



## Rhode Island – Terms and Conditions for Residential and Small Commercial Customers

### 1. Agreement to Purchase Electricity.

**SmartEnergy Holdings, LLC** (“**SmartEnergy**”) is a nonregulated power producer that provides electricity service for residential and small business customers in the State of Rhode Island. **SmartEnergy** is registered as a nonregulated power producer by the **Rhode Island Division of Public Utilities and Carriers** (“**DPUC**”) **Docket #D-96-6, Registration number S7**. Subject to acceptance by **SmartEnergy** and your electric distribution company (“**EDC**”), you agree to purchase, and **SmartEnergy** agrees to supply, all of your electricity, as delivered to you by your **EDC** under the terms and conditions set forth in this document (the “**Terms of Service**”). **SmartEnergy** will be supplying the generation portion of your electricity, and your **EDC** will continue to provide the distribution services. As used herein, the words “we”, “us” and “our” refer to **SmartEnergy**, and the words “you” and “your” refer to the Customer.

2. Agreement and Term. The Terms of Service, Enrollment Form, Internet Enrollment Form, Telephone Verification Recording, Contract Summary and Welcome Letter shall be referred to collectively as the “**Agreement**”. Please retain this document for your records. The term of your **Agreement** begins with the next available meter reading after processing of your enrollment by your **EDC** and **SmartEnergy** as long as your enrollment is processed at least seven calendar days in advance of your next meter read date, and shall continue for three (3) years, unless either you or **SmartEnergy** cancels or terminates it. **SmartEnergy** will provide you with a renewal notification between thirty (30) and sixty (60) days, inclusive, prior to the expiration of the 3-year term of the **Agreement** (“**Renewal Notice**”). In the **Renewal Notice**, **SmartEnergy** will provide information regarding your options going forward. The **Agreement** will not automatically renew.

3. Right to Cancel. You have the right to cancel the **Agreement** without penalty by contacting **SmartEnergy** within three (3) business days following

the date of your authorization to purchase electricity from **SmartEnergy** (the “**Rescission Period**”). To cancel, you may contact **SmartEnergy** in writing by sending Notice to **SmartEnergy Holdings, LLC**, 7450 Tilghman Street, Suite 100, Allentown, PA 18106-9030, by telephone at 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T., or electronically by e-mail to [customer.care@smartenergy.com](mailto:customer.care@smartenergy.com) or by visiting our website at [www.smartenergy.com](http://www.smartenergy.com).

4. Relocation. You are required to provide notice to **SmartEnergy** if you relocate. If you relocate, a final reading will be made at your old address, and your account with both the **Utility** and **SmartEnergy** will be terminated. You will be obligated to pay for the electricity supply service provided through the date the termination due to relocation becomes effective, including without limitation, any applicable **Utility** fees or charges. If you relocate within your **Utility**’s service territory, you may be able to enter into a new electricity supply agreement with **SmartEnergy**.

5. Disconnection of Service. Only your **EDC** has the ability to disconnect your service. Failure to make full payment of **EDC** charges may result in you being disconnected in accordance with your **EDC**’s tariff.

6. Pricing. **SmartEnergy** does not require a security deposit to initiate service. For the first six (6) months of the term of the **Agreement** you will pay the variable rate set forth at the time of enrollment and confirmed in the Contract Summary. At the end of the first six (6) months and every six (6) months thereafter, you will pay a variable rate set by **SmartEnergy**. Variable rates will be determined as follows:

a. The rate for electricity will be a variable rate that may be higher or lower each six (6) months and will be set in **SmartEnergy**’s sole discretion. **SmartEnergy** typically considers some or all of the following factors when setting its variable rates:

- publicly available competitor pricing;
- strategic business objectives;
- customer retention or attrition;
- market volatility or uncertainty;

- anticipated customer usage;
- the cost of procuring power including wholesale prices, ancillary service costs, capacity auctions, **EDC** fees, and transmission and distribution losses;
- weather, supply congestion and infrastructure issues;
- legal or regulatory issues; and
- profit margin.

This list of factors is not exhaustive, and no single factor will determine the rate. Some factors may be estimated or projected, and the factors **SmartEnergy** considers may be weighed differently every six (6) months. **SmartEnergy** may spread sudden cost increases over multiple billing cycles so that its customers do not bear the burden of such increases in a single month. In addition, **SmartEnergy** seeks to acquire the majority of its anticipated electricity supply in advance rather than from the spot market. For all of these reasons, the variable rate may not correlate with changes in wholesale market prices, with the **EDC's** rate or with other suppliers' rates. The variable rate will be multiplied by the amount of electricity you use in the billing cycle to determine the generation portion of your bill, plus any applicable fees, charges or taxes. The variable rate assigned to any particular individual account may vary from the rate assigned to any other particular individual account, even though such accounts may be in the same **EDC** rate class. **SMARTENERGY WILL SEND YOU NOTICE OF EACH RATE CHANGE NOT LESS THAN 15 DAYS BEFORE IT TAKES EFFECT.** To access current and future rates, contact one of our customer care representatives at 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T. THERE IS NOT A LIMIT ON HOW MUCH THE RATE MAY CHANGE EVERY SIX (6) MONTHS. **However, depending on the product and plan that you select, the variable rate applicable to your Agreement may have limits on price variability (monthly increases, lifetime cap, etc.) which if applicable will be indicated in the Disclosure Summary and Welcome Letter.**

b. Depending on the product and plan that you select, you may be billed a monthly customer charge, which if applicable, will be indicated in the Welcome Letter or the Contract Summary.

c. For both fixed-rate and variable-rate plans, **SmartEnergy's** price does not include, and you will be billed by the **EDC** for, charges related to the delivery of electricity, including but not limited to, the price of transmission and distribution, the system benefits charge, stranded cost recovery charge, and taxes.

d. **SmartEnergy's** prices may be higher or lower than your **EDC's** rate in any given month.

e. If you enrolled in an offer to receive one month of free electricity, the free portion applies only to generation charges from **SmartEnergy** and will not apply to charges from your **EDC** for delivery services in the month you receive free generation service. You must complete the instructions and return the form provided with your Welcome Letter to receive the free month of electricity.

f. Historical pricing is not indicative of present or future pricing.

7. **Billing.** If at any time during the term of this Agreement your **EDC** does not provide consolidated billing for your account, you will be billed by **SmartEnergy** for any charges owed to **SmartEnergy**. In that case, you will be billed separately by your **EDC** for any taxes, distribution charges or other utility fees and charges. **SmartEnergy** will pass through to you all charges related to the collection of past due charges, including but not limited to, collection agency fees, legal and court fees and account termination fees.

8. **Market Adjustment.** Certain **EDC** customers receiving standard offer service under who enroll with a competitive supplier may be subject to an **EDC** billing adjustment. If applicable this billing adjustment will appear on your **EDC** bill and may be a credit or a charge, depending on **EDC** rates at the time. **SmartEnergy** is not responsible for any **EDC** billing adjustment and does not receive these fees.

9. **Renewable Energy and Renewable Energy Credits.** If you have selected a renewable energy product from **SmartEnergy**, your rate includes an additional charge for the purchasing of Renewable Energy Certificates and the following provision applies: **SmartEnergy** will, either directly and/or through its

affiliate(s), retire, on your behalf, non-certified Renewable Energy Credits (“RECs”) resulting from electricity generated from renewable energy sources, which may include solar, wind, geothermal, biomass, biogas, or low-impact hydro, in an amount matching either all of your usage for a calendar year or the renewable content amount specified in your plan description. Each REC represents 1,000 kilowatt hours. You will not have electricity from a specific generation facility delivered directly to your meters; but, through this product, you can support generators of renewable energy that provide electricity to the electricity grid. Renewable energy source availability and generation varies hour-to-hour and from season-to-season, as does all customer electricity usage. **SmartEnergy** relies on regional system power from the grid to serve its customers' minute-by-minute consumption. But, through retirement of RECs by **SmartEnergy**, on behalf of customers, **SmartEnergy** will acquire enough RECs to match either all of your usage or the renewable content amount specified in your plan description. **SmartEnergy** may take up to six (6) months after the end of a calendar year to retire RECs needed to fulfill this product. **SmartEnergy** will not be liable to you or any other party for any advertising assertions related to this product including, without limitation, any claim or liability arising from a representation made as to the “green” or “carbon free” nature of the electricity or this product.

10. **Billing.** You will receive one bill from your **EDC** monthly, in which your **SmartEnergy** supply charges will be listed separately from your **EDC**'s delivery charges. Your **EDC** may or may not charge a fee for switching service to **SmartEnergy**. **SmartEnergy** may offer budget billing for the generation portion of the bill if permitted by your **EDC**. **SmartEnergy** does not require a deposit for its service. If at any time during the term of this Agreement your **EDC** does not provide consolidated billing for your account, you will be billed by **SmartEnergy** for any charges owed to **SmartEnergy**. In that case, you will be billed separately by your **EDC** for any taxes, distribution charges or other **EDC** fees and charges. **SmartEnergy** will pass through to you all charges related to the collection of past due charges, including but not limited to, collection agency fees, legal and court fees and account termination fees. The electric supply portion of your **EDC** bill will include your current charges for electricity supply. If you want to

compare the price in this Agreement to your existing service, consult your **EDC** bill and the terms of service with your supplier or your **EDC**'s tariff.

11. **Payment.** Your payment is due by the date specified in your **EDC** bill, and late payments will be subject to interest at 1.5% per month or the highest amount allowable under applicable law, whichever is lower. The **EDC** will set your payment due date and the payment address.

12. [RESERVED]

13. **Information Release Authorization.** You authorize **SmartEnergy** to obtain and review information regarding your credit history from credit reporting agencies and other information from your **EDC**, including but not limited to the following: account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, public assistance status, meter readings, characteristics of electricity service and, when charges under the Agreement are included on your **EDC** bill, billing and payment information. This information may be used by **SmartEnergy** to determine whether it will commence and/or continue to provide electricity to you. Such information may be disclosed to a third-party if (a) required by law; (b) such disclosure is to a third party service provider under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to us; (c) in connection with your electric generation service; and (d) to our affiliates and subcontractors for marketing purposes. Your acceptance of the Agreement is an authorization for the release of this information to **SmartEnergy**. This authorization will remain in effect during the term of the Agreement. You may rescind this authorization at any time by providing Notice thereof to **SmartEnergy** or calling 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T. **SmartEnergy** reserves the right to cancel the Agreement on fifteen (15) calendar days' Notice in the event you rescind such authorization.

14. **Estimated Meter Readings.** The **EDC** may estimate your usage under regulations set by the **Rhode Island Public Utilities Commission (“PUC”)**.

The **EDC** must take an actual reading at least every other billing cycle and its procedure for estimated meter readings must be approved by **PUC**. The bill will clearly indicate if it is an estimated reading by use of the word “ESTIMATE” on the bill, in close proximity to the estimated amount.

15. **Standard Offer Service Availability.** The State of Rhode Island provides its citizens with the right to standard offer service from the **EDC**. Basic service is power supply you receive from your **EDC** if you do not receive service from a competitive supplier. You are eligible to receive standard offer service at any time and to continue to receive it indefinitely.

16. **Early Termination.** You may cancel this Agreement at any time, for any reason, without fees or penalties. To cancel, you may contact **SmartEnergy** by mail, telephone, or electronically at the contact information provided above. If you cancel this Agreement, you agree to pay for the electricity supplied by **SmartEnergy** through the date that another company begins to supply electricity to you. You are responsible for all charges incurred through the date that makes your cancellation effective and for any fees incurred by **SmartEnergy** in collecting any unpaid amounts due. If you switch back to your **EDC** you may or may not be served under the same rates, terms, and conditions that apply to other customers served by your **EDC**.

17. **Events of Default.** An Event of Default shall mean: (i) failure to make any payment required under the Agreement when due; (ii) the failure to take electric supply when delivered under the terms of the Agreement; (iii) significant downgrading of your credit rating since the effective date of the Agreement, as determined by **SmartEnergy** in its sole discretion; (iv) if you file a petition or otherwise commence, authorize or acquiesce in the commencement of a proceeding or cause of action under any bankruptcy or similar law for the protection of creditors, or have such petition filed against you and such petition is not withdrawn or dismissed for twenty (20) days after such filing; or (v) you are unable to pay your debts as they are due and such inability is not cured within ten (10) days after **SmartEnergy** provides you with written Notice.

a. Remedy for Event of Default. **SmartEnergy**

has the right to terminate the Agreement according to Section 16 below if an Event of Default by you occurs.

b. Collection of Past Due Charges. **SmartEnergy** will pass through to you all charges related to the collection of past due charges, including but not limited to, collection agency fees, legal and court fees and account termination fees.

18. **Termination of Service by SmartEnergy.** **SmartEnergy** may terminate electricity supply service to you for an Event of Default (defined in Section 15 above) by you, provided that **SmartEnergy** provides you with at least thirty (30) days’ advance written Notice for you to cure the Event of Default before the termination is effective (the “Termination Notice”). If the Event of Default is not cured, the services will be terminated, and you will then receive electricity from your **EDC** or will be given the opportunity to choose a different electricity supplier. You will be responsible to pay for electricity consumed prior to termination. In addition, in the event of a change in applicable law or regulation that prevents or prohibits **SmartEnergy** from performing under the terms of this Agreement, or for any other reason, **SmartEnergy** reserves the right to terminate this Agreement by giving you at least thirty (30) days’ advance written Notice. Upon any termination of this Agreement, you will return to receiving standard offer service from your **EDC** unless you have selected another electricity supplier.

19. **Legal Notice.** All notices to be given hereunder (“Notice”) will be in writing and delivered as specified in the Agreement to both you and **SmartEnergy**, as applicable, by mail (to **SmartEnergy** at 7450 Tilghman Street, Suite 100, Allentown, PA 18106-9030), or by email (to **SmartEnergy** at [customer.care@smartenergy.com](mailto:customer.care@smartenergy.com)). Notice will be effective upon either confirmation of receipt by the person to whom it is addressed, or when delivery is confirmed by the carrier, whichever is earlier.

20. **Miscellaneous.**

a. Communications. You will receive all communications from **SmartEnergy** via US mail unless you contact us to change your preferred method of communication: (1) electronic-mail, or (2) written correspondence delivered by U.S. mail. If you would

prefer to receive all communications by electronic mail, then call us at 1-800-443-4440 (toll-free). If you have any questions regarding this Agreement, contact **SmartEnergy** using the information above.

b. Dispute Resolution. You agree to contact **SmartEnergy** at 1-800-443-4440 (toll-free) Monday through Friday from 8:00 a.m. to 7:00 p.m. E.T., and Saturday from 9:00 a.m. to 6:00 p.m. E.T., or by mail addressed to **SmartEnergy Holdings, LLC**, 7450 Tilghman Street, Suite 100, Allentown, PA 18106-9030 or by email at [customer.care@smartenergy.com](mailto:customer.care@smartenergy.com) regarding any dispute related to this Agreement.. If your complaint is not resolved after you have called **SmartEnergy** and/or your **EDC**, residential and business customers may contact the **DPUC** at 1-401-780-9700, [www.ripuc.org](http://www.ripuc.org).

c. Emergencies and Customer Service. In the event of an emergency such as a power failure or downed power line, service interruption or other emergency, contact **National Grid** at 1-800-465-1212.

d. Assignment. You may not assign your rights or obligations under this Agreement without **SmartEnergy's** express written consent. **SmartEnergy** may sell, transfer, pledge, or assign the accounts, revenues, or proceeds due to it under this Agreement, and may also assign its interest in this Agreement to another electric supplier or other entity as permitted by law.

e. Publicity. When you provide a testimonial or win a contest, **SmartEnergy** shall be entitled to disclose and publicize your identity as a customer of **SmartEnergy** on its website and in any other marketing material.

f. Entire Agreement. This Agreement is the entire agreement between you and **SmartEnergy** and supersedes any prior written or verbal agreements. This Agreement is binding upon you and **SmartEnergy** and each of its respective successors and permitted legal assigns. This Agreement is not intended to benefit any third party.

g. Representations and Warranties, Limitation of Liability and Arbitration. The electricity supplied by **SmartEnergy** under this Agreement will be purchased

from a variety of sources. SMARTENERGY MAKES NO REPRESENTATIONS OR WARRANTIES OTHER THAN THOSE EXPRESSLY SET FORTH IN THIS AGREEMENT, AND EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE. SMARTENERGY'S LIABILITY UNDER THIS AGREEMENT SHALL BE LIMITED TO DIRECT, ACTUAL DAMAGES ONLY, WHICH WILL NOT EXCEED THE AMOUNT OF YOUR SINGLE LARGEST MONTHLY INVOICE DURING THE PRECEDING TWELVE (12) MONTHS. NEITHER SMARTENERGY NOR ANY OF ITS AFFILIATES OR SUBCONTRACTORS SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE OR OTHER DAMAGES, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON A CLAIM RELATING TO CONTRACT, TORT, WARRANTY, NEGLIGENCE, STRICT LIABILITY, LOST PROFITS, BREACH, NON-PERFORMANCE OR ANY OTHER BASIS. YOU AND SMARTENERGY WAIVE THE RIGHT TO A JURY TRIAL IN CONNECTION WITH ANY DISPUTE ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT. BOTH SMARTENERGY AND YOU AGREE NOT TO INITIATE OR BECOME A PARTY TO ANY CLASS ACTION SUIT OR PROCEEDING ARISING OUT OF OR RELATING TO THIS AGREEMENT.

h. Arbitration. If your complaint or dispute is not resolved through contact with our customer service department as described above, you agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction. Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. Please visit [www.smartenergy.com/resolvingdisputes](http://www.smartenergy.com/resolvingdisputes) for the full terms and conditions that govern your agreement to resolve any disputes arising under this Agreement through binding arbitration or small claims court. Arbitration or other process for complaint resolution between **SmartEnergy** and a residential or small commercial customer shall be conducted in Rhode Island pursuant to Rhode Island law and applicable federal law.

i. Force Majeure. **SmartEnergy** will make



commercially reasonable efforts to provide electricity supply but does not guarantee continuous service. **SmartEnergy** is not responsible for power outages or other events outside its control that may prevent **SmartEnergy** from supplying electricity (collectively, "Force Majeure Events"), including without limitation, acts of God or governmental authority, accidents, labor disputes, required maintenance, your **EDC's** non-performance, including without limitation, an outage, or changes in laws of any governmental authority or any other cause beyond **SmartEnergy's** control. **SmartEnergy** shall not be liable to you for any interruptions caused by a Force Majeure Event.

j. **Governing Law.** This Agreement shall be construed under and shall be governed by the laws of the State of Rhode Island without regard to the application of its conflicts of law principles.

k. **Non-Waiver; Severability.** The failure by one party to require performance of any provision shall not affect that party's right to require performance at any time thereafter, nor shall a waiver of any subsequent breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself. If any provision of this Agreement is held unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of this Agreement shall remain in full force and effect.

l. **Amendments.** **SmartEnergy** may change, modify or amend this Agreement at any time (each a "Change"). Each Change will be made by **SmartEnergy** in the manner required by applicable law. Each Change will be posted on **SmartEnergy's** website ([www.smartenergy.com](http://www.smartenergy.com)), and you will receive individual notice of the Change if required by applicable law. You should review the website periodically for applicable Changes. Your continued use of **SmartEnergy's** products and services following a Change constitutes your acceptance of this Agreement as so Changed.

21. **Environmental Disclosure Label.** An Environmental Disclosure Label specifying the approximate generation resource mix and environmental characteristics of the power supply being offered under this Agreement can be found on the **SmartEnergy** website at [www.smartenergy.com](http://www.smartenergy.com). **SmartEnergy** will provide via your preferred method of

communication a printed copy of the environmental disclosure information upon request and periodically to the extent required by applicable law. **SmartEnergy** will not be liable to you or any other party for any advertising assertions related to this product including, without limitation, any claim or liability arising from a representation made as to the "green" or "carbon free" nature of the electricity or this product.

22. **Electric Emergencies and Power Quality.** The **EDC** will continue to operate the electric transmission lines and to maintain responsibility for power outages and for power quality. You will hold **SmartEnergy** harmless in the event of a loss of power caused by any entity other than **SmartEnergy**. If you have an electrical emergency, power outage or reduction in power quality, you should contact your **EDC** at its telephone number for emergencies.