



To all customers of Concord Steam:

Concord Steam has applied to the PUC for an increase in steam Usage rates that will be in effect by the next heating season. The increase in Usage rates is expected to be approximately 12.8%, however, there will be a corresponding decrease in the cost of energy, so that we expect that there will be no effective change to the overall rate for 2016/2017.

We have already locked in our fuel costs for 2016/2017 and it is a significant reduction from the present years costs.

Thank you,

A handwritten signature in black ink that reads "Peter Bloomfield". The signature is written in a cursive, flowing style.

Peter Bloomfield, president