utility company (i.e. PSNH) on their regular monthly invoice. A new section on the monthly utility invoice will outline the PNE electricity supply charge, in the place of the utility default charge. Your local utility company works with PNE as a billing agent, so as to cause as little disruption and inconvenience to Customer's billing routine as possible. The contact information for the local utility company may be found on your most recent invoice, should you have a billing

question or change. Please note, some utilities may not offer this billing service, in such case PNE shall invoice Customer on a separate billing statement.

Billing Agent Information:

PSNH
P.O. Box330
Manchester, NH 03105
800-662-7764

Late Penalties, Charges and Fees: Customer's payments are due thirty (30) days from the date of invoice receipt. Late payments shall be assessed a late payment penalty of 1.5% per month. Customer payments that are sixty (60) days past due, will result in a termination of PNE service and the assessment of an Early Termination Fee, See **Early Termination Fee** section for more.

Do Not Call Registry: Information regarding the Do Not Call Registry, including instructions for sign up, maybe found at www.donotcall.gov

Customer Relocation: In the event that Customer relocates within the PNE service territory while under contract with PNE for electricity supply, Customer must contact PNE thirty (30) days prior to the relocation in order to begin account transfer and avoid Early Termination Fee. If Customer relocates while under contract with PNE and does not transfer their new account to PNE on the next scheduled meter read date, PNE may assess an Early Termination Fee. Customer that relocate out of state or out PNE service territory, will be assessed an Early Termination Fee, if such relocation takes place while Customer is under contract with PNE.

Customer Dispute Resolution: If Customer wishes to dispute any Electricity Charge, invoice, notice or service provided under these Terms and Conditions, Customer may call PNE and request the billing department at 603-413-6602. Please note that PNE has no control over charges levied by your local utility company, so please be sure to check your invoice first to confirm that item at issue is the electricity/energy charge. Otherwise, PNE recommends that you call your local utility company to resolve the issue.

Public Utility Commission Notices:

The New Hampshire Public Utilities Commission has posted a Consumer Division Hotline number for New Hampshire consumers to utilize should Customer have any questions regarding their rights or responsibilities. That number is 1-800-852-3793.

PNE maintains customer information with the strictest sense of confidentiality and will not share customer information to any unaffiliated party or parties outside the normal and/or necessary scope of serving Customer's energy load.

Please Note that as a small commercial or residential customer, Customer has a limited right of contract rescission. If Customer has received electronic notice of these terms and conditions, Customer has three (3) business days from receipt to notify PNE of your desire to withdraw from this rate program. If Customer has received hard copy notice of these terms and conditions, via regular mail, Customer has five (5) business days from post marked receipt to notify PNE of your desire to withdraw from this rate program.

Changes in Law and Regulations: If a new Law or Regulation shall be enacted, or there shall occur any revisions in, implementation of, or amendments to, any Law or Regulation that results in increased costs to PNE that would not have occurred but for such change in Law or Regulation, PNE shall have the right to increase the charges for electricity supply to Customer to reflect a one-hundred percent pass-through to Customer of such increased costs. PNE shall reflect such increased costs on Customer's invoice.

Bill Payment Assistance: Below is a list of social service agencies and programs available to low income customers for bill payment assistance:

Community Action Program, Belknap/Merrimack Counties
www.bm-cap.org

- Concord 225-6880
- Franklin 934-3444
- Laconia 524-5512
- Meredith 279-4096
- Suncook 485-7824
- Warner 456-2207

Rockingham Community Action
www.rcaction.org

- Portsmouth 436-3896/1-800-639-3896
- Salem 898-8435

Southern New Hampshire Services (Hillsborough County)

www.snhs.org

- Manchester647-4470/1-800-322-1073
- Nashua889-3440/1-877-211-0723
- Peterborough924-2243

Southwestern Community Services (Cheshire and Sullivan Counties)

www.scshehelps.org

- Keene352-7512/1-800-529-0005
- Claremont542-9528

Strafford County Community Action

www.straffcap.org

- Dover749-1334 Milton 652-9893
- Rochester332-3963 Farmington 755-9305

Tri-County Community Action (Coos, Carroll and Grafton Counties)

www.tccap.org

- Berlin752-3248 Littleton 444-6653
- Colebrook 237-8168 Plymouth 536-8222
- Lancaster788-4477 Woodsville 747-3013
- Lebanon448-4553
- CarrollCounty323-7400/1-888-842-3835

[1] PNE is neither responsible nor liable for any promises, assurances, guarantees or any other statements made by any aggregators, brokers or other independent representatives to induce Customer sign up. Customer should read the terms and conditions within the PNE Energy Supply Residential and Small Commercial Energy Services Term Sheet carefully. If Customer is unhappy with any terms or conditions, including price and length, they may rescind their contract within the PUC mandated rescission period.

Here is where to find your new supplier/rate after the switch to Resident Power is made:



Contact Information
 Emergency: 1-800-662-7764 (anytime)
 Web Site: www.psnh.com
 Email: psnh@psnh.com
 Customer Service: 1-800-662-7764
 24 hours a day, 7 days a week

Simplify your life
 Use eBill and ePay at www.psnh.com
 Or Pay by Phone 1-888-729-7764

Electricity Supplied By
 (New Supplier Name Here)
 (New Supplier Address)
 (New Supplier Phone Number)

Your new supplier name and contact information will be listed above

Due Date	Total Amount Due
Apr 3, 2012	\$101.05

PAGE 1 OF 3
 John Smith
 Statement date: Mar 8, 2012
 Customer name key: SMIT
 Account number: 6686666666

Your account summary

Previous balance on Feb 7	\$102.67
Payment Feb 29	-\$102.67
Balance Forward	\$0.00
New Charges/Credits	
Delivery Services	\$52.47
Electricity Supply Services	\$48.24
Electricity Consumption Tax	\$0.34
Total new charges	\$101.05
Total amount due	\$101.05

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

Detail for Service at:
 100 Main St, Anytown NH 09899-8989
 Service reference: 123456789 Billing cycle: 07

Your meter reading for meter # G123456789
 For billing period: Feb 7 - Mar 8 (30 days) Next read date on or about Apr 10, 2012

Actual reading on Mar 8, 2012	1836
Actual reading on Feb 7, 2012	- 1225
Billed usage	= 611

(continued on next page)

Please detach this stub and return it with your check made payable to PSNH. Please consider adding a \$1 for Neighbor Helping Neighbor to your payment.



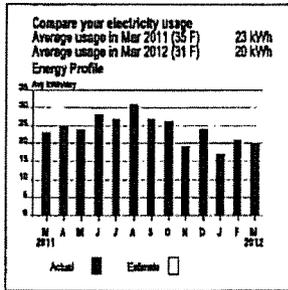
Account Number: 6686666666 Statement date: Mar 8, 2012 Total amount due: \$101.05 Amount Enclosed: []

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

John Smith
 100 Main St

PSNH
 PO Box 638

PAGE 2 OF 3
 Account number: 6686666666



PSNH Delivery Services Detail **RATE R RESIDENTIAL SVC**

Customer Chrg		\$11.54
KWH Distribution Chrg	611.00KWH x \$0.037670	\$22.92
Transmission Chrg	611.00KWH x \$0.012930	\$7.90
Stranded Cost Recovery Chrg	611.00KWH x \$0.013080	\$7.99
System Benefits Chrg	611.00KWH x \$0.003300	\$2.02
Subtotal		\$52.47

Electricity Supply Detail

Generation Svc Chrg**	(New Supplier Name Here) 611.00KWH x \$0.0000	\$48.24
Subtotal	New Supply Rate	\$48.24

Taxes

Electricity Consumption Tax (calculated by rate \$0.00055/kWh)	\$0.34
Total Taxes	\$0.34

Explanation of your charges
 The stranded cost recovery charge is composed of a rate reduction bond charge owned by PSNH Funding LLC as filed with the NHPUC and a stranded cost recovery amount approved by the NHPUC.

For additional information about the above charges, please visit PSNH's web site at www.psnh.com.



Dear Resident Power Customer:

We are excited to offer you a competitive Resident Power FLEX rate for your residential account(s). Please find enclosed your new rate and supplier terms and conditions.

You will be happy to know that our electricity sources are not only **less expensive** than PSNH but they are also **much cleaner** as well. When you switch to Resident Power, you are not only saving money, you are also saving the environment! (We have attached the generation disclosure labels for (your new supplier PNE) as well as PSNH, have a look and compare for yourself.)

You have **5 business days to Opt Out** of this or any offer we send you. Your **Opt Out Date** for the this notice is **11/02/2012**. To Opt Out please call 603-232-9293 or send an e-mail to marketing@residentpower.com with **OPT OUT** in the Subject line before your 5 day Opt Out period expires.

No action is required if you agree with the rate and terms and you will be enrolled with your new supplier with the rate and terms indicated below.

Your New Rate: \$0.0710/kWh*

*This is a month to month rate and is subject to change based on market conditions, see supplier terms and conditions for details

Your Current PSNH Rate: \$0.0711/kWh

The NEW PSNH Rate as of January 1, 2013: \$.0897/kWh*

*according to PSNH rate request before NH PUC September, 2012.

Anticipated Yearly Savings: 10-15%

Your New Supplier: PNE Energy Supply, LLC

Term: FLEX Program - Month to Month (no long term commitment)

Contract Date: 10/26/12 (term of contract to commence from next available meter read date, see below)

Month of Enrollment: Based on your supplier's timelines you will begin receiving your new rate within 1-2 billing cycles depending on your meter read date. You will know you have been switched to your new supplier when you see PNE Energy Supply LLC on your utility bill and the above rate under the Supplier Services area on your bill. Resident Power is not your supplier but your aggregator and negotiator and will continue to work with you at term's end.

Important Notice: Your utility will bill you on behalf of the supplier, maintain your lines and provide customer service with regards to billing or service questions. If you have any questions about your rate or terms please contact Resident Power directly via email at customercare@residentpower.com or call us at 603-232-9293. You do not need to contact the supplier. You are a customer of Resident Power and we will assist you with any questions you have with regards to rates, terms and renewal of your new Energy Supply Rate.

Please review the Supplier Terms and Conditions below in this email. We encourage you to print it out for your records and save this email as well. If you have any questions, please see our new online FAQ's in print and video at <http://www.residentpower.com/faq.php> first then give us a call if you have further questions. We are here to serve you.

Sincerely,

The Resident Power Team





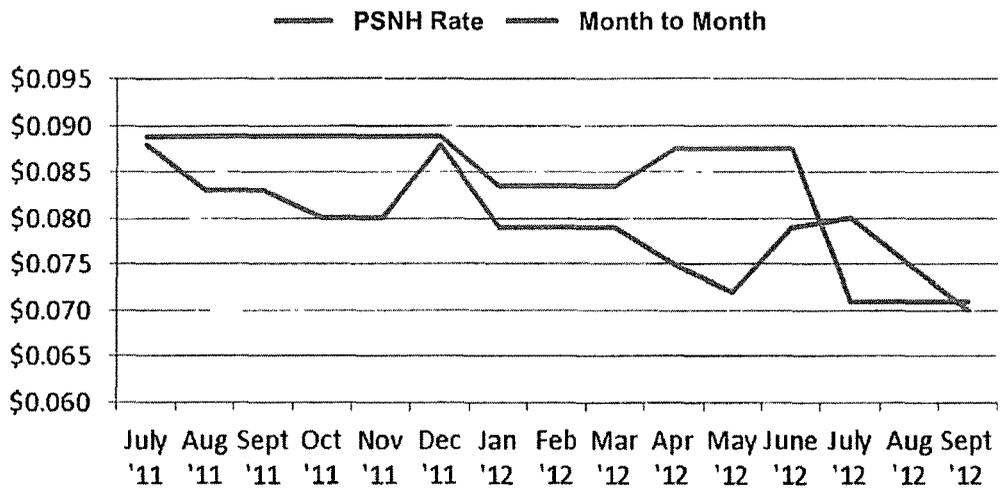
PNE

PNE Terms and Conditions

PNE Generation Portfolio and Disclosure Notice:
http://gallery.mailchimp.com/9c791f3d8d1d32adb8c60c931/files/PNE_Disclosure_Label_3_19_12.pdf
The PSNH Disclosure can be found for comparison at <http://www.psnh.com/disclosurelabel/>.

**PNE MONTH to MONTH Residential
Electricity Services Contract**

Month to Month vs. PSNH



***Example Only**

Dear Customer,

Thank you for choosing PNE as your electric supplier for your Residential electricity account(s). Please find our service terms and conditions below. New Hampshire Residents are advised that you have three (3) business days from electronic receipt of these terms and conditions to rescind the offer. If you have received these terms and conditions via regular hard copy mail, you have five (5) business days from the date of post mark to rescind via hard copy mail.

This is a contract for the supply of electricity between you ("Customer") and PNE Energy Supply, LLC ("PNE"). PNE is a New Hampshire based Limited Liability Company, registered with the New Hampshire Public Utilities Commission ("PUC") for the sale of residential, small commercial and industrial electricity supply. Customer has either contracted with PNE directly, or retained the services of a registered electricity aggregator who has signed with PNE on your behalf.[1]

Terms and Conditions

PNE offers the Customer a new electricity rate only. Customer's current local utility company will continue to charge customer for transmission and distribution charges, system benefits, taxes and stranded costs associated with servicing the power lines to Customer's home or place of business. In the event of a power outage, meter malfunction or any other customer service issue, not related to the cost of electricity, Customer is to immediately contact their local utility company (i.e. PSNH). See **Local Utility Services** section for more.

Rate: Your introductory electricity rate is \$0.0710 per kWh. Customer is guaranteed this rate for the first month of the rate program described below. This rate may increase or decrease over the course of your duration as a PNE Customer.

Contract Date: 10/26/12 (term of contract to commence from next available meter read date)

Rate Program: MONTH to MONTH Market Based. This Rate can fluctuate monthly based on market conditions. This rate is based on the anticipated monthly market rate for electricity in Customer's load zone (i.e. New Hampshire). Customer's monthly rate includes, but is not limited to: Capacity, Line Loss, Ancillary Fees, Supplier Fees, Taxes, ISO adjustments and Renewable Energy Credits as mandated by the State of New Hampshire as well as all other applicable energy related charges.

Late Payment Penalty: In order to provide Customer with the highest level of service and pricing, Supplier reserves the right to add a 3% rate adder to the monthly rate for any Customers that are past due on their payments by 30 days on more than one invoice in a 12 month period. This rate adder is in addition to any late charges that may be levied by Customer's host utility company (i.e. PSNH). Please provide prompt payment of your monthly invoices in order to avoid any such penalties.

Length of Contract: This contract shall commence on the Customer's next available meter read date and remain in effect for auto renewing 30 day periods, until such time as customer chooses to return to the utility, or switch to another supplier, or Customer is dropped from service by Supplier due to non-payment.

Termination: Customer is not bound to remain with Supplier for any duration other than the initial 30 day period, plus the "Notice Period". "Notice Period" is defined as 45 day written notice from Customer to Supplier alerting Supplier to Customer's desire to return to their host utility company (i.e. PSNH). The notice must be in writing to either the mailing or email address shown below. Please include "Month to Month Rate Termination" as well as your utility account number in the Subject Line and include your name and phone number in the letter/email.

Termination by Supplier for Non Payment and Fee: Supplier reserves the right to terminate service to Customer in the event of Non-payment. Any Customer that has a balance of 60 days past due or greater will be subject to immediate termination of service by Supplier and returned to the host utility company for service, at the sole discretion of Supplier. In the event that Supplier is forced to terminate service with Customer due to Non-Payment, Customer acknowledges that Supplier shall be allowed to assess a \$100 collections charge, in addition to any and all amounts owed by Customer for electricity service (energy charges only).

Please allow for one to two billing periods after enrollment or termination for your change in rate and supplier to take effect.

Customer Service: For customer service questions please call 603-413-6602 or email customercare@powernewengland.com.

Early Termination Fee: None.

Local Utility Services: Your local utility (i.e. PSNH) will continue to deliver electricity to Customer's home or place of business, read Customer's meters, issue Customer's bill and make repairs should Customer have an outage or issue with service. Your local utility will also respond to emergencies and provide other traditional utility services. The electricity that Customer buys will be included in your traditional local utility monthly bill, unless billing service is unavailable from the local utility at which point Customer will receive a separate PNE bill.

Billing: All Customers will continue to be billed by their local utility company (i.e. PSNH) on their regular monthly invoice. A new section on the monthly utility invoice will outline the PNE electricity supply charge, in the place of the utility default charge. Your local utility company works with PNE as a billing agent, so as to cause as little disruption and inconvenience to Customer's billing routine as possible. The contact information for the local utility company may be found on your most recent invoice, should you have a billing question or change. Please note, some utilities may not offer this billing service, in such case PNE shall invoice Customer on a separate billing statement.

Billing Agent Information:

PSNH
P.O. Box330
Manchester, NH 03105
800-662-7764

Late Penalties, Charges and Fees: Customer's payments are due thirty (30) days from the date of invoice receipt. Late payments shall be assessed a late payment penalty of 1.5% per month. Customer payments that are sixty (60) days past due, will result in a termination of PNE service and the assessment of an Early Termination Fee, See **Early Termination Fee** section for more.

Do Not Call Registry: Information regarding the Do Not Call Registry, including instructions for sign up, maybe found at www.donotcall.gov

Customer Dispute Resolution: If Customer wishes to dispute any Electricity Charge, Invoice, notice or service provided under these Terms and Conditions, Customer may call PNE and request the billing department at 603-413-6602. Please note that PNE has no control over charges levied by your local utility company, so please be sure to check your invoice first to confirm that item at issue is the electricity/energy charge. Otherwise, PNE recommends that you call your local utility company to resolve the issue.

Public Utility Commission Notices:

The New Hampshire Public Utilities Commission has posted a Consumer Division Hotline number for New Hampshire consumers to utilize should Customer have any questions regarding their rights or responsibilities. That number is 1-800-852-3793.

PNE maintains customer information with the strictest sense of confidentiality and will not share customer information to any unaffiliated party or parties outside the normal and/or necessary scope of serving Customer's energy load.

Please Note that as a small commercial or residential customer, Customer has a limited right of contract rescission. If Customer has received electronic notice of these terms and conditions, Customer has three (3) business days from receipt to notify PNE of your desire to withdraw from this rate program. If Customer has received hard copy notice of these terms and conditions, via regular mail, Customer has five (5) business days from post marked receipt to notify PNE of your desire to withdraw from this rate program.

Changes in Law and Regulations: If a new Law or Regulation shall be enacted, or there shall occur any revisions in, implementation of, or amendments to, any Law or Regulation that results in increased costs to PNE that would not have occurred but for such change in Law or Regulation, PNE shall have the right to increase the charges for electricity supply to Customer to reflect a one-hundred percent pass-through to Customer of such increased costs. PNE shall reflect such increased costs on Customer's invoice.

Bill Payment Assistance: Below is a list of social service agencies and programs available to low income customers for bill payment assistance:

Community Action Program, Belknap/Merrimack Counties
www.bm-cap.org

- Concord 225-6880
- Franklin 934-3444
- Laconia 524-5512
- Meredith 279-4096
- Suncook 485-7824
- Warner 456-2207

Rockingham Community Action
www.rcaction.org

- Portsmouth 436-3896/1-800-639-3896
- Salem 898-8435

Southern New Hampshire Services (Hillsborough County)
www.snlhs.org

- Manchester 647-4470/1-800-322-1073
- Nashua 889-3440/1-877-211-0723
- Peterborough 924-2243

Southwestern Community Services (Cheshire and Sullivan Counties)
www.scshehelps.org

- Keene 352-7512/1-800-529-0005
- Claremont 542-9528

Strafford County Community Action
www.straffcap.org

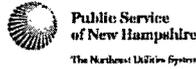
- Dover 749-1334 Milton 652-9893
- Rochester 332-3963 Farmington 755-9305

Tri-County Community Action (Coos, Carroll and Grafton Counties)
www.tccap.org

- Berlin 752-3248 Littleton 444-6653
- Colebrook 237-8168 Plymouth 536-8222
- Lancaster 788-4477 Woodsville 747-3013
- Lebanon 448-4553
- Carroll County 323-7400/1-888-842-3835

[1] PNE is neither responsible nor liable for any promises, assurances, guarantees or any other statements made by any aggregators, brokers or other independent representatives to induce Customer sign up. Customer should read the terms and conditions within the PNE Energy Supply Residential and Small Commercial Energy Services Term Sheet carefully. If Customer is unhappy with any terms or conditions, including price and length, they may rescind their contract within the PUC mandated rescission period.

Here is where to find your new supplier/rate after the switch to Resident Power is made:



Contact Information
 Emergency: 1-800-652-7764 (anytime)
 Web Site: www.psnh.com
 Email: psnh@psnh.com
 Customer Service: 1-603-852-7764
 24 hours a day, 7 days a week
Simplify your life
 Use eBill and ePay at www.psnh.com
 Or Pay by Phone 1-858-725-7764

Electricity Supplied By
 (New Supplier Name Here)
 (New Supplier Address)
 (New Supplier Address)
 (New Supplier Phone Number)

Due Date	Total Amount Due
Apr 3, 2012	\$101.05

John Smith
 Statement date: Mar 8, 2012
 Customer name key: SMIT
 Account number: ssssssssss

Your account summary

Previous balance on Feb 7	\$102.67
Payment Feb 29	-102.67
Balance Forward	\$0.00
New Charges/Credits	
Delivery Services	\$52.47
Electricity Supply Services	\$48.24
Electricity Consumption Tax	\$0.34
Total new charges	\$101.05
Total amount due	\$101.05

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

Detail for Service at:

100 Main St, Anytown NH 09999-9999
 Service reference: 123456789 Billing cycle: 07

Your meter reading for meter # G123456789

For billing period: Feb 7 - Mar 8 (30 days)	Next read date on or after: Apr 10, 2012
Actual reading on Mar 8, 2012	1836
Actual reading on Feb 7, 2012	-1225
Billed usage	= 611

(continued on next page)

Please detach this stub and return it with your check made payable to PSNH. Please consider adding a \$1 for Neighbor Helping Neighbor to your payment.



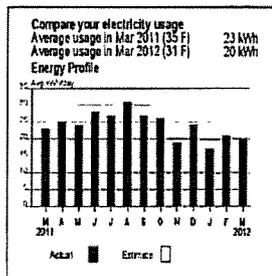
Account Number: ssssssssss Statement date: Mar 8, 2012 Total amount due: \$101.05 Amount Enclosed:

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

John Smith
 100 Main St
 Anytown, NH 12345-6789

PSNH
 PO Box 638
 Manchester, NH 03105-0638

Account number: ssssssssss



PSNH Delivery Services Detail	RATE R RESIDENTIAL SVC	
Customer Chrg		\$11.54
KWH Distribution Chrg	611.00KWH x \$0.037670	\$23.02
Transmission Chrg	611.00KWH x \$0.012650	\$7.90
Stranded Cost Recovery Chrg	611.00KWH x \$0.013080	\$7.99
System Benefits Chrg	611.00KWH x \$0.003300	\$2.02
Subtotal		\$52.47
Electricity Supply Detail		
Generation Svc. Chrg***	(New Supplier Name Here) 611.00KWH x \$0.078950	\$48.24
Subtotal		\$48.24
Taxes		
Electricity Consumption Tax (calculated by rate \$0.00055/kWh)		\$0.34
Total Taxes		\$0.34

Explanation of your charges

The stranded cost recovery charge is composed of a rate reduction bond charge owned by PSNH Funding LLC as filed with the NHPUC and a stranded cost recovery amount approved by the NHPUC.

For additional information about the above charges, please visit PSNH's web site at www.psnh.com

(continued on next page)



Dear Resident Power Customer:

We are excited to offer you a competitive Resident Power FLEX rate for your residential account(s). Please find enclosed your new rate and supplier terms and conditions.

You will be happy to know that our electricity sources are not only **less expensive** than PSNH but they are also **much cleaner** as well. When you switch to Resident Power, you are not only saving money, you are also saving the environment! (We have attached the generation disclosure labels for (your new supplier PNE) as well as PSNH, have a look and compare for yourself.)

You have **5 business days** to **Opt Out** of this or any offer we send you. Your **Opt Out Date** for the this notice is **10/XX/2012**. To Opt Out please call (603-232-9293) or send an e-mail to (marketing@residentpower.com) with **OPT OUT** in the Subject line before your 5 day Opt Out period expires.

No action is required if you agree with the rate and terms and you will be enrolled with your new supplier with the rate and terms indicated below.

Your New Rate: \$0.0XXX/kWh*

*This is a month to month rate and is subject to change based on market conditions, see supplier terms and conditions for details

Your Current PSNH Rate: \$0.0711/kWh

The NEW PSNH Rate as of January 1, 2013: \$.0897/kWh*

*according to PSNH rate request before NH PUC September, 2012.

Anticipated Yearly Savings: 10-15%

Your New Supplier: PNE Energy Supply, LLC

Term: FLEX Program - Month to Month (no long term commitment)

Contract Date: XX/XX/XX (term of contract to commence from next available meter read date, see below)

Month of Enrollment: Based on your supplier's timelines you will begin receiving your new rate within 1-2 billing cycles depending on your meter read date. You will know you have been switched to your new supplier when you see PNE Energy Supply LLC on your utility bill and the above rate under the Supplier Services area on your bill. Resident Power is not your supplier but your aggregator and negotiator and will continue to work with you at term's end.

Important Notice: Your utility will bill you on behalf of the supplier, maintain your lines and provide customer service with regards to billing or service questions. If you have any questions about your rate or terms please contact Resident Power directly via email at customer@residentpower.com or call us at 603-232-9293. You do not need to contact the supplier. You are a customer of Resident Power and we will assist you with any questions you have with regards to rates, terms and renewal of your new Energy Supply Rate.

Please review the Supplier Terms and Conditions below in this email. We encourage you to print it out for your records and save this email as well. If you have any questions, please see our new online FAQ's in print and video at <http://www.residentpower.com/faq.php> first then give us a call if you have further questions. We are here to serve you.

Sincerely,

The Resident Power Team





PNE

PNE Terms and Conditions

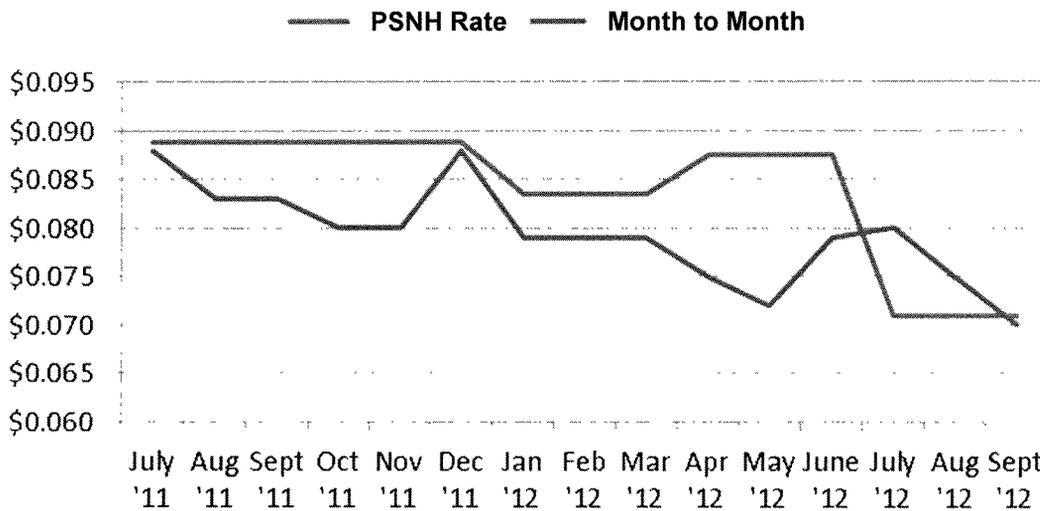
PNE Generation Portfolio and Disclosure Notice:

http://gallery.mailchimp.com/9c791f3d8d1d32adb8c60c931/files/PNE_Disclosure_Label_3_19_12.pdf

The PSNH Disclosure can be found for comparison at <http://www.psnh.com/disclosurelabel/>.

PNE MONTH to MONTH Residential Electricity Services Contract

Month to Month vs. PSNH



***Example Only**

Dear Customer,

Thank you for choosing PNE as your electric supplier for your Residential electricity account(s). Please find our service terms and conditions below. **New Hampshire Residents are advised that you have three (3) business days from electronic receipt of these terms and conditions to rescind the offer. If you have received these terms and conditions via regular hard copy mail, you have five (5) business days from the date of post mark to rescind via hard copy mail.**

This is a contract for the supply of electricity between you ("Customer") and PNE Energy Supply, LLC ("PNE") PNE is a New Hampshire based Limited Liability Company, registered with the New Hampshire Public Utilities Commission ("PUC") for the sale of residential, small commercial and industrial electricity supply. Customer has either contracted with PNE directly, or retained the services of a registered electricity aggregator who has signed with PNE on your behalf.^[1]

Terms and Conditions

PNE offers the Customer a new electricity rate only. Customer's current local utility company will continue to charge customer for transmission and distribution charges, system benefits, taxes and stranded costs associated with servicing the power lines to Customer's home or place of business. In the event of a power outage, meter malfunction or any other customer service issue, not related to the cost of electricity, Customer is to immediately contact their local utility company (i.e. PSNH). See **Local Utility Services** section for more.

Rate: Your introductory electricity rate is **\$0.0699 per kWh**. Customer is guaranteed this rate for the first month of the rate program described below. This rate may increase or decrease over the course of your duration as a PNE Customer.

Contract Date: 10/22/12 (term of contract to commence from next available meter read date)

Rate Program: MONTH to MONTH Market Based. This Rate can fluctuate monthly based on market conditions. This rate is based on the anticipated monthly market rate for electricity in Customer's load zone (i.e. New Hampshire). Customer's monthly rate includes, but is not limited to: Capacity, Line Loss, Ancillary Fees, Supplier Fees, Taxes, ISO adjustments and Renewable Energy Credits as mandated by the State of New Hampshire as well as all other applicable energy related charges.

Late Payment Penalty: In order to provide Customer with the highest level of service and pricing, Supplier reserves the right to add a 3% rate adder to the monthly rate for any Customers that are past due on their payments by 30 days on more than one invoice in a 12 month period. This rate adder is in addition to any late charges that may be levied by Customer's host utility company (i.e. PSNH). Please provide prompt payment of your monthly invoices in order to avoid any such penalties.

Length of Contract: This contract shall commence on the Customer's next available meter read date and remain in effect for auto renewing 30 day periods, until such time as customer chooses to return to the utility, or switch to another supplier, or Customer is dropped from service by Supplier due to non-payment.

Termination: Customer is not bound to remain with Supplier for any duration other than the initial 30 day period, plus the "Notice Period". "Notice Period" is defined as 45 day written notice from Customer to Supplier alerting Supplier to Customer's desire to return to their host utility company (i.e. PSNH). The notice must be in writing to either the mailing or email address shown below. Please include **"Month to Month Rate Termination" as well as your utility account number** in the Subject Line and include your name and phone number in the letter/email.

Termination by Supplier for Non Payment and Fee: Supplier reserves the right to terminate service to Customer in the event of Non-payment. Any Customer that has a balance of 60 days past due or greater will be subject to immediate termination of service by Supplier and returned to the host utility company for service, at the sole discretion of Supplier. In the event that Supplier is forced to terminate service with Customer due to Non-Payment, Customer acknowledges that Supplier shall be allowed to assess a \$100 collections charge, in addition to any and all amounts owed by Customer for electricity service (energy charges only)

Please allow for one to two billing periods after enrollment or termination for your change in rate and supplier to take effect.

Customer Service: For customer service questions please call 603-413-6602 or email customercare@powernewengland.com.

Early Termination Fee: None.

Local Utility Services: Your local utility (i.e. PSNH) will continue to deliver electricity to Customer's home or place of business, read Customer's meters, issue Customer's bill and make repairs should Customer have an outage or issue with service. Your local utility will also respond to emergencies and provide other traditional utility services. The electricity that Customer buys will be included in your traditional local utility monthly bill, unless billing service is unavailable from the local utility at which point Customer will receive a separate PNE bill

Billing: All Customers will continue to be billed by their local utility company (i.e. PSNH) on their regular monthly invoice. A new section on the monthly utility invoice will outline the PNE electricity supply charge, in the place of the utility default charge. Your local utility company works with PNE as a billing agent, so as to cause as little disruption and inconvenience to Customer's billing routine as possible. The contact information for the local utility company may be found on your most recent invoice, should you have a billing question or change. Please note, some utilities may not offer this billing service, in such case PNE shall invoice Customer on a separate billing statement.

Billing Agent Information:

PSNH
P.O. Box330
Manchester, NH 03105
800-662-7764

Late Penalties, Charges and Fees: Customer's payments are due thirty (30) days from the date of invoice receipt. Late payments shall be assessed a late payment penalty of 1.5% per month. Customer payments that are sixty (60) days past due, will result in a termination of PNE service and the assessment of an Early Termination Fee. See **Early Termination Fee** section for more.

Do Not Call Registry: Information regarding the Do Not Call Registry, including instructions for sign up, maybe found at www.donotcall.gov

Customer Dispute Resolution: If Customer wishes to dispute any Electricity Charge, invoice, notice or service provided under these Terms and Conditions, Customer may call PNE and request the billing department at 603-413-6602. Please note that PNE has no control over charges levied by your local utility company, so please be sure to check your invoice first to confirm that item at issue is the electricity/energy charge. Otherwise, PNE recommends that you call your local utility company to resolve the issue.

Public Utility Commission Notices:

The New Hampshire Public Utilities Commission has posted a Consumer Division Hotline number for New Hampshire consumers to utilize should Customer have any questions regarding their rights or responsibilities. That number is 1-800-852-3793.

PNE maintains customer information with the strictest sense of confidentiality and will not share customer information to any unaffiliated party or parties outside the normal and/or necessary scope of serving Customer's energy load.

Please Note that as a small commercial or residential customer, Customer has a limited right of contract rescission. If Customer has received electronic notice of these terms and conditions, Customer has three (3) business days from receipt to notify PNE of your desire to withdraw from this rate program. If Customer has received hard copy notice of these terms and conditions, via regular mail, Customer has five (5) business days from post marked receipt to notify PNE of your desire to withdraw from this rate program.

Changes in Law and Regulations: If a new Law or Regulation shall be enacted, or there shall occur any revisions in, implementation of, or amendments to, any Law or Regulation that results in increased costs to PNE that would not have occurred but for such change in Law or Regulation, PNE shall have the right to increase the charges for electricity supply to Customer to reflect a one-hundred percent pass-through to Customer of such increased costs. PNE shall reflect such increased costs on Customer's invoice.

Bill Payment Assistance: Below is a list of social service agencies and programs available to low income customers for bill payment assistance.

Community Action Program, Belknap/Merrimack Counties
www.bm-cap.org

- Concord 225-6880
- Franklin 934-3444
- Laconia 524-5512
- Meredith 279-4096
- Suncook 485-7824
- Warner 456-2207

Rockingham Community Action
www.rcaction.org

- Portsmouth 436-3896/1-800-639-3896
- Salem 898-8435

Southern New Hampshire Services (Hillsborough County)
www.snhs.org

- Manchester 647-4470/1-800-322-1073
- Nashua 889-3440/1-877-211-0723
- Peterborough 924-2243

Southwestern Community Services (Cheshire and Sullivan Counties)
www.scshehelps.org

- Keene 352-7512/1-800-529-0005
- Claremont 542-9528

Strafford County Community Action
www.straffcap.org

- Dover 749-1334 Milton 652-9893
- Rochester 332-3963 Farmington 755-9305

Tri-County Community Action (Coos, Carroll and Grafton Counties)
www.tccap.org

- Berlin 752-3248 Littleton 444-6653
- Colebrook 237-8168 Plymouth 536-8222
- Lancaster 788-4477 Woodsville 747-3013
- Lebanon 448-4553
- Carroll County 323-7400/1-888-842-3835

[1] PNE is neither responsible nor liable for any promises, assurances, guarantees or any other statements made by any aggregators, brokers or other independent representatives to induce Customer sign up. Customer should read the terms and conditions within the PNE Energy Supply Residential and Small Commercial Energy Services Term Sheet carefully. If Customer is unhappy with any terms or conditions, including price and length, they may rescind their contract within the PUC mandated rescission period.

Here is where to find your new supplier/rate after the switch to Resident Power is made:

PAGE 1 OF 3



Contact Information
 Emergency 1-800-662-7764 (anytime)
 Web Site www.psnh.com
 Email psnhreq@psnh.com
 Customer Service 1-800-662-7764
 24 hours a day 7 days a week

Simplify your life
 Use eBill and ePay at www.psnh.com
 Or Pay by Phone 1-888-739-7764

Electricity Supplied By

[New Supplier Name Here]
 [New Supplier Address]
 [New Supplier Address]
 [New Supplier Phone Number]

Due Date	Total Amount Due
Apr 3, 2012	\$101.05

John Smith
 Statement date Mar 8, 2012
 Customer name key SMIT
 Account number: 5656565656

Your account summary

Previous balance on Feb 7	\$102.67
Payment Feb 29	-102.67
Balance Forward	\$0.00
New Charges/Credits	
Delivery Services	\$52.47
Electricity Supply Services	\$48.24
Electricity Consumption Tax	\$0.34
Total new charges	\$101.05
Total amount due	\$101.05

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

Detail for Service at:

100 Main St, Anytown NH 99999-9999
 Service reference 123456789 Billing cycle: 07

Your meter reading for meter # G123456789

For billing period Feb 7 - Mar 8 (30 days)	Next read date on or about Apr 10, 2012
Actual reading on Mar 8, 2012	1836
Actual reading on Feb 7, 2012	- 1225
Billed usage	= 611

(continued on next page)

Please detach this stub and return it with your check made payable to PSNH. Please consider adding a \$1 for Neighbor Helping Neighbor to your payment.



Account Number
5656565656

Statement date
Mar 8, 2012

Total amount due
\$101.05

Amount Enclosed

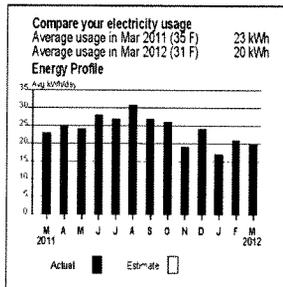
The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

John Smith
 100 Main St
 Anytown, NH 12345-6789

PSNH
 PO Box 638
 Manchester, NH 03105-0638

PAGE 2 OF 3

Account number: 5656565656



PSNH Delivery Services Detail	RATE R RESIDENTIAL SVC	
Customer Chrg		\$11.54
KWH Distribution Chrg	611.00KWH x \$0.037670	\$23.02
Transmission Chrg	611.00KWH x \$0.012930	\$7.90
Stranded Cst Recovery Chrg	611.00KWH x \$0.013080	\$7.99
System Benefits Chrg	611.00KWH x \$0.003300	\$2.02
Subtotal		\$52.47
Electricity Supply Detail		
Generation Svc Chrg***	[New Supplier Name Here] 611.00KWH x \$0.078950	\$48.24
Subtotal		\$48.24
Taxes		
Electricity Consumption Tax (calculated by rate \$0.00055/kWh)		\$0.34
Total Taxes		\$0.34

Explanation of your charges

The stranded cost recovery charge is composed of a rate reduction bond charge owned by PSNH Funding LLC as filed with the NHPUC and a stranded cost recovery amount approved by the NHPUC.

For additional information about the above charges, please visit PSNH's web site at www.psnh.com.

(continued on next page)

period, the Customer is free to switch electricity providers at no cost. Customers who leave PNE's service prior to the completion of their contract will be assessed an Early Termination Fee. For details see Early Termination Fee.

Term and Conditions: PNE offers the Customer a new electricity charge only. Customer's current local utility company will continue to charge customer for transmission and distribution charges, system benefits, taxes and stranded costs associated with servicing the power lines to Customer's home or place of business. In the event of a power outage, meter malfunction or any other customer service issue, not related to the cost of electricity, Customer is to immediately contact their local utility company (i.e. PSNH). See **Local Utility Services** section for more.

Customer Service: For customer service questions please call 603-413-6602 or email customercare@powernewengland.com.

Early Termination Fee: If Customer cancels their PNE service at any time prior to the natural expiration of their contract, PNE will assess them with a one time Early Termination Fee of \$100. If Customer does not pay their electricity charges for a period of 60 days from the time of invoice, PNE will automatically terminate Customer's account and place them back with the utility default service. In addition to invoicing Customer for any amount still owed at the time of termination, as well as any applicable late charges, PNE will assess Customer with the Early Termination Fee.

Local Utility Services: Your local utility (i.e. PSNH) will continue to deliver electricity to Customer's home or place of business, read Customer's meters, issue Customer's bill and make repairs should Customer have an outage or issue with service. Your local utility will also respond to emergencies and provide other traditional utility services. The electricity that Customer buys will be included in your traditional local utility monthly bill, unless billing service is unavailable from the local utility at which point Customer will receive a separate PNE bill.

Billing: All Customers will continue to be billed by their local utility company (i.e. PSNH) on their regular monthly invoice. A new section on the monthly utility invoice will outline the PNE electricity supply charge, in the place of the utility default charge. Your local utility company works with PNE as a billing agent, so as to cause as little disruption and inconvenience to Customer's billing routine as possible. The contact information for the local utility company may be found on your most recent invoice, should you have a billing question or change. Please note, some utilities may not offer this billing service, in such case PNE shall invoice Customer on a separate billing statement.

Billing Agent Information:

PSNH
P.O. Box330
Manchester, NH 03105
800-662-7764

Late Penalties, Charges and Fees: Customer's payments are due thirty (30) days from the date of invoice receipt. Late payments shall be assessed a late payment penalty of 1.5% per month. Customer payments that are sixty (60) days past due, will result in a termination of PNE service and the assessment of an Early Termination Fee, See **Early Termination Fee** section for more.

Do Not Call Registry: Information regarding the Do Not Call Registry, including instructions for sign up, maybe found at www.donotcall.gov

Customer Relocation: In the event that Customer relocates within the PNE service territory while under contract with PNE for electricity supply, Customer must contact PNE thirty (30) days prior to the relocation in order to begin account transfer and avoid Early Termination Fee. If Customer relocates while under contract with PNE and does not transfer their new account to PNE on the next scheduled meter read date, PNE may assess an Early Termination Fee. Customer that relocate out of state or out PNE service territory, will be assessed an Early Termination Fee, if such relocation takes place while Customer is under contract with PNE.

Customer Dispute Resolution: If Customer wishes to dispute any Electricity Charge, invoice, notice or service provided under these Terms and Conditions, Customer may call PNE and request the billing department at 603-413-6602. Please note that PNE has no control over charges levied by your local utility company, so please be sure to check your invoice first to confirm that item at issue is the electricity/energy charge. Otherwise, PNE recommends that you call your local utility company to resolve the issue.

Public Utility Commission Notices:

The New Hampshire Public Utilities Commission has posted a Consumer Division Hotline number for New Hampshire consumers to utilize should Customer have any questions regarding their rights or responsibilities. That number is 1-800-852-3793.

PNE maintains customer information with the strictest sense of confidentiality and will not share customer information to any unaffiliated party or parties outside the normal and/or necessary scope of serving Customer's energy load.

Please Note that as a small commercial or residential customer, Customer has a limited right of contract rescission. If Customer has received electronic notice of these terms and conditions, Customer has three (3) business days from receipt to notify PNE of your desire to withdraw from this rate program. If Customer has received hard copy notice of these terms and conditions, via regular mail, Customer has five (5) business days from post marked receipt to notify PNE of your desire to withdraw from this rate program.

Changes in Law and Regulations: If a new Law or Regulation shall be enacted, or there shall occur any revisions in, implementation of, or amendments to, any Law or Regulation that results in increased costs to PNE that would not have occurred but for such change in Law or Regulation, PNE shall have the right to increase the charges for electricity supply to Customer to reflect a one-hundred percent pass-through to Customer of such increased costs. PNE shall reflect such increased costs on Customer's invoice.

Bill Payment Assistance: Below is a list of social service agencies and programs available to low income customers for bill payment assistance:

Community Action Program, Belknap/Merrimack Counties
www.bm-cap.org

- Concord 225-6880
- Franklin 934-3444
- Laconia 524-5512
- Meredith 279-4096
- Suncook 485-7824
- Warner 456-2207

Rockingham Community Action
www.rcaction.org

- Portsmouth 436-3896/1-800-639-3896
- Salem 898-8435

Southern New Hampshire Services (Hillsborough County)

www.snhs.org

- Manchester 603-447-0100 / 1-800-322-1073
- Nashua 603-889-3440 / 1-877-211-0723
- Peterborough 603-924-2243

Southwestern Community Services (Cheshire and Sullivan Counties)

www.scshehelps.org

- Keene 603-352-7512 / 1-800-529-0005
- Claremont 603-542-9528

Strafford County Community Action

www.straffcap.org

- Dover 603-749-1334 Milton 603-652-9893
- Rochester 603-332-3963 Farmington 603-755-9305

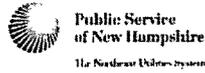
Tri-County Community Action (Coos, Carroll and Grafton Counties)

www.tccap.org

- Berlin 603-752-3248 Littleton 603-444-6653
- Colebrook 603-237-8168 Plymouth 603-536-8222
- Lancaster 603-788-4477 Woodsville 603-747-3013
- Lebanon 603-448-4553
- Carroll County 603-323-7400 / 1-888-842-3835

PNE is neither responsible nor liable for any promises, assurances, guarantees or any other statements made by any aggregators, brokers or other independent representatives to induce Customer sign up. Customer should read the terms and conditions within the PNE Energy Supply Residential and Small Commercial Energy Services Term Sheet carefully. If Customer is unhappy with any terms or conditions, including price and length, they may rescind their contract within the PUC mandated rescission period.

Here is where to find your new supplier/rate after the switch to Resident Power is made:



Contact Information
 Emergency: 1-800-662-7764 (anytime)
 Web Site: www.psnh.com
 Email: psnh@psnh.com
 Customer Service: 1-800-662-7764
 24 hours a day, 7 days a week
 Simplify your life
 Use eBill and ePay at www.psnh.com
 Or Pay by Phone 1-888-729-7764

Electricity Supplied By
 (New Supplier Name Here)
 (New Supplier Address)
 (New Supplier Address)
 (New Supplier Phone Number)

Your new supplier name and contact information will be listed above

Due Date	Total Amount Due
Apr 3, 2012	\$101.65

John Smith
 Statement date: Mar 8, 2012
 Customer name key: SMIT
 Account number: 88565665656

Your account summary

Previous balance on Feb 7	\$102.67
Payment Feb 29	-\$102.67
Balance Forward	\$0.00
New Charges/Credits	
Delivery Services	\$52.47
Electricity Supply Services	\$48.24
Electricity Consumption Tax	\$0.34
Total new charges	\$101.05
Total amount due	\$101.05

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

Detail for Service at:

100 Main St, Anytown NH 09999-9999
 Service reference: 123456789 Billing cycle: 07

Your meter reading for meter # G123456789

For billing period: Feb 7 - Mar 6 (30 days)	Next read date on or about: Apr 10, 2012
Actual reading on Mar 8, 2012	1636
Actual reading on Feb 7, 2012	- 1225
Billed usage	= 611

(continued on next page)

Please detach this stub and return it with your check made payable to PSNH. Please consider adding a \$1 for Neighbor Helping Neighbor to your payment.



Account Number
88565665656

Statement date
Mar 8, 2012

Total amount due
\$101.05

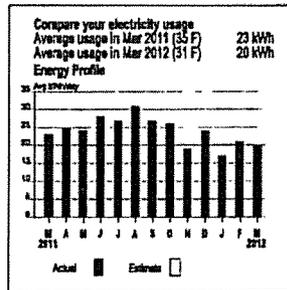
Amount Enclosed

The "Total amount due" must be received by Apr 3, 2012 to avoid a 1.00% late payment charge.

John Smith
 100 Main St
 Anytown, NH 12345-6789

PSNH
 PO Box 638
 Manchester, NH 03105-0638

Account number: 88565665656



PSNH Delivery Services Detail RATE R RESIDENTIAL SVC

Customer Chrg		\$11.54
KWH Distribution Chrg	611.00KWH x \$0.037670	\$23.02
Transmission Chrg	611.00KWH x \$0.012930	\$7.90
Stranded Cost Recovery Chrg	611.00KWH x \$0.013080	\$7.99
System Benefits Chrg	611.00KWH x \$0.003300	\$2.02
Subtotal		\$52.47

Electricity Supply Detail

Generation Svc Chrg**	(New Supplier Name Here) 611.00KWH x \$0.0000	\$48.24
Subtotal	New Supply Rate	\$48.24

Taxes

Electricity Consumption Tax (calculated by rate \$0.00065/KWh)	\$0.34
Total Taxes	\$0.34

Explanation of your charges

The stranded cost recovery charge is composed of a rate reduction bond charge owned by PSNH Funding LLC as filed with the NHPUC and a stranded cost recovery amount approved by the NHPUC.

For additional information about the above charges, please visit PSNH's web site at www.psnh.com.

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