



GREEN MOUNTAIN POWER
TERMS AND CONDITIONS FOR ELECTRIC SERVICE

AVAILABLE:

Throughout the Company's service territory.

APPLICATION:

Applications for electric service and requests for discontinuance should be made at one of the Company's offices either by telephone, mail or personal call. The application should be made a reasonable time in advance of the time commencement of service or change of service is desired.

SERVICE INFORMATION:

Upon receipt of an application from a prospective Customer setting forth the location of the premises to be served, the extent of service to be required and other pertinent information, the Company shall advise the Customer of the type and character of the service it will furnish, the point at which service will be delivered and the location to be provided for the Company's metering equipment. Use of service shall cause the user of the service to become subject to the Company's rules and regulations whether service is furnished pursuant to contract, agreement, application or otherwise. An unauthorized connection to the Company's service facilities or the use of service without the knowledge or permission of the Company shall be deemed sufficient justification for the Company to discontinue service after proper notification. The use of service, without notice to the Company to enable it to read its meters on the user's premises, may render the user liable to any amount due for service supplied to the premises since the last reading of the meter immediately preceding the user's occupancy, as shown on the Company's books.



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SERVICE CONNECTIONS:

The Company reserves the right to require an inspection of all wiring and other electrical equipment and apparatus furnished by the Customer before supplying energy to them. The Customer shall wire to the point designated by the Company, at which point the Company will connect its service.

When a Customer desires that energy be delivered at a point or in a manner other than that designated by the Company, the Customer shall pay the additional cost of the alternative.

Whenever, at Customer's request, the Company's facilities located on Customer's premises are relocated solely to suit the convenience of the Customer, the Customer shall reimburse the Company for the entire cost incurred in making such change. Payment of estimated costs shall be required before commencement of such relocation work. Any work performed by GMP on behalf of a customer associated with line extensions, relocations, upgrades, equipment replacements, or other work, which are not specifically covered by the charges contained in this tariff, will be billed to the customer at GMP's actual cost of performing the service including adjustments for utility tax liabilities. The undepreciated cost of any facilities taken out of service less salvage value shall also be billed to the customer. Customers will also be responsible for payment of a non-refundable scoping study fee equal to the cost to GMP of performing the cost estimate.

SERVICE GUARANTEES:

Bills Not Rendered: The Company shall provide a credit of \$25 to any retail Customer whose bill is not rendered within seven (7) days of the Customer's billing cycle. In the event of systemic errors that affect in excess of 1000 customers in the same manner and the same incident (such as programming errors), the amount of service guarantees shall be capped at \$10,000 per incident. The \$10,000 shall be divided equally among all affected customers. Bills that are inaccurate in the Customer's favor where the Company chooses not to collect are excluded. This credit will not apply to accounts that were activated within 10 days prior to the normal billing cycle; accounts that are scheduled to receive a final bill within 10 days after the normal billing



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cycle; sales for resale accounts; station service accounts, and Company use accounts.

Bills Found Inaccurate: The Company shall provide a \$25 credit if a retail Customer's bill is determined to be inaccurate as a result of a Customer complaint or found to be inaccurate by the Company after the bill has been sent to the Customer. In the event of systemic errors that affect in excess of 1000 customers in the same manner and the same incident (such as programming errors), the amount of service guarantees shall be capped at \$10,000 per incident. The \$10,000 shall be divided equally among all affected customers. Bills that are inaccurate in the Customer's favor where the Company chooses not to collect are excluded. This credit will not apply to bills found to be inaccurate strictly as a result of estimation, bills where the inaccuracy does not affect the calculation of the bill, or where the fault does not lie with the Company (i.e., mixed meters due to erroneous Customer third-party install.) Multiple bills for a Customer that are caused by the same error shall be counted as one incident.

New Service Installation: In the case of overhead and underground new service requiring only installation of a service cable or a service connection, the Company shall provide a credit of \$25 to any Customer whose installation is not completed within five (5) business days of the date the Customer has met his or her requirements and is ready for service.

Temporary Service Installation: In the case of overhead temporary service requiring only the installation of a service cable or a service connection, the Company shall provide a credit of \$25 to any Customer whose temporary installation is not completed within five (5) business days of the date the Customer has met his or her requirements and is ready for service.

Disconnects and Reconnects: The Company shall provide a credit of \$25 to any Customer whose disconnect/reconnect is not completed within two (2) business days of notification to the Company of Customer's need.

Move In/Move Out: The Company shall provide a credit of \$25 to any Customer whose move in or move out order is not completed within two (2) business days of the date promised to the Customer on the service order.



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Streetlight and Outdoor Light Repair: The Company shall provide a credit of \$25 to any Customer if repair of a streetlight does not occur within five (5) business days of outage notification by the Customer. Measurement shall begin on the day the notification occurred.



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Streetlight Installation: The Company shall provide a credit of \$25 to any Customer if new installation of less than three streetlights does not occur within five (5) business days of the orders of less than three streetlights and where the existing poles and electric service for the light fixtures already exist. Measurement begins on the date the order was created.

Line Crew Appointment: When an appointment for a line crew is made to do work at a Customer premises, the Company shall provide a credit of \$25 if the crew does not show up within a two (2) hour window of the time the work was scheduled, or by the end of the agreed day if no appointment was scheduled.

General Exclusions to Service Work: When an event outside of the Company's control occurs resulting in the work not being completed as promised, the Company will renegotiate the promised delivery date with the Customer. These events include but are not limited to the following: meter socket not installed correctly; energizing permit not issued; Customer site work or tree trimming not completed; Customer underground conduit/trenching not completed; weather-related delays and delays created as a result of the telephone company not completing their prerequisite work (i.e., pole setting) in a reasonable time frame. Streetlight repair delayed due to bad underground and/or not a streetlight specific problem will be reclassified as general maintenance work. Renegotiated jobs will be reported as 'completed on or before' based on the new renegotiated date not the original date.

Weather related delays shall be defined as provided by the relevant section of the Company's union contract concerning restrictions on outside work during inclement weather. Weather-related delays shall also include: periods when roads are impassable to Company vehicles following heavy rain, snow or spring thaw conditions; and un-availability of Company personnel as a result of service restoration efforts due to storms.

All credits owed to Customers as a result of the Company's failure to meet the service guarantees described in this tariff will automatically be credited without the Customer having to notify the Company. In the event a Customer who is due a credit no longer has an account with the Company at the time the Company determines a credit is due, the Company shall mail a



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check for the credit amount to the Customer's last known address. Annually, any amounts held by the Company as a result of uncashed checks to former Customers shall be donated to a charitable organization of the Company's choice and the recipient and amount reported to the DPS and the Vermont Public Utility Commission (the "Commission").

SPECIAL CHARGES:

Initial Service Charge: When the Company is requested by the Customer to establish a new account with the Company there shall be a charge of \$20.00 for such service.

Disconnection Charges: When service has been disconnected for nonpayment or at the Customer's request there shall be a charge of \$35.00 for such service.

Reconnection Charge: There shall be no charge for reconnection of Customer's service.

Bill Collection Charge: If the Company sends an employee to the Customer's premises solely for the purpose of collection or disconnection service, and the Customer then and there tenders payment in full of the bill to prevent disconnection, then the service shall not be disconnected provided, however, that the Company shall charge such Customer \$35.00.

Returned Check Charge: The Company shall charge \$13.00 for handling a returned check even if the check later clears or is otherwise made good.

Late Payment Charge: Payment for service is due on presentation of the monthly bill. If the Company does not receive payment on or before the next monthly billing date, then a late payment charge of 1% shall be imposed upon the unpaid balance, including any prior unpaid late payment charges. The late payment charge shall be assessed on such unpaid balances once each month after it is initially imposed on an unpaid balance, so long as a balance remains unpaid. The late payment charge is not applicable to residential accounts.

Contract Jobbing on Customer Premises: When the Company agrees to work on Customer's equipment, then it shall charge actual costs, including labor, transportation, materials and other indirect costs. Advance payment on estimates will be required before commencement of work.



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Line Extension Interest Rate: When the Company agrees to finance a Customer's contribution in aid of construction for a line extension, then the rate of interest for monthly installment payments shall be 12% per year.

METERS, METER READING AND METER TESTS:

The Company shall furnish one or more meters and accessory equipment as may be required to determine the quantity and rate of taking electricity by the Customer. In the event the Company is unable to obtain meter readings, or deems it impracticable to make monthly or bi-monthly readings, the Company shall have the right to render a bill based on an estimated consumption. The Company agrees to read all such estimated accounts at least once in every three months.

Customer shall furnish sufficient and proper space for meter installation, which space shall be readily accessible to Company employees.

Upon Customer's request, the Company will test without charge the electric meter or meters, provided that Customer does not demand such tests more frequently than once in twelve months. When Customer requests meter tests within twelve months after the date of the last previous test, s/he may be required by the Company to make a deposit equal to the reasonable cost of such test; such deposit shall be refunded or credited to the Customer if the meter has a positive average error in excess of four percent. Otherwise, the deposit may be retained by the Company. Customer may be present when the Company tests his or her meter or may select an expert or other representative to be present. A written report, giving results of such test, shall be made to the Customer when requested.

Meters which register when there is no load or have measurement error in excess of four percent shall not be kept in service.

CUSTOMER ADVANCED METERING OPT-OUT PROGRAM:

Customers who do not want an advanced meter installed at their premises, for whatever reason, may choose to opt-out of the advanced meter program. Customers choosing to opt-out



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may not have access to various benefits provided by an advanced meter and may no longer be able to be served on certain rate schedules where a manually read meter is unavailable to provide the metering capabilities required by the rate schedule. The Customer is responsible for providing the Company a signed opt-out form. Customers choosing to opt-out will have a manually read meter on their premise. GMP personnel will read the meter either monthly or bi-monthly with estimated reads in the off month. For Customers choosing to opt-out of GMP's advanced meter program during the initial deployment, should they decide at a later date that they would like to have an advanced meter installed or they sell the premise, GMP will replace the manual meter with an advanced meter at no cost. A Customer that has an advanced meter installed and later requests that it be replaced with a manual meter will not be charged for this service.

NON-REGISTRATION OF METER:

In case a meter fails to register the full amount of electricity consumed, the amount of the bill will be estimated by the Company based upon consumption during the periods immediately preceding and subsequent to such defective registration by the meter.

CHARGES AND PAYMENTS:

The Customer shall be responsible for all charges for service furnished him by the Company under the rates as filed with the Commission, from the time service is started until it is finally discontinued. Each Customer is entitled to service at the lowest available rate. The Company will endeavor to assist a Customer at any time in the selection of a rate schedule for which all availability provisions are met, and which may be most favorable to his or her requirements on an annual basis but the Company makes no warranty, express or implied, that the rate schedule will continue to be favorable to the future service requirements of the Customer. Any change in rate shall not be retroactive and shall be changed not more than once in twelve consecutive months.



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DEMAND:

The demand is the greatest use at one time of the Customer's total connected load. It may be estimated or determined by measurement by the Company in all cases where its use is necessary to the application of the rate schedule or rider. After being determined, it shall not be decreased except by mutual agreement between the Customer and the Company. If at any time the measured demand should be found greater than the previously determined or estimated, the same greater demand shall thereafter be taken as the basis of charge. Special permission may be given by the Company at its option, to allow the Customer to increase the maximum load without becoming the basis of charge upon extraordinary occasions, for a certain definite period.

TERMS:

Bills are rendered after each meter reading, monthly or bi-monthly at the option of the Company, and are due when presented unless other terms are provided for in the specific rate on which service is rendered or unless the Company and Customer have entered into a repayment agreement to address a delinquency and that agreement specifies an alternative payment schedule. After a bill becomes overdue, and after giving suitable notice, the Company may discontinue service for nonpayment.

DISCONNECTION:

The Company shall have the right to disconnect its service in accordance with Commission Rules 3.300 and 3.400 and the Company's tariff thereunder. If a Customer relocates and establishes service at other locations, without full payment of the former account, the Company may disconnect the current account for nonpayment of the former account in accordance with Commission Rules 3.300 and 3.400, for accounts of the same Customer class.



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DEPOSITS:

The Company may require a cash deposit or other collateral satisfactory to it as security for prompt payment of the Customer's indebtedness. All deposit requirements and procedures related thereto shall be in accordance with Commission Rule 3.200 and the Company's tariff thereunder.

BUDGET BILLING PLAN:

A Budget Billing Plan is available for Residential Customers and will be based on the Customer's recent twelve-month consumption where available, adjusted for known changes. If sufficient billing data is not available for the Customer, then the Company will make its best estimate of the future consumption over the next twelve-month period. Changes in rates will be reflected in the determination of the billing amount under the plan.

A Customer may elect to participate in the Budget Billing Plan at any time of the year and may pay a past due amount via an extended repayment plan concurrent with the budget plan. Customers billed under the plan may terminate the plan at any time. Customers for whom the plan is terminated will receive billing of all balances due. Such amounts will be due and payable as if rendered as a regular bill.

Every month a Customer billed under the provisions of the Budget Billing Plan will receive the same detailed billing information on the billing statement as a Customer who is not receiving service under the plan, as well as the amount due under the Budget Billing Plan. The Company will reconcile a Customer's Budget Billing Plan annually. Any additional balance due beyond the budget amount will be billed in twelve equal installments during the ensuing twelve months.

Customers billed under the Budget Billing Plan shall be subject to disconnection for nonpayment under the same rules as Customers not receiving service under the plan.

The Company may elect to offer this Budget Billing Plan to non-residential rate classes at its discretion.



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INTERRUPTION OF SERVICE:

The Company shall not be responsible for any failure to supply electric service, nor for interruption, reversed or abnormal voltage that is without willful default or gross negligence on its part. Whenever the integrity of the Company's system or the supply of electricity is threatened by conditions on its system or on the systems with which it is directly or indirectly interconnected, or whenever it is necessary or desirable to aid in the restoration of service, the Company may, on its sole judgment, curtail or interrupt electric service or reduce voltage to some or all of its Customers and such curtailment, interruption or reduction shall not constitute willful default by the Company.

CUSTOMER'S PREMISES:

The Company shall not be liable for damage to the person or property of the Customer, or any other persons resulting from the use or presence of electricity beyond the point of delivery, or the presence of the Company's appliances or equipment on the Customer's premises. The point of delivery is that point at which Company owned conductors first connect to Customer owned facilities. All property owned by the Company and located on the Customer's premises shall be deemed to be personal property and title thereto shall remain in the Company, and the Company shall have the right at the expiration of service to remove all of its property whether affixed to the realty or not. The Company shall keep in repair and maintain its own property installed on the premises of the Customer.

The Company shall have the right of access to the Customer's premises at all reasonable times for the purpose of examining or removing the Company's meters and other appliances and equipment of the Company and of ascertaining the quantity of electricity consumed or supplied.

Furthermore, the Company shall also have the right of access for the disconnection of the service in accordance with applicable Commission Rules.



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The Customer shall not permit access for any purpose whatsoever, except by authorized employees of the Company, to the meter or other appliances and equipment of the Company, or interfere with the same, and shall provide for their safe keeping.

In the event the Company has reasonable grounds to believe that a Customer poses a threat to the safety of Company personnel in the conduct of their duties, and if the Company hires or otherwise employs law enforcement officers or security agents, or other persons acting in that capacity, for the purposes of protecting Company personnel sent to such Customer's premises for disconnection or reconnection of service, collection, meter reading or any other necessary utility service, the Company may charge such Customer the actual costs incurred by the Company for (1) salaries and wages paid by the Company and (2) all expenses reimbursed by the Company to persons acting or employed as such law enforcement officers or security agents.

REGULATORY AUTHORITY APPROVALS:

The Company shall make, or cause to be made, application for any necessary street permits and applications where required to the specified regulatory authorities or assigns and shall not be required to supply service until a reasonable time after such permits are granted. The Customer shall obtain, or cause to be obtained, all permits except street permits or certain other certificates necessary to give the Company or its agents access to the equipment and to enable its conductors to be connected therewith, or for any other proper purposes.

RESALE OF ELECTRICITY:

The Customer shall not directly or indirectly sell or resell, assign, or otherwise dispose of the purchased electricity.



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COMPLIANCE WITH TERMS AND CONDITIONS:

The Company shall have the right to discontinue its service in cases where the Customer fails to comply with or perform any conditions or obligations of these Terms and Conditions, or any other agreement with the Company, in accordance with Commission Rules 3.300 and 3.400 and the Company's Tariffs thereunder.

These terms and conditions are subject to modification or alteration from time to time when such modifications or alterations are filed with the Commission and are ordered or allowed to become effective by said Commission.