

4. MEMBER RESPONSIBILITIES REGARDING ENERGY SUPPLY

- a. In accordance with RSA374-F, RSA 53-E, and New Hampshire Public Utilities Commission Order No. DR 96-150, Cooperative members may choose to purchase their energy service from competitive suppliers or community power aggregations (collectively “energy 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 energy suppliers. A member who has not been enrolled by an energy 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 energy supplier enrollment 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 an energy supplier and enroll with a new energy supplier, the member is not required to inform the old energy supplier. The new energy supplier will inform the Cooperative. To drop an energy supplier without enrolling with a new energy supplier, the member must notify its current energy supplier. Absent successful enrollment with a new energy 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 ENERGY SUPPLIERS AND MARKET PARTICIPANT END-USERS

5.1 Supplier And Market Participant End-User Responsibilities

- a. All energy suppliers that intend to offer services within the Cooperative's service area must register with the New Hampshire Department of Energy. One of the registration requirements is 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 energy supplier must submit applicable information electronically to the Cooperative for enrollment, changes, and termination of energy service.
- d. The energy supplier must treat customer's historical data received under appropriate authorization with confidentiality.
- e. Energy 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 energy supplier must be resolved by the energy 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 energy supplier should maintain its own records to reconcile with the Cooperative's information regarding customer payments and fees.
- h. The energy 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 energy supplier of the projected date of termination.
- i. The energy 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.

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5.2 Cooperative Responsibilities

- a. The Cooperative will provide twelve months of a member's historical usage information to authorized energy suppliers in accordance with the fee schedule per section 5.5.
- b. The Cooperative will maintain data related to current relationships between members, energy suppliers, and Market Participant End-Users.
- c. The Cooperative will maintain a 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 hourly interval usage data is not used for load settlement.
- e. The Cooperative will provide billing information to energy suppliers. The Cooperative will offer consolidated billing services to energy 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 energy supplier including applicable transmission and distribution losses and will report such estimates to ISO-NE. The loads will be based on either actual hourly interval usage data or estimated hourly loads each calculated daily. Upon request the Cooperative will supply to any energy supplier the loads reported to ISO-NE for that energy supplier.
- g. The Cooperative maintains responsibility for physically disconnecting service as necessary.

5.3 Electronic Data Transfers

- a. All electronic data transfers between energy 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 an energy supplier, the supplier must have registered with the New Hampshire Department of Energy. Before the Cooperative accepts any transaction from an energy supplier, the Cooperative and the supplier must execute an agreement which specifies the business relationship between the two entities.
- c. Each energy supplier will be required to demonstrate, through a test, its capability to electronically send, receive, and process data with the Cooperative before offering services within the Cooperative's service area. The Cooperative requires at least two weeks' notice to set up a test with an energy supplier. After notification from an energy supplier the Cooperative will provide test procedures and standard test scenarios to the supplier.
- d. The energy supplier must electronically notify the Cooperative of the member's selection no less than two (2) business days prior to the scheduled 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 energy 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 energy 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 energy supplier, the new 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 energy supplier. The member is not required to inform the old energy supplier of the change. If the member directs its current supplier to drop them, the energy supplier must submit a supplier drop 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 energy supplier that the requested drop was successful and the projected date that the changed energy service will become effective. If the energy 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 energy 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 an energy supplier, is responsible for reviewing the file's contents to prevent adverse impacts on the recipient's 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-billing and consolidated-billing services to energy suppliers in accordance with the fee schedule provided in section 5.5. Energy suppliers may choose which billing 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 energy supplier for energy services provided by the energy supplier. The Cooperative will electronically transfer to a member's authorized energy supplier the

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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 will receive one bill. A consolidated billing agreement must be executed between the Cooperative and the energy supplier. The energy 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. Energy suppliers that 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 make a single monthly payment to energy suppliers on the last week of the calendar month for all consolidated-billing customers billed during the prior calendar month. NHEC will pay the supplier the full amount billed on their behalf, less the Discount Percentage Rate ("DPR") and monthly fees for consolidated-billing in accordance with the fee schedule provided in section 5.5.
- e. The DPR is composed of an Uncollectible Percentage ("UP") and an "Administrative Cost Percentage" ("ACP"). The UP is based on the actual write-offs for residential and non-residential accounts, less non-capital-credit recoveries, divided by the corresponding amounts billed, for the most recent two-year period. The ACP reflects costs specific to the implementation of the Purchase of Receivables Program amortized over a five-year period. The Cooperative will update the DPR each year for bills-rendered on or after January 1 and shall post it on its web site at least 30 calendar days before the effective date.

5.5 Electronic Data Interchange and Billing Option Fees

- a. Historical interval usage data, if available, will be supplied via secure e-mail to properly authorized competitive suppliers and community power aggregations functioning as load serving entities for a fee pursuant to the Cooperative's Schedule of Fees. 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. There is a setup fee for each energy supplier using the Cooperative's normal setup pursuant to the Cooperative's Schedule of Fees. If the energy supplier requires customization, the Cooperative will charge the energy supplier for computer programming staff pursuant to the Cooperative's Schedule of Fees. There may be considerable delays related to customization. There is a fee per month per account for consolidated-billing service pursuant to the Cooperative's Schedule of Fees.

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