

SECTION 43
ELECTRICITY PROVIDERS

43.1 GENERAL

In accordance with Maine Public Utilities Commission rules, the Company will provide certain services and charge certain fees to Competitive Electricity Providers and Standard Offer Providers, as described in this section.

43.2 BILLING SERVICES - STANDARD BILL FORMAT AND RATE STRUCTURE

The charge for providing consolidated utility billing services will be \$.26 per bill.

Consolidated utility billing services will include bill calculation, printing, mailing, collection, remittance processing and funds transfers in accordance with Maine Public Utilities Commission rules. The annual notice required by Chapter 305(4)(B)(1)(b) will also be provided as part of the consolidated utility billing service.

43.3 OFF-CYCLE TERMINATIONS

The charge for terminating electricity supply to a customer on a date other than the regular meter reading date will be \$5.00 if usage is prorated between the terminating provider and the Standard Offer Provider.

If an actual meter reading is required by the provider terminating service, the Company will charge \$5.00 for telemetered accounts including accounts with standard wireless smart meters. For all other accounts, the charge will be \$35.00.

Requests for off-cycle service terminations will be processed as soon as practicable in the normal course of the Company's business, during regular business hours.

43.4 CUSTOMER HISTORY DATA

The Company will provide customer usage history records to competitive electricity providers in accordance with Section 18.13 of the Terms and Conditions.

Effective Date: September 1, 2014

Eric N. Stinneford

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43.5 NONSTANDARD METER INSTALLATIONS

The Company will install a nonstandard meter at the request of a Competitive Electricity Provider, and will accommodate requests for nonstandard meters as quickly as practicable in the normal course of the Company's business. The Company will prioritize requests, with the objective of maintaining the shortest possible backlog, by considering the order of requests, the complexity of implementation and equity among customer groups.

The Company will charge its incremental costs of owning, maintaining and installing the nonstandard meter to the Competitive Electricity Provider. The Company, at its sole discretion, may require advance payment from the Competitive Electricity Provider.

43.6 NONSTANDARD BILL FORMAT OR RATE STRUCTURE

A Competitive Electricity Provider may request a nonstandard bill format or rate structure for bills issued to its customers by the Company. The Company will determine the price and time frame for completion within fifteen (15) business days of the request. The price will be based on the Company's reasonable costs for implementing the nonstandard bill format or rate structure.

43.7 INFORMATION DISCLOSURE FOR STANDARD OFFER CUSTOMERS

The Company will make available disclosure labels to Standard Offer customers as required by Chapter 306, Section 2(E)(4) of the Maine Public Utilities Commission rules.

Effective Date: January 1, 2012

Eric N. Stinneford

Docket No.: 2011-407

Vice President, Controller, Treasurer and Clerk

SECTION 43
ELECTRICITY PROVIDERS (CONT'D.)

43.8 BILL INSERT SERVICES

In its sole discretion, pursuant to 35-A M.R.S.A. § 3212-A, the Company may provide bill insert services for green power supply products and renewable energy credit (“REC”) products that are certified by the Maine Public Utilities Commission. A contract, in a form approved by the Maine Public Utilities Commission, shall be required for all bill insert services provided by the Company.

For standard inserts that will be sent to all of the Company’s customers, the Company will charge the providers of such certified green power supply products and REC products a fee of (i) \$0.125 per insert for the costs of inserting and mailing bill inserts into its transmission and distribution billing envelope, which fee shall automatically be adjusted to reflect any changes in the Company’s mailing costs, plus (ii) a fixed fee of \$750 per billing cycle to cover programming and other costs. These fees shall apply only to the mailing of a single insert to all of the Company’s customers, provided that such insert meets the Company’s technical specifications. Other services, at the sole discretion of the Company, may be made available by the Company, subject to the pricing set forth below.

A supplier of certified green power supply products and REC products may request non-standard bill insert services, for example, targeting bill inserts to specific groups of customers. The Company shall have no obligation to provide such non-standard bill insert services, but shall notify the supplier within fifteen (15) business days of the request if it will accommodate such non-standard request and the price for implementing such non-standard request. The price will be based on the Company’s reasonable costs for implementing the non-standard bill insert request.