



Life... one mile at a time.

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July 6, 2015

VIA UPS OVERNIGHT

Debra Howland
Executive Director
New Hampshire Public Utilities Commission
Docket DM 13-075
21 South Fruit Street, Suite 10
Concord, NH 03301

Re: Gulf Oil Limited Partnership, Customer Notification Letter, Docket DM 13-075

Dear Executive Director Howland:

Please find attached a copy of the notification letter that Gulf Electricity will be sending later today. Please note that staff has kindly reviewed this letter last week.

If you require any additional information or have any questions concerning this matter, please contact me at 508-270-8336 or pduprey@gulfoil.com.

Best regards,

Peter Duprey
Senior Director - Retail Energy Services



FairPointEnergy

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July 6, 2015

Dear Gulf Electricity Customer,

Thank you for being a loyal customer of Gulf Electricity. We are writing to inform you about an upcoming change to your electricity supply account.

Based on a change in our business direction, we will no longer be serving electricity supply customers. As of <date> your electricity supply service will be transferred to Fairpoint Energy, LLC a leading electricity supplier, unless you select a different electricity supplier or return to utility default service as described below. We want to assure you that **there will be no interruption in your electricity service. Your Terms of Service will remain the same** and Fairpoint Energy, LLC will assume and perform the electricity supplier obligations previously performed by Gulf Electricity. You will not be charged for this change in your electricity supply service.

No action is required by you for this transfer to occur. However, you may decline to have your account transferred to Fairpoint Energy, LLC, by selecting a different competitive electric power supplier or by switching to utility default service within 14 days of receiving this letter. Unless you select an alternative supplier or return to default energy service with your local distribution company, your account will be transferred to Fairpoint Energy, LLC. You will not be assessed a fee if you decline to be transferred to Fairpoint Energy, LLC.

Please note that your Gulf Power Points account, if you have activated it, will remain intact and any dollar amount in the account will continue to be eligible for redemption for a Gulf Gift Card. In addition, Power Points can now be used to pay a portion or all of your Gulf Orange Card balance, if you are a Gulf Orange Cardholder. You will no longer be able to apply your Power Points to your electricity bill. If you have any questions about your Power Points account please contact Gulf Electricity at 1-855-485-3353.

If you have any questions about this transfer, please contact Gulf Electricity at 1-855-485-3353. Starting July 20, 2015, all customer inquiries should be directed to Fairpoint Energy, LLC by contacting support@fairpointenergy.com, 866-842-1084 or 1055 Washington Boulevard, 7th Floor, Samford, CT 06901. Gulf Electricity appreciates your past business and is confident that you will enjoy being a Fairpoint Energy customer.

Sincerely,

The Gulf Electricity Team



Customer FAQs

Q: What will happen to my Gulf Electricity account?

A: Your Gulf Electricity account is being transitioned to Fairpoint Energy, LLC unless you select a different electricity supplier or switch to utility default service. Once your account is transferred, you will continue to pay for your energy supply through your bill from your local distribution company as you always have.

Q: When will my account be switched?

A: On your meter read date following July 20, 2015, your account will officially transition to Fairpoint Energy, LLC, unless you make alternative arrangements sufficiently prior to such date. After 1-2 billing cycles following July 20, 2015, you will see your new supplier's name on your utility bill.

Q: What will I see on my bill?

A: You will see Fairpoint Energy, LLC listed as your energy supplier unless you decline to select FairPoint Energy and make alternative arrangements for electricity supply.

Q: If I cancel now before the July 20, 2015 cutover what will happen to my account?

A: Your account will be transferred to any alternative electricity supplier you select or switched to your electric distribution company. This transition to a new supplier or back to the utility can take 1-2 billing cycles. You will not be charged for this change in your electricity supply service.

Q: What will happen with the contract I currently have with Gulf Electricity?

A: The existing terms of your contract, including price, are still valid and will carry over to Fairpoint Energy unless you decline to be transferred to Fairpoint Energy.

Q: How do I get a copy of my existing contract?

A: You can obtain a copy of your existing contract prior to July 20, 2015 by either emailing or calling Gulf Electricity at support@gulfelectricity.com or 1-855-485-3353. After July 20, 2015, Fairpoint Energy's customer care team can send you a copy of your contract. They can be reached at support@fairpointenergy.com or 866-842-1084.

Q: What plan am I currently under with Gulf Electricity?

A: To inquire about your existing Gulf Electricity plan prior to July 20, 2015 please contact Gulf Electricity's customer care team at support@gulfelectricity.com or 1-855-485-3353.

Q: Will my balance roll over to my new supplier?

A: Your balance will remain with your utility and any unpaid balances will accrue late payment charges as they did previously.

Q: Who is Fairpoint Energy?

A: Fairpoint Energy is a licensed retail electric supplier, providing service to residential and commercial customers in New Hampshire and Maine. Fairpoint Energy is committed to offering green energy options and making a positive impact on the environment.

Q: Why is Gulf Electricity selling their book of business?

A: The sale of our electricity customer base was a business decision. Your contract will be seamlessly transitioned over to Fairpoint Energy beginning in July unless you select a different electricity supplier or switch to utility default energy service. There's nothing you need to do in order for the transition to Fairpoint Energy to occur.