

4. MEMBER RESPONSIBILITIES REGARDING COMPETITIVE ENERGY SUPPLY

- a. In accordance with RSA374-F and New Hampshire Public Utilities Commission Order No. DR 96-150, Cooperative members may choose to purchase their energy service from competitive suppliers. Members are responsible for providing the appropriate authorization to competitive suppliers for enrollment with a supplier or to switch suppliers.
- b. Members are responsible for evaluating and securing services from registered competitive suppliers. A member who has not been enrolled by a competitive supplier at least two (2) business days prior to the member's first scheduled meter-read date following the start date for retail competition will automatically receive Co-op Power.
- c. The initial competitive supplier selection and subsequent supplier changes will become effective at the member's next meter-read date.
- d. The Cooperative will supply its members with a list of registered competitive suppliers in a format authorized by the New Hampshire Public Utilities Commission.
- e. Members must provide authorization for competitive suppliers to receive historical usage data from the Cooperative. That authorization may be submitted in writing, in verifiable electronic form, or be given orally to an independent third party.
- f. To drop a competitive supplier and enroll with a new supplier, the member is not required to inform the old competitive supplier. The new supplier will inform the Cooperative. To drop a competitive supplier without enrolling with a new supplier, the member must notify its current supplier. Absent successful enrollment with a new competitive supplier, a customer whose energy service has been terminated will automatically receive Co-op Power or Default Service based on the rules for those services.
- g. In accordance with Order No. 24,172 in the New Hampshire Public Utilities Commission Docket DE 03-007 the member may purchase all or a portion of their energy services as a NEPOOL/ISO-NE Market Participant End-User.

5. NHEC TRANSACTIONS WITH COMPETITIVE SUPPLIERS AND MARKET PARTICIPANT END-USERS

5.1 Supplier And Market Participant End-User Responsibilities

- a. All competitive suppliers who intend to offer competitive services within the Cooperative's service area must meet the New Hampshire Public Utilities Commission's registration requirements. Those requirements include attendance at a training session that will introduce the attendee to the regulatory and operational requirements of the retail electric market in New Hampshire as prescribed by the Electronic Data Interchange Working Group of the New Hampshire Public Utilities Commission. A training manual is available upon request from NHEC.
- b. The competitive supplier must obtain appropriate authorization from the Cooperative's members or their authorized agent for customer enrollment. The enrollment request shall not be submitted to the Cooperative until any customer right of rescission period has lapsed. The

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- enrollment authorization can be submitted in writing, in electronic form, or be given orally to a qualified and independent third party.
- c. The competitive supplier must submit applicable information electronically to the Cooperative for enrollment, changes and termination of energy service.
 - d. The competitive supplier must treat customer's historical data received under appropriate authorization with confidentiality.
 - e. The competitive suppliers must either render bills to their customers or provide the Cooperative with billing rates and pricing information per the terms of consolidated billing service described below. If the customer's meter(s) are read by a competitive service provider, the usage data must be made available in electronic format in a timely manner to the Cooperative.
 - f. Customer payment problems associated with the provision of energy services from the competitive supplier must be resolved by the competitive supplier. Customer payment problems associated with the energy served to the Market Participant End-User must be resolved by ISO-NE. The Cooperative will not be responsible for the resolution of such disputes.
 - g. The competitive supplier should maintain its own records to reconcile with the Cooperative's information regarding customer payments and fees.
 - h. The competitive supplier must notify the Cooperative of its intent to terminate energy service for a member. The termination of service will coincide with the member's next scheduled meter-read date if the notification is received by the Cooperative at least two business days prior to that read date. The Cooperative will notify the competitive supplier of the projected date of termination.
 - i. The competitive supplier also must abide by any other applicable rules and orders issued by the New Hampshire Public Utilities Commission.
 - j. The Market Participant End-User must notify the Cooperative in writing of its intent to initiate or to terminate energy service from ISO-NE. The initiation or termination of service will coincide with the member's next scheduled meter-read date if the notification is received by the Cooperative at least two business days prior to that read date. The Cooperative will notify the Market Participant End-User of the projected date of termination.
 - k. The Market Participant End-User shall be responsible for meeting all of its obligations as a member of NEPOOL and a customer of ISO_NE.
 - l. The Market Participant End-User shall be responsible for obtaining all required products associated with the purchase of energy from the ISO-NE marketplace as a Market Participant End-User that are not customarily procured for all members' loads as part of Regional Access Service provided by the Cooperative. This may include, but not be limited to; capacity, transmission, losses, and auxiliary products.
 - m. Prior to registering a load asset with ISO-NE, the Market Participant End-User will contact the Cooperative to discuss procedures for the transfer of data between the Market Participant End-User and the Cooperative.

5.2 Cooperative Responsibilities

- a. The Cooperative will provide twelve months of a member's historical usage information to authorized competitive suppliers in accordance with the fee schedule per section 5.5.
- b. The Cooperative will maintain data related to current relationships between members, competitive suppliers, and Market Participant End-Users.
- c. The Cooperative will maintain an Internet web site containing various standard documents such as current tariffs, class average load shapes, scheduled meter-read dates, holidays, and business and technical designees.
- d. The Cooperative will estimate hourly loads of its members for whom telemetering capabilities have not been installed.
- e. The Cooperative will provide billing information to competitive suppliers. The Cooperative will offer consolidated billing services to competitive suppliers in accordance with the terms, conditions and fees per sections 5.4 and 5.5.
- f. The Cooperative will provide daily and monthly aggregate load estimates for each competitive supplier including applicable transmission and distribution losses and will report such estimates to the Independent Service Operator (ISO). The loads will be based on either actual telemetered data or estimated hourly loads each calculated daily. Upon request the Cooperative will supply to any competitive supplier the loads reported to the ISO for that competitive supplier.
- g. The Cooperative maintains responsibility for physically disconnecting service as necessary.

5.3 Electronic Data Transfers

- a. All electronic data transfers between competitive suppliers and the Cooperative must be done in accordance with the "New Hampshire EDI Working Group Report" or other rules and orders of the New Hampshire Public Utilities Commission as may be in effect.
- b. Prior to the Cooperative's acceptance of any transaction from a competitive supplier, the supplier must have complied with the New Hampshire Public Utilities Commission's registration requirements. Before the Cooperative accepts any transaction from a competitive supplier, the Cooperative and the supplier must execute an agreement which specifies the business relationship between the two entities.
- c. Each competitive supplier will be required to demonstrate, through a test, its capability to electronically send, receive, and process data with the Cooperative before offering competitive services within the Cooperative's service area. The Cooperative requires at least two weeks notice to set up a test with a competitive supplier. After notification from a competitive supplier the Cooperative will provide test procedures and standard test scenarios to the supplier.
- d. The competitive supplier must electronically notify the Cooperative of the member's selection no less than two (2) business days prior to the schedule meter-read date or the enrollment will

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- be deferred to the following read date. The Cooperative will process enrollment requests in the order in which they are received electronically.
- e. The Cooperative will sweep the input queue at least once per business day and will process all files that are available as of the time of the last collection from the queue. Files will be processed in chronological order based on their receipt date/time stamp. Errors and confirmations will be returned to competitive suppliers no later than the first business day following processing of the transactions by the Cooperative.
 - f. In the event that a member selects more than one competitive supplier and those suppliers attempt to enroll that member for the same meter-read period, the Cooperative will process the first enrollment received and reject the others.
 - g. When a member changes their competitive supplier, the new competitive supplier will send an enrollment transaction to the Cooperative. The Cooperative will send a successful enrollment transaction to the new supplier and a customer drop transaction to the old competitive supplier. The member is not required to inform the old competitive supplier of the change. If the member directs its current supplier to drop him/her, the competitive supplier must submit a supplier drops customer transaction immediately to the Cooperative. The drop transaction will be effective with the member's next scheduled meter-read date. The Cooperative will notify the old competitive supplier that the requested drop was successful and the projected date that the changed energy service will become effective. If the competitive supplier ceases operations in New Hampshire and fails to submit customer drop transactions to the Cooperative in a timely manner, the Cooperative will generate and process the required transaction.
 - h. In the event that a member moves within the Cooperative's service territory, the Cooperative will initiate the process necessary for the member to continue service with the same competitive supplier or to remain as the Market Participant End-User unless the member authorizes a different provider of energy service.
 - i. The recipient of a file, whether the Cooperative or a competitive supplier, is responsible for reviewing the file's contents to prevent adverse impacts on the recipients operations or systems. The recipient has the right to reject a file in whole or in part due to content or protocol errors. The creator of the file is responsible for the accuracy and authenticity of the contents. Transactions that contain errors will not be accepted. The recipient will not make alterations to received transactions containing errors. Each file will have only one recipient and contain only the transactions intended for that recipient.

5.4 Billing Options

- a. The Cooperative will offer both Standard and Consolidated billing services to competitive suppliers in accordance with the fee schedule provided in section 5.5. The competitive suppliers may choose which service they receive.
- b. Under Standard billing service the Cooperative's member will receive two bills: (1) from the Cooperative for delivery and other services provided by the Cooperative and (2) from the competitive supplier for energy services provided by the competitive supplier. The Cooperative will electronically transfer to a member's authorized competitive supplier the

member's usage data within twenty-four (24) hours of the Cooperative's issuance of a bill to the member.

- c. Under Consolidated billing service the Cooperative's member would receive one bill. A Consolidated billing agreement must be executed between the Cooperative and the competitive supplier. The competitive supplier must provide the Cooperative with its price schedule for the relevant member or customer class. The Cooperative will utilize these prices and metered usage data to calculate the member's energy service bill and include this on a single bill together with the Cooperative's unbundled delivery and stranded cost charges. Competitive suppliers who select Consolidated billing are limited to the rate structures, customer class definitions and availability requirements that the Cooperative utilizes for billing its unbundled delivery charges.
- d. The Cooperative will transfer funds and information for customer payments received on behalf competitive suppliers receiving Consolidated-billing service in accordance with an executed agreement between the Cooperative and the supplier.
- e. Payments received by the Cooperative under Consolidated billing will be applied first to the member's balance owed to the Cooperative, then to the current supplier, then to any old suppliers. Any additional amount paid will be applied to the Cooperative's accounts receivable.

5.5 Electronic Data Interchange and Billing Option Fees

- a. Historical interval usage data, if available, will be supplied via 3.5" diskette and US Mail to properly authorized competitive suppliers for a fee of \$25.00 for each month's data per account. Twelve months of a member's historical billing usage data will be supplied to competitive suppliers upon proper authorization at no charge. Any available usage data will be supplied to the member free of charge.
- b. Competitive suppliers who utilize the Standard billing option will be charged a set up fee of \$400.00 provided that the supplier is willing to accept the Cooperative's normal set up. Any customization will be charged to the supplier at a rate of \$110.00 per hour for computer programming staff. There may be a considerable delay associated with customization. There are no monthly fees associated with Standard billing service.
- c. The Cooperative will provide Consolidated-billing service to any competitive supplier which chooses this option and with which the Cooperative has an agreement to do so. There is a setup fee for each competitive supplier of \$480.00 based on the supplier using the Cooperative's normal set up. If the supplier requires customization, the Cooperative will charge the supplier \$110.00 per hour for computer programming staff. There may be considerable delays related to customization. The fee per month per account for Consolidated billing service is \$0.60.