

## **ELECTRIC SERVICE AGREEMENT**

This Electric Service Agreement ("ESA" or "Agreement") is entered into by and between **Direct Energy Services, LLC**, a Delaware Limited Liability Company with its principal place of business at 804 Carnegie Center, Princeton NJ 08540 ("Competitive Supplier"), and the **Town of Hadley**, a Massachusetts municipal corporation, located at 100 Middle Street, Hadley, MA 01035 (the "Municipality").

### **Recitals**

WHEREAS, the Massachusetts Legislature has adopted Chapter 164 of the Electric Utility Restructuring Act of 1997, ("Restructuring Act"), which among other things, (1) allows for competition in the generation and supply of electricity to consumers, (2) authorizes municipalities to aggregate the electrical load of electricity consumers within their boundaries, and (3) allows municipal aggregators to formulate an aggregation plan and conduct aggregation programs;

WHEREAS, Municipality has developed a Community Electricity Aggregation Program ("Program") to aggregate consumers located within the Municipality and to negotiate competitive rates for the supply of electricity for such consumers;

WHEREAS, the Program allows Municipality to solicit competitive bids for the supply of electricity individually or as part of a buying group with other municipal aggregators;

WHEREAS, the Municipality has received approval of its Program from the Massachusetts Department of Public Utilities ("Department") in D.P.U. 17-173 on September 12, 2018;

WHEREAS, Good Energy, L.P. ("Consultant") has been authorized by Municipality to develop, implement, and administer the Program;

WHEREAS, Competitive Supplier, a corporation duly authorized to conduct business in the Commonwealth of Massachusetts ("Competitive Supplier"), desires to provide All-Requirements Power Supply to consumers located within the Municipality, pursuant to the terms and conditions of the Municipality's Program and this Electric Service Agreement ("ESA"); and

WHEREAS, the Municipality desires that the Competitive Supplier provide All-Requirements Power Supply as an alternative to Basic Service for consumers within the Municipality.

NOW THEREFORE, IT IS AGREED THAT, the Municipality and the Competitive Supplier hereby enter into this ESA subject to the terms and conditions below.

## ARTICLE 1 DEFINITIONS

Capitalized terms that are used but not defined in the body of this ESA, including the Exhibits hereto, shall be defined as set forth in this Article 1. Words defined in this Article 1 which are capitalized shall be given their common and ordinary meanings when they appear without capitalization in the text. Words not defined herein shall be given their common and ordinary meanings.

1.0 Associated Entities – Any and all of the independent contractors and subcontractors of the Competitive Supplier or of any of its corporate parents or subsidiaries, which provide goods or services to, or in any way assist, the Competitive Supplier in meeting its obligations under the ESA, but specifically excluding the Local Distributor.

1.1 All-Requirements Power Supply - The service under which the Competitive Supplier provides all of the electrical energy, capacity, reserves, and ancillary services, transmission services, transmission and distribution losses, congestion management, and other such services or products necessary to provide firm power supply to Participating Customers at the Point of Sale. This supply service also includes any costs associated with providing Required Renewable Energy Resources, Other Required Resources and Voluntary RECs as specified in Exhibit A.

1.2 Bankruptcy - With respect to a Party, an event of Bankruptcy shall be deemed to have occurred if such Party (i) ceases doing business as a going concern, generally does not pay its debts as they become due or admits in writing its inability to pay its debts as they become due, files a voluntary petition in bankruptcy or is adjudicated bankrupt or insolvent, or files any petition or answer seeking any reorganization, arrangement, composition, readjustment, liquidation, dissolution or similar relief under the present or any future federal bankruptcy code or any other present or future applicable federal, state or other Governmental Rule, or seeks or consents to or acquiesces in the appointment of any trustee, receiver, custodian or liquidator of said Party or of all or any substantial part of its properties, or makes an assignment for the benefit of creditors, or said Party takes any corporate action to authorize or that is in contemplation of the actions set forth in this clause (i); or (ii) if a proceeding is initiated against the Party seeking any reorganization, arrangement, composition, readjustment, liquidation, dissolution or similar relief under the present or any future federal bankruptcy code or any other Governmental Rule and, such proceeding is not dismissed within ninety (90) days after the commencement, or any trustee, receiver, custodian or liquidator of said Party or of all or any substantial part of its properties is appointed without the consent or acquiescence of said Party, and such appointment is not vacated or stayed on appeal or otherwise within ninety (90) days after the appointment, or, within ninety (90) days after the expiration of any such stay, has not been vacated, provided that, notwithstanding the foregoing, the exercise of rights to take over operation of a Party's assets, or to foreclose on any of a Party's assets, by a secured creditor of such Party (including the appointment of a receiver or other representative in connection with the exercise of such rights) shall not constitute a Bankruptcy.

1.3 Basic Service - As defined in M.G.L. c. 164, § 1 and in orders of the Department, as amended or promulgated, as the case may be, from time to time. The Fixed Basic Service Rate is the price of the default generation service supplied by the Local Distributor, which is fixed for a period of three to six months.

1.4 Commercially Reasonable - Any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known, or which in the exercise of due diligence at the time the decision was made, would have been expected in the industry to accomplish the desired result consistent with reliability, safety, expedition, project economics and applicable law and regulations.

1.5 Competitive Supplier – The corporation identified at the top of page one of this ESA, which is duly authorized to conduct business in the Commonwealth of Massachusetts.

1.6 Delivery Term - The period for which prices for All-Requirements Power Supply have been established, as set forth in Exhibit A.

1.7 DPU or Department - The Massachusetts Department of Public Utilities or any successor state agency.

1.8 EDI - Electronic Data Interchange: The exchange of business data in a standardized format between business computer systems.

1.9 Effective Date - The later date on which this ESA is executed by the Parties.

1.10 Eligible Customers - Residential, business, industrial, municipal, or other consumers of electricity located within the geographic boundaries of the Municipality who receive Basic Service from the Local Distributor's distribution or transmission system as of the Effective Date ("Basic Service Customers"), or New Eligible Customers that subsequently become eligible to participate in the Program at one or more locations within the geographic boundaries of the Municipality. Pursuant to the Department's Order on Eligible Customers, D.P.U. 16-10 (2017), Eligible Customers shall include: (1) Basic Service Customers except as specifically excluded herein; (2) Basic Service Customers who have indicated that they do not want their contact information shared with competitive suppliers for marketing purposes; and (3) customers receiving Basic Service plus an optional green power product that allows concurrent enrollment in either Basic Service or competitive supply. Eligible Customers shall exclude: (1) Basic Service Customers who have asked their Local Distributor to not enroll them in competitive supply; (2) Basic Service Customers enrolled in a green power product program that prohibits switching to a competitive supplier; and (3) customers receiving competitive supply service.

1.11 ESA - This Electric Service Agreement.

1.12 Force Majeure - Any cause not within the reasonable control of the affected Party which precludes that party from carrying out, in whole or in part, its obligations under this

ESA, including, but not limited to, Acts of God; winds; hurricanes; tornadoes; fires; epidemics; landslides; earthquakes; floods; other natural catastrophes; strikes, lock-outs or other industrial disturbances; acts of public enemies; acts, failures to act or orders of any kind of any governmental authorities acting in their regulatory or judicial capacity, provided, however, that any such discretionary acts, failures to act or orders of any kind by the Municipality may not be asserted as an event of Force Majeure by the Municipality; insurrections; military action; war, whether or not it is declared; sabotage; riots; civil or industrial disturbances or explosions. Nothing in this provision is intended to excuse any Party from performing due to any governmental act, failure to act, or order, where it was reasonably within such Party's power to prevent such act, failure to act, or order. Economic hardship of either Party shall not constitute an event of Force Majeure.

1.13 General Communications - The type of communications described and defined in Article 5.7 herein.

1.14 Governmental Authority - Any national, state or local government, independent system operator, regional transmission owner or operator, any political subdivision thereof or any other governmental, judicial, regulatory, public or statutory instrumentality, authority, body, agency, department, bureau, or entity, excluding the Municipality.

1.15 Governmental Rule - Any law, rule, regulation, ordinance, order, code, permit, interpretation, judgment, decree, or similar form of decision of any Governmental Authority having the effect and force of law.

1.16 ISO-NE - The New England Independent System Operator, or such successor or other entity which oversees the integrated dispatch of power plants in New England and the bulk transmission of electricity throughout the New England power grid.

1.17 kWh, kW - Kilowatt-hour and kilowatts, respectively.

1.18 Large Business Consumer –A large commercial and industrial (“Large C&I”) consumer with a rate class as defined by the Local Distributor, per the chart in Exhibit A.

1.19 Local Distributor - Utility, or any successor company(ies) or entity(ies) providing electricity distribution services in the Municipality.

1.20 NEPOOL - The New England Power Pool.

1.21 New Eligible Customers - Residential, business, industrial, municipal, or other consumers of electricity that become Eligible Customers after the Effective Date and have not previously elected to opt-out of the Program.

1.22 New Taxes - Any taxes not in effect as of the Effective Date enacted by a Governmental Authority or the Municipality, to be effective after the Effective Date with respect to All-Requirements Power Supply, or any Governmental Rule enacted and effective

after the Effective Date resulting in application of any existing tax for the first time to Participating Customers.

1.23 Other Required Resources: Certificates matching the requirements of (a) Alternative Energy Portfolio Standard and (b) Clean Peak Energy Standard starting with current requirements on the Start Date or paying the applicable alternative compliance payment imposed by the relevant Massachusetts regulatory authority. For the avoidance of doubt, the Alternative Energy Portfolio Standard is defined as per M.G.L. c. 25A, § 11F 1/2 and 225 CMR 16.00, and the Clean Peak Energy Standard is defined as per M.G.L. c. 25A, § 17 and 225 CMR 21.00.

1.24 Participating Customers - Eligible Customers enrolled in the Program.

1.25 Parties - The Municipality and Competitive Supplier, as the context requires. In the singular, "Party" shall refer to any one of the preceding.

1.26 Plan - Community Electricity Aggregation Program as adopted or amended by the Municipality from time to time, and as approved by the Department. The Aggregation Plan is a plan developed by the Municipality to aggregate electricity consumers for the primary purpose of negotiating the best rates for the supply of electricity for such consumers.

1.27 Point of Delivery - The point of interconnection between NEPOOL Pool Transmission Facilities and the transmission facilities of the Local Distributor.

1.28 Point of Sale - The electric meter for each Participating Customer's account, as designated by the Local Distributor.

1.29 Product - A unique All-Requirements Power Supply option offered to Eligible Customers at a specific price and containing a specific combination of energy services and attributes unique from other products.

1.30 Program - Community Electricity Aggregation Program, under which, the Plan is described and implemented.

1.31 Regulatory Event – Implementation of a new, or changes to an existing, Governmental Rule by a Governmental Authority (including without limitation a decision by a court of competent jurisdiction, and changes to tariffs, market rules, operating protocols and definitions) that have a material effect on the services and transactions contemplated by this ESA, including changes to a Governmental Rule that increase or decrease Competitive Supplier's costs. A "change" as used herein includes any amendment, modification, nullification, suspension, repeal, finding of unconstitutionality or unlawfulness, or any change in construction or interpretation, provided that the cost impact of such "change" was not known as of the Effective Date.

1.32 Renewable Energy - Electric energy generated by equipment or facilities including

solar power, biomass, landfill gas, wind turbine, hydro power or other renewable energy generating resource or technology, as may be defined by M.G.L. c. 25A, § 11F, § 11F1/2, or M.G.L. c. 164, § 1, or, that may be otherwise added by mutual agreement of the Parties.

1.33 Renewable Energy Certificates (RECs) – An instrument that identifies the relevant generation attributes of each MWh produced by a renewable generation unit and is used to provide proof of purchases of energy to comply with the requirements and standards as specified in Exhibit A.

1.34 Replacement RECs – When Voluntary RECs are supplied under this Agreement by a REC Supplier, Replacement RECs are RECs to be provided by the Competitive Supplier in the event the REC Supplier defaults under, or terminates, the REC Purchase Agreement prior to termination of the ESA as provided in Article 8.2.

1.35 Required Renewable Energy Resources - RECs matching the respective requirements of: (a) Clean Energy Standard (including Renewable Portfolio Standard (RPS) Class I), (b) Clean Energy Standard for existing clean generation units, (c) RPS Class II renewable energy, and (d) RPS Class II waste-to-energy starting with current requirements on the Start Date or paying the applicable alternative compliance payment imposed by the relevant Massachusetts regulatory authority. For the avoidance of doubt, the Clean Energy Standard and Clean Energy Standard for existing clean generation units are defined as per M.G.L. c. 21A, §§ 2, 8, and 16, M.G.L. c. 21N, §§ 2(a)(5), 3(c), 4, and 7, M.G.L. c. 111, §§ 2C and 142A – 142E, and 310 CMR 7.75, the RPS Class I is defined as per M.G.L. c. 25A, § 11F and 225 CMR 14.00, and the RPS Class II and RPS Class II waste energy are defined as per M.G.L. c. 25A, § 11F and 225 CMR 15.00.

1.36 Retail Price - The rate(s) set forth in Exhibit A that the Supplier will charge to Participating Consumers for each Product.

1.37 Service Commencement Date – As set forth in Exhibit A.

1.38 Term - As defined in Article 4.1.

1.39 Voluntary RECs – RECs exceeding the Required Renewable Energy Resources, as specified in Exhibit A.

## ARTICLE 2 RIGHTS GRANTED

### 2.1 GENERAL DESCRIPTION AND LIMITATIONS

Competitive Supplier is hereby granted the exclusive right to provide All-Requirements Power Supply to Participating Customers pursuant to the terms of the Program and this ESA. For the avoidance of doubt, Competitive Supplier shall be authorized to supply All-Requirements Power Supply only to Participating Customers, and the Local Distributor will

continue to have the right and obligation to supply electricity to Eligible Customers who opt-out of the Program and remain on, or return to, Basic Service, until changes in law, regulation or policy may allow otherwise. Competitive Supplier further recognizes that this ESA does not guarantee that any individual Eligible Customer will be served by the Competitive Supplier.

In accordance with Article 3 below, all Eligible Customers shall be automatically enrolled in the Program unless they choose to opt-out. As between the Parties, the Competitive Supplier has the sole obligation of making appropriate arrangements with the Local Distributor, and any arrangements which may be necessary with the ISO-NE so that Participating Customers receive the electricity supplies to be delivered pursuant to this ESA.

The Municipality shall specifically authorize the Local Distributor to provide, and Competitive Supplier the right to obtain and utilize as required, all billing and energy consumption information for Participating Customers as is reasonably available from the Local Distributor. Competitive Supplier shall request consumption data for individual Participating Customers from the Local Distributor via EDI. If further action is required by the Local Distributor to authorize Competitive Supplier to receive such consumption and billing data, the Municipality agrees to use Commercially Reasonable efforts, at Competitive Supplier's cost, to assist Competitive Supplier, if so requested by it, in obtaining such information for Participating Customers, including, without limitation, assisting Competitive Supplier in obtaining permission from such Participating Customers and/or the Department, where necessary as a prerequisite to the provision of such information. Competitive Supplier shall not be responsible for any errors that Competitive Supplier makes in the provision of All-Requirements Power Supply to the extent both that: 1) such errors are caused by errors or omissions in the information provided to it by the Local Distributor; and 2) it was reasonable for the Competitive Supplier to rely upon that provided information. The Municipality shall not be responsible for any such errors by the Competitive Supplier in any event.

## 2.2 NO THIRD PARTY BENEFICIARIES

This ESA does not and is not intended to confer any rights or remedies upon any person other than the Parties. This ESA facilitates rights under M.G.L. c. 164 for Eligible Customers to purchase electricity from the Competitive Supplier in accordance with the Plan and this ESA. The Municipality has the right, but not the obligation, to advocate on behalf of the Eligible Customers interested in contracting for electric supply and on behalf of all Participating Customers, unless otherwise prevented by law.

## 2.3 COMPLIANCE WITH LAWS

By entering into this ESA, the Parties specifically represent that they have exercised due diligence to review and have fully complied with all relevant regulations and orders of the DPU, Massachusetts Attorney General, and the Massachusetts Department of Energy Resources ("DOER") and any other governmental authorities having jurisdiction over any element of the transactions contemplated by this ESA. Competitive Supplier specifically

represents that it has exercised due diligence to review and has fully complied with all relevant regulations and orders of the Federal Energy Regulatory Commission ("FERC").

## 2.4 CONDITIONS PRECEDENT

The Municipality's obligations under this ESA shall be conditioned upon the Competitive Supplier, by itself or through Competitive Supplier's affiliate or contracted wholesale power marketer, fulfilling the following requirements by the Service Commencement Date:

- a) maintain Competitive Supplier's license from the Department (as such term is defined in the Local Distributor's Terms and Conditions for Competitive Suppliers);
- b) execute an Electric Supplier Service Agreement with the Local Distributor in a form reasonably satisfactory to Competitive Supplier;
- c) execute any appropriate ISO-NE applications and agreements;
- d) obtain authorization from the FERC to sell power at market-based rates;
- e) complete EDI testing with Local Distributor; and
- f) provide all other documentation and satisfy all other conditions required by the Local Distributor for Competitive Supplier to carry out its obligations under this ESA.

## 2.5 OWNERSHIP AND USE OF ELIGIBLE CUSTOMER DATA

Competitive Supplier acknowledges and agrees that: 1) all Eligible Customer data (including addresses, telephone numbers or other identifying information) made available to Competitive Supplier as an agent of Municipality for such data must be protected from disclosure to third parties by the Competitive Supplier and its Associated Entities to the fullest extent possible under the law; 2) the Competitive Supplier does not hold any permanent right, title or interest in this data; and 3) this data is to be obtained, retained and used by the Competitive Supplier and its Associated Entities solely to provide All-Requirements Power Supply to Participating Customers and to render other services expressly required or permitted under this ESA. Any other use of Eligible Customer data without the prior written consent of the Municipality is strictly prohibited. Pursuant to such authorized use, Competitive Supplier may share such Eligible Customer data with Associated Entities as reasonably necessary to accommodate Competitive Supplier's provision of All-Requirements Power Supply or other performance pursuant to this ESA (including, without limitation, collection of receivables), provided that Competitive Supplier will take reasonable measures to inform any such Associated Entities of the confidential nature of such data and the restrictions set forth in this Article 2.5 and elsewhere in this ESA. Except as expressly provided in this ESA, and as otherwise permitted by law, Competitive Supplier and its Associated Entities shall not disclose any Eligible Customer data to any third-party and Competitive Supplier and its Associated Entities shall take all Commercially Reasonable measures to protect Eligible Customer data from access by, or beneficial use for, any third-party. To the extent that the provision of All-Requirements Power Supply or other services under this ESA requires that Competitive Supplier and its Associated Entities have access to or make use of any Eligible Customer data, Competitive Supplier and its Associated Entities shall treat such Eligible Customer data as confidential information. Competitive Supplier



may use Eligible Customer data to engage in direct marketing only during the term of this ESA and subject to the terms set forth in Article 18.2. A violation of this Article 2.5 shall be grounds for termination under Article 4.2(a). Competitive Supplier agrees violation of this Article 2.5 shall constitute irreparable harm.

## 2.6 LIMITATIONS ON COMMUNICATIONS

Notwithstanding any other provision herein, including Articles 2.5, 5.6, 5.7 and 18.2, the Competitive Supplier may only use the list of Eligible Customers and Participating Customers to send out the Department-approved Opt-Out Notice (referenced in Article 3.2) or other educational materials or communications which are required to fulfill its obligation hereunder or are necessary for operation of the Program. Such lists may not be used by the Competitive Supplier to market any additional products or services to Eligible Customers or Participating Customers without written approval from the Municipality. Broad-based programs of Competitive Supplier or any of its affiliates that do not rely on unique knowledge or access gained through this ESA will not constitute a breach of the marketing limitations.

## ARTICLE 3 CUSTOMER CHOICE, NOTIFICATION OF RIGHTS, ENROLLMENT

### 3.1 CUSTOMER CHOICE

The Parties acknowledge and agree that all Participating Customers have the right, pursuant to M.G.L. c. 164, § 134 and the Program, to change their source of electricity supply, as set forth in Article 2.1. The Parties represent and warrant to each other that they shall not unreasonably interfere with the right of Participating Customers to opt-out of the Program, and shall comply with any rules, regulations or policies of the Department, the Local Distributor and/or other lawful Governmental Authority regarding the procedures for opting out or of switching from one source of electric supply to another. Subject to the foregoing, Competitive Supplier may take reasonable measures to encourage Participating Consumers to affirmatively agree to remain in the Program, consistent with any Governmental Rules.

### 3.2 NOTIFICATION TO ELIGIBLE CUSTOMERS FOR NEW AGGREGATION

In the event the Municipality is launching a new aggregation, all Eligible Customers, as of the Service Commencement Date, will be automatically enrolled in the Program under the terms of this Agreement unless they opt-out. The Local Distributor will provide to Competitive Supplier a list of all Eligible Customers as of the Effective Date including service and billing addresses.

Opt-Out Notice. Parties agree the Opt-Out Notice shall be approved by the Department and notify each Eligible Customer:

- (i) about the Program;

- (ii) of the date on which such Eligible Customer must postmark or submit the Reply Card to avoid automatic enrollment in the Program;
- (iii) that the Competitive Supplier will be providing All-Requirements Power Supply to such Eligible Customer as of the same date, subject to the opt-out provisions of M.G.L. c. 164, sec. 134, and the Plan; and
- (iv) of the opt-out procedures under the Plan and as required by the Department.

The Municipality shall specify the design, content and text of the Opt-Out Notice, which may be in color and may include 2 or more pages in addition to the reply form and the Language Access Document required by the Department, but shall not exceed dimension and weight requirements of the U.S. Postal Service for First Class Mail for Commercial Letters.

Competitive Supplier shall review the Opt-Out Notice and notify the Municipality of any comments or concerns regarding the form or content of the notice. The Municipality shall submit the final Opt-Out Notice to the DPU for its review and approval. Once the design and content of the notice are finalized and approved by the DPU, Competitive Supplier shall, at its cost and in accordance with the approved design and content, prepare, print and mail to each Eligible Customer the Opt-Out Notice at least thirty-seven (37) days prior to the date of automatic enrollment. The Opt-Out Notice shall:

- i) prominently state all charges to be assessed by the Competitive Supplier;
- ii) provide a summary of the prices and terms included in Exhibit A;
- iii) fully disclose the prices and terms then being offered for Basic Service by the Local Distributor;
- iv) state how an Eligible Customer may opt-out of the Program prior to enrollment and remain on Basic Service from the Local Distributor;
- v) state how all Participating Customers, subsequent to enrollment, will also have the right to opt-out at any time and return to Basic Service or choose a new Competitive Supplier without paying a fee, charge or penalty;
- vi) identify the exact date by which customers must postmark the opt-out reply card to avoid automatic enrollment;
- vii) include a Language Access Document as specified by the Department;
- viii) include a reply card and postage-paid envelope that Eligible Customers may use to exercise their opt-out rights; and
- ix) include a Product Summary Form for the Default Product as identified in Exhibit A.

In processing Program enrollments, the Competitive Supplier shall ensure that Eligible Customers shall have a full 30 days to opt-out plus six days to account for mailing (i.e., three days for the Opt-Out Notice to be delivered to the customer and three days for the opt out card to be delivered to the Competitive Supplier). The opt-out period shall end 36 days after mailing of the Opt-Out Notice and Program enrollments shall begin no sooner than 37 days after mailing of the Opt-Out Notice.

The Municipality shall also specify the design and content of a postcard ("Postcard Notice"), which may be in color but shall not exceed dimension and weight requirements for First Class mail. The Municipality shall provide the Postcard Notice to Competitive Supplier for

review, Competitive Supplier shall notify the Municipality of any comments or concerns regarding the form or content of the notice, and the Parties shall cooperate in good faith to address such comments or concerns. Finalization of the design and responsibility for preparing printing and mailing will be the same as for the Opt-Out Notice. Postcard Notice shall be mailed to each Eligible Customer at least 3 days before the initial Opt-Out Notices are mailed.

All Eligible Customers who do not elect to opt-out of the Program shall then be deemed Participating Customers and shall be entitled to receive electric supply at the prices listed in Exhibit A and pursuant to the terms and conditions of this Agreement.

If any Opt-Out Notices are returned as undeliverable, the Competitive Supplier shall promptly make Commercially Reasonable efforts to identify a correct mailing address and re-send the Opt-Out Notice. The Competitive Supplier shall not enroll any customer where the Competitive Supplier is unable to identify a correct mailing address after a first or second Opt-Out Notice is returned as undeliverable.

Once enrolled in the Program pursuant to the procedures described in this Agreement, Participating Customers may opt out at any time without paying any fee, charge or penalty.

The Parties acknowledge that any low-income discounts provided by the Local Distributor to low-income customers are not impacted by this Agreement.

### 3.3 NOTIFICATION TO NEW ELIGIBLE CUSTOMERS AFTER PROGRAM LAUNCH

Throughout the term of this Agreement, Competitive Supplier shall maintain a Master Opt Out File, as described in Exhibit B, that includes accurate records of: a) all customers in the Municipality that opted out prior to enrollment and after receiving an Opt-Out Notice; and b) all Participating Customers that left the Program for any reason after they were enrolled in the Program. This Master Opt Out File will also include any records of customers that have opted-out during previous ESAs, which will be provided to Competitive Supplier by the Municipality. Once each quarter, throughout the term of this Agreement, or as otherwise agreed to by the Parties in writing, the Competitive Supplier shall obtain from the Local Distributor an updated file that includes all Eligible Customers in the Municipality, hereinafter the Updated Local Distributor's Eligible Customer File. Competitive Supplier shall create a Refresh Mailing List of New Eligible Customers, as specified in Exhibit B, which shall include all customers in the Updated Local Distributor's Eligible Customer File and exclude all customers listed in the Master Opt Out File. This list shall identify and separate any Large Business Consumer from the list of New Eligible Customers.

In accordance with the requirements of any applicable Governmental Rules, Competitive Supplier shall notify such New Eligible Customer listed in the Refresh Mailing List (i) of the date on which such New Eligible Customer will be automatically enrolled in the Program, and (ii) that the Competitive Supplier will be providing All- Requirements Power Supply to

such New Eligible Customer as of the same date, subject to the opt-out provisions of the M.G.L. c. 164, § 134, the Plan, and the Program Opt-Out Notice. (Competitive Supplier shall mail an Opt-Out Notice, as described in Article 3.1 and 3.2, to each New Eligible Customer listed in the Refresh Mailing List no later than sixty (60) after the Service Commencement Date and then once every month for the balance of the term of the Agreement, or as otherwise agreed to in writing by the Parties.) The Opt-Out notice shall include the Program rates. The Opt-Out Notice shall be mailed to each such New Eligible Customer prior to the date of automatic enrollment in accordance with the requirements of the Plan and as described in Section 3.2 above. All Opt-Out Notices and Refresh Mailing List of New Eligible Customers must be approved in advance by the Municipality. Competitive Supplier is not required to mail a "Postcard Notice" to New Eligible Customers.

All New Eligible Customers, other than Large Business Consumers, who do not elect to opt-out of the Program shall then be deemed Participating Customers and shall be entitled to receive electric supply at the prices listed in the Opt-Out Notice and pursuant to the terms and conditions of this Agreement.

New Eligible Consumers that are Large Business Consumers are entitled to receive supply at then prevailing market rates. The Opt-Out Notice mailed to such consumer shall indicate that the consumer must contact the Competitive Supplier to request a market rate and accept prior to enrollment in the Program. The Competitive Supplier shall notify the Municipality of all market rates offered to Eligible Consumers.

Within 30 business days after the opt-out date listed on the Opt-Out Notice, Competitive Supplier shall provide the Municipality with a summary report of the mailing, including total number of undeliverable mail, opt-outs, accounts to submit, accounts accepted by the Local Distributor and accounts rejected by Local Distributor.

If any Opt-Out Notices are returned as undeliverable, the Competitive Supplier shall promptly make commercially reasonable efforts to identify a correct mailing address and re-send the Opt-Out Notice. The Competitive Supplier shall not enroll any customer where the Competitive Supplier is unable to identify a correct mailing address after a first or second Opt-Out Notice is returned as undeliverable.

Once enrolled in the Program pursuant to the procedures described in this Agreement, Participating Customers may opt out at any time without paying any fee, charge or penalty.

In providing the notifications set forth in Articles 3.2 and 3.3, and in otherwise conducting the activities in Article 3.5 below, the Competitive Supplier must rely upon information provided to it by the Local Distributor for the purpose of performing its obligations. Competitive Supplier will not be responsible for any errors in connection with its notification to Eligible Customers and New Eligible Customers only to the extent both that: 1) such errors are caused by errors or omissions in the information provided to it by the Local Distributor; and 2) it was reasonable for the Competitive Supplier to rely upon that provided information. The Municipality shall not be responsible for any such errors by the

Competitive Supplier in any event.

### 3.4 NOTIFICATIONS TO PARTICIPATING CUSTOMERS

Once annually, Municipality may elect for the Competitive Supplier to mail a notice (“Customer Notice”) to each Participating Customer. The Municipality shall specify the design and content of the Renewal Notice which may be in color but shall not exceed the dimension and weight requirements for First Class mail. The Municipality shall provide the Customer Notice to Competitive Supplier for review, Competitive Supplier shall notify the Municipality of any comments or concerns regarding the form or content of the notice, and the Parties shall cooperate in good faith to address such comments or concerns. Finalization of the design and responsibility for preparing printing and mailing will be the same as for the Opt-Out Notice. The Municipality shall specify the date to mail each Customer Notice.

### 3.5 ENROLLMENT

3.5.1 Participating Customers - All Participating Customers as of the Effective Date will continue to be enrolled in the Program under the terms of this ESA, including the prices provided in Exhibit A, unless they opt-out during the period specified in the Plan. The Municipality shall authorize the Local Distributor to provide to Competitive Supplier a list of Participating Customers as of the Effective Date, as well as such Participating Customer’s service and billing addresses, and any other information necessary for Competitive Supplier to commence All-Requirements Power Supply to such Participating Customers as of the Service Commencement Date.

3.5.2 New Eligible Customers - If New Eligible Customers elect not to opt-out of the Program as provided in Articles 3.2 and 3.3, such New Eligible Customers will be automatically enrolled by Competitive Supplier in the Program. Competitive Supplier shall enroll such New Eligible Customers in accordance with applicable Department and Local Distributor rules and the meter read month stated in the Opt-Out Notice. Residential and small business New Eligible Customers shall be enrolled in the Program at the rates reflected in Exhibit A. All other New Eligible Customers that are Large Business Consumers may request to be enrolled in the Program and the Competitive Supplier shall offer to provide All-Requirements Power Supply to such Large Business Consumers based on the then market rate, as reasonably determined by the Competitive Supplier in its sole discretion for the Product selected. Such offer shall be consistent with all terms of this ESA, including but not limited to the Large Business Consumer’s ability to opt-out of the Program at any time without penalty. The Competitive Supplier will provide a market-based price that is fixed for the remainder of the current ESA.

3.5.3 Re-enrollment by Eligible Customers - At any time during this ESA, Eligible Customers who have previously opted out of the Program may request that they be re-enrolled in the Program. Competitive Supplier shall provide All-Requirements Power Supply to such Eligible Customers at a market-based price determined by the Competitive Supplier based on current wholesale prices and the Competitive Supplier’s costs at the time the

customer wants to enroll. The Competitive Supplier will provide a market-based price that is fixed for the remainder of the current ESA. Following mutually agreed upon procedures, the Competitive Supplier is responsible for accurately and promptly transmitting information regarding Eligible Customers, to the Local Distributor. The Competitive Supplier shall be responsible for enrolling all Eligible Customers through EDI transactions submitted to the Local Distributor for initial enrollment in the aggregation and all enrollments thereafter.

3.5.4 Eligible Customers Served by Third-Parties - Customers being served under other competitive supply programs offered by third-parties will not be automatically enrolled as Participating Customers under this ESA when such program terminates or is otherwise completed. Competitive Supplier agrees that customers under such third-party competitive supply programs may affirmatively opt-in and receive All-Requirements Power Supply. Residential and small business customers which opt-in shall be enrolled in the Program at the rates reflected in Exhibit A. All other customers that opt-in may be enrolled at a market-based price determined by Competitive Supplier based on current wholesale prices and the Competitive Supplier's costs at the time the customer wants to enroll. The Competitive Supplier will provide a market-based price that is fixed for the remainder of the current ESA.

#### 3.5.5. Handling of Enrollment Rejections

3.5.5.1 Rejections if transitioning from a previous ESA to this ESA – The following rejections require the Competitive Supplier to reach out to the Local Distributor to correct:

- Account name does not match account (ask for new name and name key)
- Service is not eligible (contact Local Distributor to get correct code or search your database for another enrolled account on same street to get code)
- Invalid service identifier
- Special conditions apply

In these cases, the Local Distributor should either manually enroll the account or provide Competitive Supplier the information to update the system and resubmit the enrollment.

3.5.5.2 Rejections if a customer contacts the Competitive Supplier to opt in via phone or online form.

a) The following rejections require the Competitive Supplier to reach out to the Local Distributor to correct:

- Account name does not match account (ask for new name and name key)
- Service is not eligible (contact Local Distributor to get correct code or search your database for another enrolled account on same street to get code)
- Invalid service identifier
- Special conditions apply

In these cases, the Local Distributor should either manually enroll the account or provide Competitive Supplier the information to update the system and resubmit the enrollment.

If Competitive supplier cannot resolve the rejection, Competitive Supplier shall contact the customer as in 3.5.5.2(b).

b) The following rejections require the Competitive Supplier to contact the customer.

- Supplier block / Customer Account Block
- Customer enrolled
- Account not found
- Account exists but is not active
- Any other rejection not included in 3.5.5.2(a)

In these cases, Supplier may contact the customer via an email that alerts customer that they could not be enrolled and provides notice that they may contact the Supplier to learn more. Alternatively, Supplier may propose to the Municipality another customer communication that serves to notify customer and provide guidance on next steps to resolve the issue.

3.5.6. For the month preceding and following the Service Commencement Date, the Competitive Supplier shall provide weekly reports to Municipality listing all Eligible Customers (for new program launch) or all Participating Customers (if transitioning from a previous ESA to this ESA) with their current status (e.g., to be submitted for enrollment, submitted for enrollment, accepted, rejected with rejection code, opted-out).

3.6 Product Summary Forms for Optional Products – As part of enrolling any customer in an Optional Product, as identified in Exhibit A, the Competitive Supplier shall provide a Product Summary Form. The Product Summary Form shall be consistent with the design and content requirements of the Department. The Competitive Supplier shall provide the Product Summary Form as follows:

- for telephone enrollments: (1) orally, and (2) a copy must be mailed or emailed to the customer no later than seven business days after enrollment.
- for online enrollments: a copy must be mailed or emailed to the customer no later than seven business days after enrollment.

## ARTICLE 4 TERM OF CONTRACT AND TERMINATION

### 4.1 TERM

This ESA shall commence on the Effective Date and terminate on the last day of the Delivery Term as stated in Exhibit A, provided, however, that Competitive Supplier's obligation to provide All-Requirements Power Supply shall commence on the Service Commencement Date, and shall terminate as of the last day of the Delivery Term as stated in Exhibit A, unless terminated earlier under Article 4.2 below ("Term").

## 4.2 TERMINATION

This ESA may be terminated at any time upon written notice:

a) by the Municipality, or the Competitive Supplier, if the other Party fails to remedy or cure any breach of any material provision or condition of this ESA (including, but not limited to, Article 2.4 and Article 9, but excluding the failure to provide or arrange for All-Requirements Power Supply, which is addressed in Article 4.2(d)), within sixty (60) days following written notice to do so by the non-breaching party; or

b) by the Municipality, or the Competitive Supplier, if any material provision or condition of this ESA be finally adjudged invalid by any court of competent jurisdiction, or if the Department exercises any lawful jurisdiction so as to invalidate or disapprove this ESA in whole or in significant part; or

c) by the Municipality, i) if an order is entered against the Competitive Supplier approving a petition for an arrangement, liquidation, dissolution or similar relief relating to bankruptcy or insolvency and such order remains unvacated for thirty (30) days; or (ii) immediately if the Competitive Supplier shall file a voluntary petition in bankruptcy or any petition or answer seeking any arrangement, liquidation or dissolution relating to bankruptcy, insolvency or other relief for debtors or shall seek, consent to, or acquiesce in appointment of any trustee, receiver, or liquidation of any of Competitive Supplier's property; or

d) notwithstanding the foregoing, the failure of Competitive Supplier to provide or arrange for All-Requirements Power Supply to Participating Customers, in the absence of Force Majeure or the Municipality's failure to perform, shall constitute an act of default, and the Municipality may terminate this Agreement upon giving written notice and without a cure period. In the event the Competitive Supplier has performed its obligations hereunder and its failure to arrange for or provide All-Requirements Power Supply is a direct result of actions or non-actions by any transmission service provider, the Local Distributor, the ISO-NE, or is a direct result of the Competitive Supplier not having received, through no fault of its own, deliverables, such as consumer data, necessary for timely enrollments with the Local Distributor, then the Competitive Supplier's failure shall not be deemed to be an act of immediate default and would be subject to remedy or cure as provided in Article 4.2(a).

## 4.3 OBLIGATIONS UPON TERMINATION

Following termination of this ESA, the Parties shall each discharge by performance all obligations due to any other Party that arose up to the date of termination of the ESA and Competitive Supplier shall continue to have the right to collect all monies due for services rendered to that date. If Municipality has chosen a new supplier for its Program, Competitive Supplier shall assist in the transition to the new supplier by providing all Program information in its possession to the Municipality or the new supplier on a timely basis, including all updated reports pursuant to Article 11 and Exhibit B and excluding any information proprietary to the Competitive Supplier.



The Competitive Supplier specifically waives all rights it may have at law to claim that the Municipality has no standing or otherwise lacks the authority to seek monetary damages on behalf of individual Participating Customers in the event of a breach of this ESA by Competitive Supplier. The Competitive Supplier shall submit all customer drops via EDI to the Local Distributor in accordance with the rules and regulations set forth by the Massachusetts Electronic Business Transactions (EBT) Working Group.

#### 4.4 EXTENSION

The ESA may be extended beyond the termination date established in Article 4.1 by mutual, written agreement of the Parties. Any new pricing terms shall be added to and replace Exhibit A as Exhibit A-2. Upon any such extension, this ESA shall continue to be in effect, and all provisions of the ESA shall retain the same force and effect as before the extension, unless it is terminated by either Party pursuant to the provisions of Article 4.2 or until the date stated in such extension.

### ARTICLE 5 CONTINUING COVENANTS

The Competitive Supplier agrees and covenants to perform each of the following obligations during the term of this ESA.

#### 5.1 STANDARDS OF MANAGEMENT AND OPERATIONS

In performing its obligations hereunder, during the term of this ESA, the Competitive Supplier shall exercise reasonable care and comply with all applicable Governmental Rules; and shall exercise all reasonable efforts to assure that its facilities are prudently and efficiently managed; that it employs an adequate number of competently trained and experienced personnel to carry out its responsibilities; that it delivers or arranges to deliver an uninterrupted supply of such amounts of electricity to the Point of Delivery as are required under this ESA; that it complies with all relevant industry standards and practices for the supply of electricity to Participating Customers; and that, at all times with respect to Participating Customers, it exercises good practices for a Competitive Supplier and employs all Commercially Reasonable skills, systems and methods available to it.

#### 5.2 CUSTOMER SERVICE ACCESS

The Competitive Supplier agrees to provide, or cause to be provided, certain customer services to Participating Customers. Such services shall be reasonably accessible to all Participating Customers, shall be available during normal working hours, shall allow Participating Customers to transact business they may have with the Competitive Supplier, and shall serve as a communications liaison among the Competitive Supplier, the Municipality, and the Local Distributor. A toll-free telephone number will be established by Competitive Supplier and be available for Participating Customers to contact Competitive

Supplier during normal business hours (9:00 A.M.- 5:00 P.M. Eastern Time, Monday through Friday) to resolve concerns, answer questions and transact business with respect to the service received from Competitive Supplier. The Municipality will post program-related information on the Municipality's website which will be available to Participating Customers for general information, product and service information, and other purposes.

As part of the procedures to be provided to Municipality in Article 9, upon request Competitive Supplier shall provide Municipality the applicable scripts or other materials to be used by its customer service staff when contacted by a customer related to this ESA. Municipality may suggest edits or adjustments to these scripts or other materials, and Competitive Supplier shall make any changes that are mutually agreeable.

### 5.3 RESPONDING TO REQUESTS FOR INFORMATION

To the extent authorized by the Participating Customer(s) and to the extent such individual permission is required by law, the Competitive Supplier shall, during normal business hours (as set forth above), respond promptly and without charge therefore to reasonable requests of the Municipality for information or explanation regarding the matters covered by this ESA and the supply of electricity to Participating Customers. Competitive Supplier agrees to designate a service representative or representatives (the "Service Contacts") who shall be available for these purposes and shall identify the office address and telephone number of such representative(s). Whenever necessary to comply with this Article 5.3, the Service Contacts shall call upon other employees or agents of the Competitive Supplier to obtain such information or explanation as may be reasonably requested. Nothing in this Article 5.3 shall be interpreted as limiting the obligation of the Competitive Supplier to respond to complaints or inquiries from Participating Customers, or to comply with any provision of the Plan or regulation of the Department or Attorney General regarding customer service.

### 5.4 ARRANGING FOR FIRM ALL-REQUIREMENTS POWER SUPPLY

Competitive Supplier shall participate in or make appropriate arrangements with the ISO-NE, any relevant regional transmission organization, wholesale suppliers or any other entity to ensure an uninterrupted flow of firm All-Requirements Power Supply (free of all claims, security interests or other encumbrances) to the Local Distributor for delivery to Participating Customers, and exercise all Commercially Reasonable efforts to cooperate with the NEPOOL, the ISO-NE or any other entity to ensure a source of back-up power in the event that Competitive Supplier is unable to deliver All-Requirements Power Supply to the Point of Delivery. In the event the Competitive Supplier is unable to deliver sufficient electricity to the grid to serve Participating Customers, the Competitive Supplier shall make all such arrangements and exercise all Commercially Reasonable efforts as may be necessary to continue to serve Participating Customers under the terms of this ESA, and shall bear any costs it may incur in carrying out these efforts and obligations. Competitive Supplier shall not be responsible to the Municipality or any Participating Customers in the event that, through no fault of the Competitive Supplier or its Associated Entities, the Local Distributor disconnects, curtails or reduces service to Participating Customers (notwithstanding whether

such disconnection is directed by the ISO-NE).

## 5.5 NON-DISCRIMINATORY PROVISION OF SERVICE

Competitive Supplier shall supply electric energy to the Point of Delivery to all Participating Customers on a non-discriminatory basis; provided, however, that those prices and other terms may vary in accordance with reasonably established rate classifications (e.g., residential, commercial, municipal, industrial) or by such other categories as appear in Exhibit A. To the extent applicable, Competitive Supplier's prices, terms and conditions shall be in accordance with the Massachusetts General Laws, the regulations of the Department, and other applicable provision of law. To the extent required by law and/or the conditions of any Department approval of this ESA, the Competitive Supplier may not deny service to an Eligible Customer for failure to pay the bills of any other electric company (whether engaged in the distribution, transmission, or generation of electricity) or of any other aggregator, marketer or broker of electricity, but may reasonably deny or condition new service, or terminate existing service, based upon any Participating Customer's failure to pay bills from the Competitive Supplier, subject to any provisions of law or applicable DPU orders or regulations. Provision of electric energy supply shall be subject to Competitive Supplier's standard credit policies, to the extent permitted by law, as described in Exhibit A.

## 5.6 APPROVAL OF GENERAL COMMUNICATIONS

Competitive Supplier may communicate with Participating Customers and/or use the lists of Eligible Customers/Participating Customers only to send Department-approved Opt-Out Notices, education materials and other communications essential to the operation of the Program. Such lists may not be used by Competitive Supplier to market any additional products or services to Eligible Customers or Participating Customers without Municipality's advance written consent. Competitive Supplier shall cooperate with the Municipality in the drafting and sending of messages and information to Eligible Customers concerning the Program or any matter arising under or related to this ESA. Competitive Supplier shall provide a copy of such communications to the Municipality for its review to determine whether it is consistent with the purposes and goals of the Municipality, prior to sending, whether directly or through its Associated Entities, any direct mail, advertising, solicitation, bill insert, electronic mail, or other similar written or electronic communication (collectively, "General Communications") to Participating Customers (but excluding individually drafted or tailored communications responding to the specific complaint or circumstance of an individual customer). The Municipality shall have the right to disapprove such General Communications and suggest revisions if it finds the communication inconsistent with the purposes and goals of the Municipality, factually inaccurate or likely to mislead; provided, however: (i) that the communication shall be deemed approved if the Municipality fails to respond within seven (7) business days after receipt); and (ii) that no approval shall be necessary for any communication (a) regarding any emergency situation involving any risk to the public health, safety or welfare; (b) which has been approved by the Department, the DOER, or any other Governmental Authority; or (c) in the nature of routine monthly or periodic bills, or collection notices, except that any bill insert or message included at the

bottom of such bill not within the scope of (a) or (b) above shall require approval. The Municipality may reject or exclude any proposed General Communication that, in its reasonable judgment, is contrary to the interests and objectives of the Program or the Municipality, or inconsistent with Department policy or directives.

## 5.7 COMMUNICATION OF INSERTS AND MESSAGES

Competitive Supplier agrees that if it communicates with Participating Customers directly, and unless prevented for regulatory or other such reasons from doing so, it shall allow the Municipality to include no less than three (3) inserts per year into such communications, provided that the Municipality pays the cost of printing and reproducing such insert and any incremental postage or handling costs the Competitive Supplier may incur as a result of including such insert. Competitive Supplier shall have the right to disapprove such General Communications (that is communications other than those pertaining to the Municipality's demand-side management, energy efficiency programs and technology, and renewable energy programs, if applicable) and suggest revisions if it finds the communication inconsistent with its business interests, factually inaccurate or likely to mislead; provided, however: (i) that the communication shall be deemed approved if the Competitive Supplier fails to respond within seven (7) business days after receipt ; and (ii) that no approval shall be necessary for any communication which has been ordered by the Department, the DOER, or any other Governmental Authority to be so communicated. Competitive Supplier may only communicate with Participating Customers and/or use the lists of Eligible Customers/Participating Customers to send Department-approved Opt-Out Notices, education materials and other communications essential to the operation of the Program. Such lists may not be used by Competitive Supplier to market any additional products or services to Eligible Customers or Participating Customers.

## 5.8 PARTICIPATING CUSTOMER LISTS

### 5.8.1 Customer Lists

To the extent not prohibited by any Governmental Rule or expressly by any Participating Customer(s), the Competitive Supplier shall, upon request of the Municipality, provide a list of the Participating Customers being served by the Competitive Supplier, including such reasonable identifying and aggregate consumption information as the Municipality may also request to the extent such information is available to Competitive Supplier. Competitive Supplier shall provide such Participating Customer lists in an electronic format reasonably acceptable to both Parties and with no more frequency than once a month.

### 5.8.2 DPU Annual Reports

Competitive Supplier acknowledges that the Municipality is required to submit an Annual Report on the Program to the DPU. Competitive Supplier shall assist Municipality in providing data and information to allow Municipality to prepare the Annual Report to be filed with the DPU. Such data and information may include, but not be limited to: a)

monthly enrollment statistics by customer class, including customer additions and withdrawals; b) the number and percentage of customers that opted-out of the program in the last calendar year; c) copies of any opt-out notifications and reply cards sent in the last calendar year; d) documentation of Competitive Supplier's compliance with the alternative information disclosure strategy approved in the relevant final order approving the Municipality's aggregation plan; and e) copies of any complaints about the Program received by Competitive Supplier during the last calendar year and a description of the resolution of such complaints.

## 5.9 COMPLIANCE WITH LAWS

Competitive Supplier shall promptly and fully comply with all existing and future Governmental Rules of all Governmental Authorities having jurisdiction over the activities covered by this ESA.

## 5.10 CONSENT

Whenever performance of an obligation of any Party hereto requires the consent or approval of any Governmental Authority, such Party shall make Commercially Reasonable efforts to obtain such consent or approval. In the event the Competitive Supplier requests the Municipality's assistance in obtaining such consent or approval and the Municipality anticipates that it will incur costs in fulfilling the Competitive Supplier's request, it shall give the Competitive Supplier an estimate of such costs. Upon receiving the estimate, Competitive Supplier shall determine whether it will continue to request the Municipality's assistance, and if so, the Competitive Supplier shall reimburse the Municipality for all costs reasonably incurred by the Municipality in connection with such efforts.

## ARTICLE 6 ROLE OF THE MUNICIPALITY

Under this ESA, the Municipality shall not actually receive, take title to, or be liable for the supply or delivery of All-Requirements Power Supply in any manner whatsoever. The Parties specifically agree that the role of the Municipality is established under M.G.L. c. 164, § 134 and includes negotiating the terms and conditions under which All-Requirements Power Supply, designing the Program, and selecting the Products that will be provided by the Competitive Supplier under this ESA. It is the sole obligation of the Competitive Supplier to arrange for delivery of All-Requirements Power Supply to Participating Customers. The Parties agree that Municipality is not a "distribution company", "electric company", "generation company" or "transmission company" within the meaning of M.G.L. c. 164, § 1 as a result of this ESA; provided, however, that the Municipality may be considered to be operating a municipal load aggregation plan pursuant to M.G.L. c. 164, § 134. The Competitive Supplier hereby agrees that it will take no action, whether directly or through its Associated Entities, that would make the Municipality liable to any Participating Customer due to any act or failure to act on the part of the Competitive Supplier or its Associated Entities relating to the delivery or supply of All-Requirements Power Supply.

## ARTICLE 7 PRICES AND SERVICES; BILLING

### 7.1 SCHEDULE OF PRICES AND TERMS

Competitive Supplier agrees to provide All-Requirements Power Supply and other related services as expressly set forth herein in accordance with the prices and terms included in Exhibit A to this ESA, which Exhibit is hereby incorporated by reference into this ESA.

### 7.2 OBLIGATION TO SERVE

As between the Parties, Competitive Supplier has the sole obligation to obtain sources of supply, whether from generating facilities owned or controlled by its affiliates, through bilateral transactions, or the market, as may be necessary to provide All-Requirements Power Supply for all of the Participating Customers under the Program. Competitive Supplier, except as explicitly limited by the terms included in Exhibit A, shall be obligated to accept all Participating Customers, regardless of their location or energy needs provided such Participating Customers are eligible under the applicable regulations and tariffs of the Local Distributor.

### 7.3 METERING

The Local Distributor will be responsible for any metering which may be required to bill Participating Customers in accordance with the Local Distributor's Terms and Conditions for Competitive Suppliers.

### 7.4 TERMS AND CONDITIONS PERTAINING TO INDIVIDUAL ACCOUNT SERVICE

#### 7.4.1 Title

Title to All-Requirements Power Supply will transfer from Competitive Supplier to Participating Customers at the Point of Sale. In accordance with the Local Distributor's Terms and Conditions for Competitive Suppliers, the Competitive Supplier will be responsible for any and all losses incurred on the local network transmission systems and distribution systems, as determined by the Local Distributor.

#### 7.4.2 Billing and Payment

Unless otherwise specified in an Exhibit to this ESA, all billing under this ESA shall be based on the meter readings of each Participating Customer's meter(s) performed by the Local Distributor. Competitive Supplier shall, or shall cause the Local Distributor or any other entity, to prepare and mail bills to Participating Customers monthly. If the Competitive Supplier arranges for the Local Distributor to perform billing services, the Competitive

Supplier shall adopt the billing and payment terms offered by the Local Distributor to its Eligible Customers on Basic Service unless the Competitive Supplier and Local Distributor otherwise agree. Any over-charge or under-charge will be accounted for in the next billing period for which actual meter data is available.

#### 7.4.3 Regional and Local Transmission

The prices quoted in Exhibit A do not include current and future charges for distribution service costs collected by the Local Distributor under its distribution service tariff or local transmission costs as may be imposed by the regional power pool, ISO-NE, or individual electric utilities that have FERC transmission tariffs. The Competitive Supplier understands that these costs will be collected by the Local Distributor. If, in the future, Competitive Supplier becomes responsible for such distribution or transmission costs, Competitive Supplier shall be entitled to collect such costs from Participating Customers to the extent permitted by any Governmental Rules. These costs are "pass through" costs as determined by the appropriate regulatory agencies.

#### 7.4.4 Taxes

All sales, gross receipts, excise or similar taxes imposed with respect to the sale or consumption of All-Requirements Power Supply shall be included on the Participating Customer's bill and shall be remitted to the appropriate taxing authority by Competitive Supplier. Participating Customers shall be responsible for all taxes that are required by law to be imposed upon a purchaser of electricity and are associated with electricity consumption under the ESA. Participating Customers shall be responsible for identifying and requesting any exemption from the collection of any tax by providing appropriate documentation to Competitive Supplier. For avoidance of doubt, Competitive Supplier shall be responsible for all taxes imposed on Competitive Supplier's income.

### ARTICLE 8 RENEWABLE ENERGY

#### 8.1 RENEWABLE ENERGY STANDARDS

Competitive Supplier agrees that it, and its Associated Entities directly or indirectly involved in providing services or meeting the Competitive Supplier's obligations under the ESA, will comply with the applicable requirements and standards for Required Renewable Energy Resources and Other Required Resources, and any regulations, orders or policies adopted pursuant thereto.

#### 8.2 PROVISION OF VOLUNTARY RECs

8.2.1 Competitive Supplier shall provide Voluntary RECs and shall include the cost for such Voluntary RECs in the All-Requirements Power Supply as specified in Exhibit A.

8.2.2 Competitive Supplier may enter into a REC Purchase Agreement (“RPA”) with a REC Supplier for Voluntary RECs as specified in Exhibit A. Such RPA shall be attached as Exhibit C to this ESA. In the event REC Supplier defaults under, or terminates, the RPA prior to the termination of this ESA, Competitive Supplier shall procure and provide Replacement RECs for the continuing term of the ESA sufficient to support the Municipality’s Default and Optional Products as described in Exhibit A. In the event the price of the Replacement RECs is greater than the price paid under the RPA, the Municipality shall have the option to: (1) reduce the quantity of the Replacement RECs to a level such that the aggregate cost of the Replacement RECs is the same as the aggregate cost of the original remaining RECS to be provided under the RPA; or (2) increase the Retail Price in an amount sufficient to offset the additional cost associated with the Replacement RECs. If the cost of the Replacement RECs is less than the price of the RECs under the RPA, the Municipality shall have the option: (A) to increase the quantity of the Replacement RECs to a level such that the aggregate cost of the Replacement RECs is the same as the aggregate cost of the original remaining RECs to be provided under the RPA; or (B) decrease the Retail Price in an amount sufficient to offset the reduction in the cost associated with the Replacement RECs.

## ARTICLE 9 SERVICE PROTECTIONS FOR RESIDENTIAL CUSTOMERS

Competitive Supplier agrees that it and its Associated Entities shall comply with the provisions of 220 C.M.R. 25.00, 27.00, 28.00 and 29.00, as applicable to Competitive Suppliers, and any amendments thereto, and any code of conduct or policies the Department may adopt in accordance with M.G.L. c. 164, § 1F(7). The Competitive Supplier shall, at least 30 days prior to the Service Commencement Date, provide a written description of its billing and termination procedures, customer services, confidentiality and related practices and procedures for approval by the Municipality (which approval shall not be unreasonably withheld). Such written description shall also include the Competitive Supplier's plans for maintaining "service quality standards", as that phrase is used in § 1F(7); for complying with the “opt-out” provisions of M.G.L. c. 164, § 134(a) ; and for handling customer complaints, including any arbitration procedures. If the Participating Customer(s) so permit(s) or to the extent such permission is required by law or the terms of any Department order with respect to this ESA, the Competitive Supplier agrees to provide notice to the Municipality of any customer complaints received from a Participating Customer, and the Municipality shall have the right, but not the obligation, to participate in resolution of the dispute, to the extent that such complaints relate directly to the Program, and to the extent permitted by Department regulations and other applicable law. The use of practices and procedures which materially fail to comply with Department regulations and policies, shall be deemed grounds for termination of this ESA, at the discretion of the Municipality after providing written notice of such failure to the Competitive Supplier and allowing the Competitive Supplier sixty (60) days to cure such failure.

In addition, and in accordance with M.G.L. c. 164, § 1F(2) and 220 CMR 11.05(2)(b)19, in



the event of a dispute regarding an invoice or Competitive Supplier's service, whether directly or through its Associated Entities, under this ESA, a Participating Customer may contact the Department, which may refer the dispute to the Massachusetts Office for Dispute Resolution for mediation of such dispute, if the amount in dispute is greater than one hundred dollars (\$100.00) and the subject of the dispute is within the Department's statutory and regulatory authority.

## ARTICLE 10 NON-DISCRIMINATION IN HIRING AND EMPLOYMENT

Competitive Supplier agrees that it shall conduct its operations and activities under this ESA in accordance with all applicable state and federal laws regarding non-discrimination in hiring and employment of employees.

## ARTICLE 11 POWER SUPPLY INFORMATION AND ACCESS TO INFORMATION

### 11.1 POWER SUPPLY INFORMATION

#### 11.1.1 Reports

Competitive Supplier shall provide the Municipality or its agent with monthly reports as described in Exhibit B. The monthly report will be due to the Municipality or its agent within eight (8) business days following the last day of each month unless otherwise noted in Exhibit B. This information shall be provided in electronic format.

#### 11.1.2 Customer-Related Data

On and after the Service Commencement Date, Competitive Supplier will maintain customer- related data in electronic form including utility account number, billing name, billing address, service address historical usage, demand, and ICAP (Installed Capacity) data. Competitive Supplier will make such data available to the Municipality or its agent upon request within forty-five (45) days of the request. A violation of this Article 11.1.2 shall be grounds for termination under Article 4.2(a).

#### 11.1.3 Standard of Care

Competitive Supplier shall use all Commercially Reasonable efforts in preparing and providing any information or data required under the ESA. To the extent that Competitive Supplier determines that any information or data provided hereunder is in error, it shall notify the Municipality and provide the correct information or data to the Municipality or its agent within a Commercially Reasonable time.

## 11.2 DISCLOSURE LABEL

Within fifteen (15) days of the end of each calendar quarter that occurs during the term of this ESA, Competitive Supplier shall present a copy of the current "Disclosure Label" required by the Department of all Competitive Suppliers to be disclosed to their Participating Customers which includes information pertaining to Competitive Supplier's power supply and a reasonably detailed description of the sources of Competitive Supplier's power supply used to serve Participating Customers pursuant to this ESA, except to the extent such disclosure would violate any confidentiality obligations of Competitive Supplier. The Disclosure Label shall include in its title the quarter that has just ended (e.g., Q1 2022). The Disclosure Label shall use the most recent data available as of the time the report is produced and shall note the dates to which the data applies. Competitive Supplier may be required to deliver the final Disclosure Label after termination of this ESA and notwithstanding any provision contained herein, the provisions of this Article 11.2 shall survive the termination of this ESA.

## 11.3 BOOKS AND RECORDS

Competitive Supplier shall keep their books and records in accordance with any applicable regulations or guidelines of the Department, the FERC, and any other Governmental Authority. The Municipality will have access to any reports mandated by the Securities and Exchange Commission which are available on the Internet "EDGAR" system. Upon reasonable request by the Municipality, Competitive Supplier shall provide back up for any charge under this ESA questioned by the Municipality free of charge.

## 11.4 COPIES OF REGULATORY REPORTS AND FILINGS

Upon reasonable request, Competitive Supplier shall provide to the Municipality free of charge a copy of each public periodic or incident-related report or record relating to this ESA which it files with any Massachusetts or federal agency regulating rates, service, compliance with environmental laws, or compliance with affirmative action and equal opportunity requirements, unless the Competitive Supplier is required by law or regulation to keep such reports confidential.

# ARTICLE 12 RESOLUTION OF DISPUTES; CHOICE OF LAW AND FORUM

## 12.1 CHOICE OF LAW AND FORUM

This ESA and the rights of the Parties shall be interpreted and determined in accordance with the laws of the Commonwealth of Massachusetts without respect to conflicts-of-laws principles. Any litigation arising hereunder shall be brought solely in the appropriate federal court in Massachusetts or appropriate state court sitting in the Massachusetts county in which the Municipality is located, to whose jurisdiction the parties hereby assent, waiving all objections to venue or forum.

## 12.2 DISPUTE RESOLUTION

Unless otherwise provided for in this ESA, the dispute resolution procedures of this Article 12.2 shall be the primary mechanism to resolve disputes arising under this ESA. The Parties agree to use their respective best efforts to resolve any dispute(s) that may arise regarding this ESA. Any dispute that arises under or with respect to this ESA that cannot be resolved shall in the first instance be the subject of informal negotiations between the Parties involved in the dispute. The dispute shall be considered to have arisen when one Party sends the other Party(ies) involved in the dispute a written notice of dispute. The period for informal negotiations shall be fourteen (14) days from receipt of the written notice of dispute unless such time is modified by written agreement of the Parties involved in the dispute. In the event that the parties involved in the dispute cannot resolve a dispute by informal negotiations, the Parties may seek judicial enforcement subject to the provisions of this ESA. Notwithstanding the foregoing, injunctive relief may be immediately sought without resorting to the procedure set forth herein to prevent irreparable harm that would be caused by a breach of this ESA.

## ARTICLE 13 INDEMNIFICATION

### 13.1 INDEMNIFICATION BY THE COMPETITIVE SUPPLIER

In addition to any other remedies available to the Municipality at law or equity, and notwithstanding any other provision contained herein, the Competitive Supplier shall indemnify, defend and hold harmless the Municipality ("Indemnified Party") and the Indemnified Party's officials, officers, employees, agents, representatives and independent contractors, from and against any and all costs, claims, liabilities, damages, expenses (including reasonable attorney's fees), causes of action, suits or judgments, incurred by, on behalf of or involving any one of the foregoing parties to the extent arising directly from or in connection with (i) any material breach by Competitive Supplier of its obligations, covenants, representations or warranties contained in this ESA and not resulting from the actions of the ISO, Local Distributor, the Municipality or its employees or agents, or (ii) any action or omission taken or made by the Competitive Supplier or its Associated Entities in connection with Competitive Supplier's performance of this ESA.

### 13.2 NOTICE OF INDEMNIFICATION CLAIMS

If the Municipality seeks indemnification pursuant to this Article 13, it shall notify Competitive Supplier of the existence of a claim, or potential claim as soon as practicable after learning of such claim, or potential claim, describing with reasonable particularity the circumstances giving rise to such claim. Within thirty (30) calendar days of receipt of such notice from the Municipality, the Competitive Supplier will provide written acknowledgment that it will assume the defense and indemnification of such claim. The Competitive Supplier may assert any defenses which are or would otherwise be available to the Municipality.

### 13.3 SURVIVAL

Notwithstanding any provision contained herein, the provisions of this Article 13 shall survive the termination of this ESA.

### 13.4 DUTY TO MITIGATE

Each Party agrees that they have a duty to mitigate damages and covenant that they will use Commercially Reasonable efforts to minimize any damages they may incur as a result of the other Party's performance or non-performance of this ESA.

## ARTICLE 14 REPRESENTATIONS AND WARRANTIES

### 14.1 BY THE COMPETITIVE SUPPLIER

As a material inducement to entering into this ESA, the Competitive Supplier hereby represents and warrants to the Municipality as of the Effective Date of this ESA as follows:

- a) it is duly organized, validly existing and in good standing under the laws of the jurisdiction of its formation and is qualified to conduct its business in those jurisdictions necessary for it to perform its obligations under this ESA;
- b) it has all authorizations from any Governmental Authority necessary for it to legally perform its obligations under this ESA or will obtain such authorizations in a timely manner prior to when any performance by it requiring such authorization becomes due;
- c) the execution, delivery and performance of this ESA are within its powers, have been duly authorized by all necessary action and do not violate any of the terms or conditions in its governing documents or any contract to which it is a party or any Governmental Rule applicable to it;
- d) subject to the conditions set forth in Article 2.4, this ESA constitutes a legal, valid and binding obligation of the Competitive Supplier enforceable against it in accordance with its terms, and the Competitive Supplier has all rights such that it can and will perform its obligations to the Municipality in conformance with the terms and conditions of this ESA, subject to bankruptcy, insolvency, reorganization and other laws affecting creditor's rights generally and general principles of equity;
- e) no Bankruptcy is pending against it or to its knowledge threatened against it;
- f) none of the documents or other written information furnished by or on behalf of Competitive Supplier to the Municipality pursuant to this ESA, contains any untrue statement of a material fact or omits to state any material fact required to be stated therein or necessary to make the statements contained herein or therein, in the light of the circumstances in which they were made, not misleading; and
- g) all information furnished by Competitive Supplier in response to the Request for Bids for competitive electric supply services is true and accurate.

## 14.2 BY THE MUNICIPALITY

As a material inducement to entering into this ESA, the Municipality hereby represents and warrants to Competitive Supplier as of the effective date of this ESA as follows:

- a) this ESA constitutes the legal, valid and binding contract of the Municipality enforceable in accordance with its terms, subject to applicable law;
- b) the execution, delivery and performance of this ESA are within the Municipality's powers, have been or will be duly authorized by all necessary action;
- c) the Municipality has all authorizations from any local or state Governmental Authority necessary for it to legally perform its obligations under this ESA or will obtain such authorizations in a timely manner prior to when any performance by it requiring such authorization becomes due;
- d) no Bankruptcy is pending or threatened against the Municipality;
- e) the municipality is authorized and empowered by regulatory provisions of M.G.L. c. 164, § 134 to organize and implement the Program and has taken all action necessary to establish the Program;
- f) to the best of its knowledge, none of the documents or other written information furnished by the Municipality pursuant to this ESA, contains any untrue statement of a material fact or omits to state any material fact required to be stated therein or necessary to make the statements contained herein or therein, in the light of the circumstances in which they were made, not misleading.

## ARTICLE 15 INSURANCE

15.1 In order to help support the indemnifications provided in Article 13, and its other promises and covenants stated herein, Competitive Supplier shall secure and maintain, at its own expense, as of the Effective Date and throughout the term of this ESA, unless otherwise specified, comprehensive commercial general liability insurance of at least \$3,000,000 combined single limit and excess liability coverage of at least \$5,000,000 with insurers licensed to do business in the Commonwealth of Massachusetts and satisfactory to the Municipality. A certificate that each such insurance coverage is in force and effect as of the Effective Date, and listing the Municipality as an additional insured on all policies, shall be submitted four (4) business days after the Effective Date and thereafter whenever renewed, materially amended or requested by the Municipality. Failure to provide a certificate of insurance shall be a material breach, subject to cure, under Section 4.1(a) herein. All insurers must be notified that the insurance policies must provide that a copy of any notice of cancellation or non-renewal will be sent to the Municipality.

15.2 With respect to any of the insurance policies provided by the Competitive Supplier pursuant to these requirements which are "claims made" policies, in the event at any time such policies are canceled or not renewed, the Competitive Supplier shall provide a substitute insurance policy with terms and conditions and in amounts which comply with these

requirements and which provides for retroactive coverage to the date of the cancellation or non-renewal of the prior “claims-made” policy. With respect to all “claims made” policies which have been renewed, the Competitive Supplier shall provide coverage retroactive to the Effective Date under this ESA. All said substitute or renewed “claims made” policies shall be maintained in full force and effect for three (3) years from the date of the termination of the ESA.

15.3 Competitive Supplier, to the extent required by law, must provide worker’s compensation insurance meeting all applicable state and federal requirements.

## ARTICLE 16 CONFIDENTIALITY

Competitive Supplier acknowledges that the Municipality is subject to public records laws, including without limitation, M.G.L. c. 4, § 7, cl. 26 and M.G.L. c. 66, § 10, and that this Agreement is a public record subject to disclosure thereunder. To the extent not prohibited by such laws, each Party shall keep confidential, and shall not disseminate to any third party (other than such Party's affiliates) or use for any other purpose (except with written authorization, such authorization not to be unreasonably withheld), any information received from the other that is confidential or proprietary in nature unless legally compelled (by deposition, inquiry, request for production of documents, subpoena, civil investigative demand or similar process, or by order of a court or tribunal of competent jurisdiction, or in order to comply with applicable rules or requirements of any stock exchange, government department or agency or other Governmental Authority, or by requirements of any securities law or regulation or other Governmental Rule) or as necessary to enforce the terms of this ESA. The Party receiving confidential or proprietary information shall have no obligation with respect to such information which: (i) is or becomes generally available to the public other than as a result of disclosure by the receiving Party; (ii) was in its possession prior to disclosure hereunder and which was not acquired directly or, to the Party's knowledge, indirectly from the disclosing Party; (iii) was received from a non-party to this ESA who to the receiving Party's knowledge, was not subject to a confidentiality agreement or fiduciary obligation regarding information; (iv) was independently developed by the receiving Party without reference to the information.

Either Party may disclose confidential information, to the extent required to fulfill its obligations under this Agreement, to its affiliates, and to its officers, directors, employees, attorneys, accountants and Associated Entities. To the extent applicable, Municipality agrees that Competitive Supplier shall be permitted to provide a REC Supplier any reasonable data related to tax deductions so that REC Supplier may inform and educate Participating Customers regarding RECs purchased and applicable tax deductions. This Article 16 shall survive the termination of this ESA for a period of two (2) years.

If either Party is compelled to disclose any confidential information of the other Party, such Party shall request that such disclosure be protected and maintained in confidence to the extent reasonable under the circumstances and use Commercially Reasonable efforts to

protect or limit disclosure with respect to commercially sensitive terms. In addition, notwithstanding the public records laws referenced above, such Party shall provide the other Party with prompt written notice of the requirement to disclose confidential information in order to enable the other Party to seek an appropriate protective order or other remedy, and such Party shall consult with the other Party with respect to the other Party taking steps to resolve the scope of any required disclosure. In the event the Competitive Supplier requests the Municipality's assistance in protecting the confidentiality of information and the Municipality anticipates that it will incur costs in fulfilling the Competitive Supplier's request, it shall give the Competitive Supplier an estimate of such costs. Upon receiving the estimate, Competitive Supplier shall determine if it continues to request the Municipality's assistance, and if so, the Competitive Supplier shall reimburse the Municipality for all costs, reasonably incurred by the Municipality in connection with such efforts. At the end of the applicable records retention period, all confidential information will be returned or properly disposed of.

For the avoidance of doubt, the information related to this ESA that is considered confidential and proprietary in nature shall include the following:

- a) any account information related to the Participating Customers including, without limitation, historic usage data, metering, and billing and payment information;
- b) any information regarding transactions entered into by Competitive Supplier and any third parties in connection with the provision of All-Requirements Power Supply;
- c) any list of Participating Customers;
- d) any information disclosed by a Party during any settlement discussions;
- e) Competitive Supplier's insurance policies;
- f) any financial security instrument(s) provided by Competitive Supplier;
- g) any non-public information provided by Competitive Supplier; and
- h) any information which either Party should reasonably understand to be confidential and proprietary by virtue of the sensitive nature of the information.

## ARTICLE 17 REGULATORY EVENT

If, after the Effective Date, a Regulatory Event occurs or New Taxes are imposed, and such event or taxes have a direct, material and adverse effect on the economic benefits to a Party to this Agreement, the affected Party shall send written notice to the other Party, setting forth the Regulatory Event or New Taxes and reasonably demonstrating the effect of the same on the affected Party. Upon delivery of such notice, the Parties shall use reasonable efforts to negotiate an amendment to this Agreement to mitigate such effect. Alternatively, if as a direct result of such a Regulatory Event or New Taxes, Competitive Supplier incurs additional, material costs, Competitive Supplier shall provide a written notice to the Municipality that documents: a) the effective date of the Regulatory Event or New Tax; b) a detailed explanation and reasonable demonstration of the material costs incurred as a result of the Regulatory Event or New Tax; c) the timing of the cost impacts to be incurred by the Competitive Supplier; d) the proposed price increase per kWh to be passed on to

Participating Customers; e) a proposed plan for coordinating with the Local Distributor for an increase in price to be billed by the Local Distributor designed to reimburse the Competitive Supplier for such cost impact. Upon delivery of such notice, the Parties shall use good faith efforts to negotiate an amendment to this Agreement to mitigate such effect. If the Parties are not able to agree on an amendment to this Agreement or reimbursement contemplated by this section within 30 days of delivery of such notice, the matter may be subject to dispute resolution in accordance with Article 12.2. In no event shall a price change become effective without providing Participating Customers with a 30-day advance notice of the price change (the "Price Adjustment Notice"). If a price adjustment is agreed to by the Parties, or if, after dispute resolution, it is determined that a price adjustment is appropriate in a specified amount, the Competitive Supplier is obligated to prepare a Price Adjustment Notice, subject to review and approval of the Municipality. The Municipality will file the Price Adjustment Notice and any related customer communications with the DPU, which shall have ten (10) days to review the Price Adjustment Notice prior to issuance to customers by the Competitive Supplier.

## ARTICLE 18 MISCELLANEOUS

### 18.1 NO ASSIGNMENT WITHOUT PERMISSION

Competitive Supplier shall not assign this ESA or any of its rights, obligations and privileges under this ESA without the prior written approval of the Municipality. Such approval may be denied at the reasonable discretion of the Municipality, including if the proposed assignee does not have the experience and financial ability to fulfill all obligations of the Competitive Supplier in the ESA. Notwithstanding the above, any assignment of this ESA by the Competitive Supplier, whether as the result of the sale of all or substantially all of the Competitive Supplier's business related to this ESA or otherwise, shall be subject to the following requirements: (i) Competitive Supplier shall provide the Municipality with notice of the proposed assignment at least 45 days prior to such assignment; (ii) Competitive Supplier's assignee shall agree in writing to be bound by the terms and conditions of this ESA; (iii) Competitive Supplier and such assignee shall, at least forty-five (45) days in advance of any assignment, reasonably demonstrate to Municipality that assignee has the experience and financial ability to fulfill all obligations of the Competitive Supplier in the ESA; and (iv) Competitive Supplier shall cure all defaults of this ESA, if any, of Competitive Supplier existing at the time of assignment. The Municipality may assign this ESA without the prior consent of Competitive Supplier provided that the proposed assignee has at least the same financial ability as the Municipality and such assignment would not materially impair the rights and interests of Competitive Supplier under this ESA. The rights and obligations created by this ESA shall inure to the benefit of, and be binding upon, the successors and permitted assigns of, the respective Parties hereto.



## 18.2 NEW PRODUCTS AND DIRECT MARKETING

### 18.2.1 New Products

Prior to the introduction of any new product or service which Competitive Supplier may wish to make available to Participating Customers or other Eligible Customers located within the Municipality, and subject to the limitations in Article 2.6, Competitive Supplier agrees to (i) give the Municipality written notice of such new product or service and (ii) subject to the entry into reasonable confidentiality terms to the extent permitted by law and mutually acceptable to the Parties, discuss with the Municipality the possible inclusion of such new product or service in this or another aggregation program undertaken by the Municipality. Any new product or service that the competitive supplier and/or Municipality seek to make available to Participating Customers is subject to Department approval.

### 18.2.2 Direct Marketing

Competitive Supplier also agrees not to engage, whether directly or through any of its Associated Entities, in any direct marketing to any Participating Customer that relies upon Competitive Supplier's unique knowledge of, or access to, Participating Customers gained as a result of this ESA without written consent from the Municipality. For the purposes of this provision, "direct marketing" shall include any telephone call, mailing, electronic mail, or other contact between the Competitive Supplier and the Customer. Broad-based programs of the Competitive Supplier that do not rely on unique knowledge or access gained through this ESA will not constitute such "direct marketing." Unless the Municipality has provided written consent otherwise, Competitive Supplier may only communicate with Participating Customers and/or use the lists of Eligible Customers/Participating Customers to send Department-approved Opt-Out Notices, education materials and other communications essential to the operation of the Program. Such lists may not be used by Competitive Supplier to market any additional products or services to Eligible Customers or Participating Customers without the Municipality's written consent. Similarly, Competitive Supplier agrees not to market other electricity supply offers to any Residential or Small Commercial electricity customers within the Municipality during the term of this Agreement unless mutually agreed in a signed amendment to this Agreement.

## 18.3 NOTICES

All notices, demands, requests, consents or other communications required or permitted to be given or made under this ESA shall be in writing and addressed to:

If to Competitive Supplier:

Direct Energy Services, LLC  
910 Louisiana Street, STE B200  
Houston, TX 77002  
Att: Direct Energy - Municipal Aggregations

With copy to:

Legal Counsel, NRG Home  
Direct Energy Services, LLC  
910 Louisiana Street, STE B200  
Houston, TX 77002

If to Municipality:

Mr. Charles de Casteja  
Good Energy, L.P.  
232 Madison Avenue, 3<sup>rd</sup> Floor  
New York, NY 10016  
Phone: 212-792-0222  
Fax: 212-792-0223  
charles@goodenergy.com

and

Carolyn Brennan  
Town of Hadley  
100 Middle Street, Hadley, MA 01035  
brennanc@hadleyma.gov  
Phone: 413-586-0221

Notices hereunder shall be deemed properly served (i) by hand delivery, on the day and at the time on which delivered to the intended recipient at the address set forth in this ESA; (ii) if sent by mail, on the third business day after the day on which deposited in the United States certified or registered mail, postage prepaid, return receipt requested, addressed to the intended recipient at its address set forth in this ESA; or (iii) if by Federal Express or other reputable express mail service, on the next business day after delivery to such express mail service, addressed to the intended recipient at its address set forth in this ESA. Any party may change its address and contact person for the purposes of this Article 18.3 by giving notice thereof in the manner required herein.

#### 18.4 CHANGES IN EMERGENCY AND SERVICE CONTACT PERSONS

In the event that the name or telephone number of any emergency or service contact for the Competitive Supplier changes, Competitive Supplier shall give prompt notice to the Municipality in the manner set forth in Article 18.3. In the event that the name or telephone number of any such contact person for the Municipality changes, prompt notice shall be given to the Competitive Supplier in the manner set forth in Article 18.3.

## 18.5 ENTIRE ESA; AMENDMENTS

This ESA, including the attached Exhibits and Plan incorporated by reference in Section 18.14, constitute the entire agreement between the Parties hereto with respect to the subject matter hereof and supersedes all prior oral or written agreements and understandings between the Parties relating to the subject matter hereof. This ESA may only be amended or modified by a written instrument signed by all Parties hereto.

## 18.6 FORCE MAJEURE

If by reason of Force Majeure any Party is unable to carry out, either in whole or in part, its obligations herein contained, such Party shall not be deemed to be in default during the continuation of such inability, provided that: (i) the non-performing Party, within two (2) weeks after the occurrence of the Force Majeure, gives the other Party hereto written notice describing the particulars of the occurrence; (ii) the suspension of performance be of no greater scope and of no longer duration than is required by the Force Majeure; (iii) no obligations of the Party which were to be performed prior to the occurrence causing the suspension of performance shall be excused as a result of the occurrence; and (iv) the non-performing Party shall use Commercially Reasonable efforts to remedy with all reasonable dispatch the cause or causes preventing it from carrying out its obligations. If (i) an event of Force Majeure caused by any strikes, lockouts or other industrial disturbances involving Competitive Supplier or its Associated Entities continues for a period of thirty (30) days or longer, or (ii) an event of Force Majeure arising from any other cause continues for a period of sixty (60) days or longer, either Party may terminate this ESA by sending the other Party a written notice as set forth in Article 4.2; provided, however, that the same shall not constitute a default under this ESA and shall not give rise to any damages. Additionally, Competitive Supplier shall submit all customer drops via EDI to the Local Distributor in accordance with the rules and regulations set forth by the EBT Working Group.

## 18.7 EXPENSES

Each Party hereto shall pay all expenses incurred by it in connection with its entering into this ESA, including without limitation, all of its attorney's fees and expenses.

## 18.8 NO JOINT VENTURE

Competitive Supplier will perform all obligations under this ESA as an independent contractor. Nothing herein contained shall be deemed to constitute any Party a partner, agent or legal representative of the other Party or to create a joint venture, partnership, agency or any relationship between the Parties. The obligations of the Municipality and the Competitive Supplier hereunder are individual and neither collective nor joint in nature.

## 18.9 JOINT WORK PRODUCT

This ESA shall be considered the work product of all Parties hereto, and, therefore, no rule of

strict construction shall be applied against either Party.

#### 18.10 COUNTERPARTS

This ESA may be executed in counterparts, each of which shall be deemed an original and all of which shall constitute a single agreement. A PDF of a signed copy of this ESA delivered by email shall be deemed to have the same legal effect as delivery of an original signed copy of this ESA.

#### 18.11 CONSULTANT COMMISSION FEES

The Parties acknowledge that the Price for energy as described in Exhibit A includes a commission fee equal to \$0.001 (1 mil) per kWh of Participating Customers actual usage for the duration of the ESA payable to Good Energy, L.P., the consultant hired by the Municipality to develop, implement, and administer the Program. The Competitive Supplier agrees to include the commission fee in the Price for energy and to make the monthly commission payments on behalf of Participating Customers to Good Energy, L.P. for the term as provided for in this ESA. The commission fees shall be paid ten (10) business days following receipt by Competitive Supplier of the meter readings of each Participating Customer's meter(s) performed by the Local Distributor. This provision shall be binding upon the Parties and all permitted assigns and other successors-in-interest of the Parties.

#### 18.12 WAIVER

No waiver by any Party hereto of any one or more defaults by any other Party in the performance of any provision of this ESA shall operate or be construed as a waiver of any future default, whether of like or different character. No failure on the part of any Party hereto to complain of any action or non-action on the part of any other Party, no matter how long the same may continue, shall be deemed to be a waiver of any right hereunder by the Party(ies) so failing. A waiver of any of the provisions of this ESA shall only be effective if made in writing and signed by the Party who is making such waiver.

#### 18.13 COOPERATION

Each Party acknowledges that this ESA must be approved by the Department and agree that they shall use Commercially Reasonable efforts to cooperate in seeking to secure such approval.

#### 18.14 PLAN

Competitive Supplier agrees that it has been provided with and had a reasonable opportunity to read the Plan approved by the DPU. The Parties recognize that the Municipality cannot enter into an ESA unless it is consistent with DPU-approved Plan. The Parties agree that the Plan, in the form as it exists on the Effective Date of this ESA, is incorporated into this ESA by reference, and that it shall be construed harmoniously to the greatest practicable extent;

notwithstanding the foregoing, in the event of any conflict between this ESA and the Plan, this ESA shall govern. During the term of this Agreement, the Municipality may make changes to its Program and Plan, including to introduce new products or other innovations. The Parties agree to cooperate in good faith to explore amending this ESA if necessary to incorporate therein any such Program or Plan changes. The Municipality will provide Competitive Supplier with amendments to the Plan as they are adopted; provided, however, that such amendments are not incorporated into this ESA as a result of such adoption. Any amendments hereto must be made in accordance with Article 18.5 of this ESA. Pursuant to D.P.U. 20-19 through D.P.U. 20-24, at 39, the Municipality shall not enter into an ESA unless it is fully consistent with its Department approved Plan and Department directives; a failure in this regard will result in termination of the Program.

#### 18.15 ADVERTISING LIMITATIONS

Competitive Supplier agrees not to use, whether directly or through any of its Associated Entities, the name of the Municipality, or make any reference to the Municipality in any advertising or other information to be distributed publicly for marketing or educational purposes, unless the Municipality expressly agrees to such usage. Any proposed use of the name of the Municipality must be submitted in writing for agreement and prior approval. The Municipality acknowledges that the Competitive Supplier's corporate affiliates own the exclusive right to the trademarked logo and trade name used by Competitive Supplier. No right, license or interest in this trademark and/or trade name is granted to the Municipality hereunder, and the Municipality agrees that it shall not assert any right, license or interest with respect to such trademark and/or trade name.

#### 18.16 PRESS RELEASES

The Parties agree to cooperate in good faith prior to the issuance of any formal press release with respect to this ESA, such cooperation to include agreement as to the form, substance and timing of such formal press release. Either Party may make any such press release or public statement when the releasing Party is advised by its legal counsel that such a press release or public statement is required by law, regulation or stock exchange rules, provided however, in such event, the Parties shall use good faith efforts to agree as to the form, substance and timing of such release or statement.

#### 18.17 HEADINGS AND CAPTIONS

The headings and captions appearing in this ESA are intended for reference only, and are not to be considered in construing this ESA.

#### 18.18 SURVIVAL OF OBLIGATION

Termination of this ESA for any reason shall not relieve the Municipality or the Competitive Supplier of any obligation accrued or accruing prior to such termination.

## 18.19 REMEDIES

### 18.19.1 General

Subject to the limitations set forth in Article 18.19.2 below and Article 4, the Municipality and the Competitive Supplier reserve and shall have all rights and remedies available to each of them at law or in equity with respect to the performance or non-performance of the other Party hereto under this ESA.

### 18.19.2 Limitations

NO PARTY HERETO SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES, LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES, BY STATUTE, IN TORT OR CONTRACT. Notwithstanding the foregoing, each Party acknowledges that the preceding sentence shall not limit the other Party's rights to seek direct damages or, under Article 13.1, to seek indemnification from Competitive Supplier for consequential, punitive, or incidental damages or other such losses claimed by third- parties; provided that the aggregate limit on Competitive Supplier's indemnification obligation pursuant to this provision, except for any damages caused by the fraud or bad faith of the Competitive Supplier, shall be equal to the greater of : 1) the amount payable for such claims under any and all insurance maintained by the Competitive Supplier; or 2) 50% of the Competitive Supplier's annual gross receipts (price per kWh multiplied by kWh volumes sold) received under this ESA in the most recent 12 month period; or 3) \$10,000,000.00.

*[signatures on next page]*

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized representatives, as required by the applicable laws of the Municipality and the laws, rules and regulations of the Commonwealth of Massachusetts, as of the respective dates set forth below

**DIRECT ENERGY SERVICES, LLC**

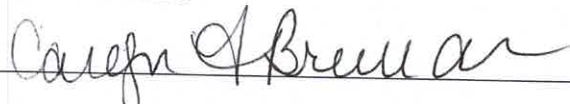
By: 

Name: Rasesh Patel

Title: President, NRG Consumer

Dated: 5/9/24

**TOWN OF HADLEY**

By: 

Name: Carolyn Brennan

Title: Town Administrator

Dated: 5/8/24

## EXHIBIT A

### PRICES AND TERMS Community Choice Electricity Program

Retail Price by Product (applies to all rate classes)

| <u>Product</u>                           | <u>Voluntary RECs<br/>(% and Type)</u>   | <u>Price per kWh</u> |
|--|--|----------------------|
| <b><u>Default Product (opt-out)</u></b>  |  |                      |
| Hadley Basic                             | 0%   | \$0.1282             |
| <b><u>Optional Programs (opt-in)</u></b> |  |                      |
| Hadley 100% Green                        | MA Class I RECs to total 100% RECs<br>(i.e. MA Class I RECs in addition to the<br>Required Renewable Energy Resources) | \$0.1413             |

#### Terms for All-Requirements Power Supply

**Delivery Term:** The Delivery Term stated on this Exhibit A will commence, for each Participating Customer account, on the first scheduled Customer meter read date for December 2024 (“Service Commencement Date”) and continue for a term of 36 months until the first scheduled Customer meter read date for December 2027, unless this ESA is sooner terminated in accordance with Article 4.2 of this ESA (“Delivery Term”).

**Pricing:** The price for All-Requirements Power Supply is stated in the table above (the “Retail Price”). The Retail Price includes any costs associated with meeting Required Renewable Energy Resources, Other Required Resources and Voluntary RECs as stated in the table above throughout the term of the Agreement, and includes all adders and ancillary charges. Retail Prices must include all adders and ancillary charges. Retail Prices shall be fixed for the entire length of the Delivery Term. However, the Competitive Supplier may offer price reductions to Participating Customers at any time during the term of this ESA.

**Start Date:** All-Requirements Power Supply will commence on the Service Commencement Date at the prices stated above. All enrollments must be submitted at least two business days before the next meter read.

**Provision of Voluntary RECs in accordance with Section 8.2:** Competitive Supplier shall enter into an RPA: RPA Not Applicable.

**Eligible Customer Opt-Out:** Participating Customers are free to opt-out of the Program by contacting the Local Distributor or the Competitive Supplier. Participating Customers are to



provide five (5) days notice to the Competitive Supplier of such termination. There are no fees or charges for Participating Customers to opt-out or terminate service.

**Competitive Supplier's Standard Credit Policy:** The Competitive Supplier will not require a credit review for any customer participating in the Program, nor will Competitive Supplier require any customer to post any security deposit as a condition for participation in the Program. The Competitive Supplier may terminate service to a Participating Customer and return such customer to Basic Service in the event that the customer fails to pay to Competitive Supplier amounts past due greater than sixty (60) days.

Rate classes by Local Distributor

| Distribution Company |                       | Residential        | Business                                     |                    |                                    | Street Lighting (**) |
|----------------------|-----------------------|--------------------|--|--------------------|------------------------------------|----------------------|
|                      |                       |                    | Small C&I                                    | Large C&I          | Medium C&I (*)                     |                      |
| Eversource - NSTAR   | Boston Edison         | R-1, R-2, R-3, R-4 | G-1, G-2, T-1, Street Lighting               | G3, T2             |                                    |                      |
|                      | Cambridge Electric    | R-1, R-2, R-3, R-4 | G-0, G-1,G-4, G-5, G-6, T-1, Street Lighting | G2, G3             |                                    |                      |
|                      | Commonwealth Electric | R-1, R-2, R-3, R-4 | G-1, G-4, G-5, G-6, G-7, Street Lighting     | G2, G3             |                                    |                      |
| National Grid        |                       | R-1, R-2, R-3, R-E | G-1, Street Lighting                         | G2, G3             |                                    |                      |
| Eversource - WMECo   |                       | R-1, R-2, R-3, R-4 | G-0, T-0, 23, 24                             | G-2, T-2, T-4, T-5 |                                    | S1, S2               |
| FG&E/Unitil          |                       | RD-1, RD-2         | GD-1, GD-6                                   | GD-3               | GD-2, GD-4, GD-5, Outdoor Lighting |                      |

## EXHIBIT B

### REPORTS

Competitive Supplier shall provide the following five reports to the Municipality, free of charge, as noted below or as otherwise agreed to by the Parties in writing.

1) **SALES REPORT (DATA PORTAL REPORT):** Monthly report of sales which will contain the following information broken out by month, customer type (i.e., rate class), electricity supply product name: (i) the actual aggregate kWh sales for each meter read of the reporting period; (ii) the number of Participating Customer accounts active in each meter read of the reporting period as of the (a) first of the month and (b) end of the month; (iii) enrollments; (iv) drops; (v) accounts billed; and (vi) the price per kWh. Data for each subsequent month will be added to the previous month's report so that it provides a month-by-month view of entire contract.

The Sales Report shall be produced in the format shown below:

#### TEMPLATE SALES REPORT

Template shows a municipality with four different products.

| Community Name | YearMonth | Product           | Product Rate | Customer Type | Active Accounts as of FOM | Enrollments | Moved/Closed Accounts | Active Accounts as of EOM | Accounts Billed | Billed Usage (kWh) | Opt-Outs |
|----------------|-----------|-------------------|--------------|---------------|---------------------------|-------------|-----------------------|---------------------------|-----------------|--------------------|----------|
| MuniName       | 202112    | MuniName Basic    | 0.10000      | R1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Basic    | 0.10000      | R2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Basic    | 0.10000      | R3            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Basic    | 0.10000      | G1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Basic    | 0.10000      | G2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Basic    | 0.10000      | S1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Basic    | 0.10000      | S2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | R1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | R2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | R3            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | G1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | G2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | S1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 50       | 0.11500      | S2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | R1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | R2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | R3            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | G1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | G2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | S1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName 100      | 0.12500      | S2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | R1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | R2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | R3            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | G1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | G2            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | S1            |                           |             |                       |                           |                 |                    |          |
| MuniName       | 202112    | MuniName Standard | 0.11500      | S2            |                           |             |                       |                           |                 |                    |          |

2) MASTER ACCOUNT LIST: A cumulative list of Participating Customers, which includes those customers that: (i) were submitted for enrollment; (ii) have been enrolled during this ESA; and (iii) are currently enrolled during this ESA. The report shall include all customer identifying information provided by the Local Distributor and: (i) Opt-Out Notice mailing date; (ii) account status (e.g., enrolled, dropped, account rejected, never submitted, etc.); (iii) account start date; (iv) account end date; (v) account read cycle; (vi) load zone; and (vii) current product start date or opt in date (if applicable e.g., if an account switched from one product to another in the Program).

3) MASTER OPT OUT FILE: A list of a) all consumers in the Municipality that opted out prior to enrollment and after receiving an Opt-Out Notice and b) all Participating Customers that left the program for any reason after they were enrolled in the Program. This Master Opt Out File will also include any records of customers that have opted-out during previous ESAs, which will be provided to Competitive Supplier by the Municipality. The report shall include all customer identifying information provided by the Local Distributor and (i) Opt-Out Notice mailing date (if applicable) and (ii) opt out date.

4) REFRESH MAILING LIST: Once each month throughout the term of this Agreement, or as otherwise agreed to by the Parties, the Competitive Supplier shall obtain from the Local Distributor an updated file that includes all Eligible Customers in the Municipality, hereinafter the Updated Local Distributor Eligible Customer File. Once each month, or as otherwise agreed to by the Parties, Competitive Supplier shall create a Refresh Mailing List of New Eligible Customers, which shall include all customers in the Updated Local Distributor Eligible Customer File and exclude all customers listed in the Master Opt Out File.

5) MONTHLY COMMISSION REPORT – Competitive Supplier shall provide Municipality with information to obtain this monthly report online, provided, however, if online access is unavailable for any reason, Competitive Supplier shall provide a written copy of such report within thirty (30) days of the end of the prior month.