

EXHIBIT A

Customer Enrollment, Opt-Out and Opt-In Procedures

The following protocols describe the procedures for customer enrollment, opt-out, and opt-in. The protocols are designed to be consistent with the Terms and Conditions for Competitive Suppliers of the Local Distribution Company. In the event of a conflict between these protocols and those Terms and Conditions, the Terms and Conditions shall govern.

1. Pre-Enrollment Opt-Out Notice, Pre-Enrollment Opt-Out Procedure, and Initial Enrollment

1.1. Opt-Out Notice and Reply Card

1.1.1. The Aggregation Consultant and the Municipality will design an Opt-Notice informing customers of the aggregation and their right to opt out and an Opt-Out Reply Card that customers may mail to exercise their right to opt out.

1.1.2. The Competitive Supplier shall print the Opt-Out Notice and Opt-Out Reply Card.

1.2. Customer List

1.2.1. After approval by the Department of Public Utilities and execution of the Electric Service Agreement (ESA) with a Competitive Supplier, the Local Distribution Company will electronically transmit the name, address, and existing power supply option (i.e., Basic Service or competitive supply) of each eligible consumer to the Competitive Supplier to facilitate the notification and opt-out requirements of the program.

1.3. Opt-Out Mailing. Within five (5) business days of receiving the Customer List, the Competitive Supplier shall mail the Opt-Out Notice and Opt-Out Reply Card to all Basic Service customers in the City.

1.4. Customer Opt-Outs.

1.4.1. During the period of thirty (30) days from the date of the postmark of the Opt-Out Notice, customers may opt out of the aggregation by mailing the opt-out reply card to the Competitive Supplier.

1.4.2. After the initial thirty (30) day period customers may also opt out by calling the Competitive Supplier's customer service number or following one of the other opt-out procedures described in Section 3.1.

1.5. Customer Enrollment and Commencement of Generation Service

1.5.1. After the conclusion of the 30-day opt-out period, and providing the EDI testing is complete, the Competitive Supplier shall submit transactions to the Local Distribution Company to enroll all Basic Service customers in the Municipality that did not opt out, pursuant to Section 1.4.1 or 1.4.2.

1.5.2. Subject to the Terms and Conditions for Competitive Suppliers of the Local Distribution Company, supply service will commence as follows:

1.5.2.1. On the customer's next scheduled meter read, for customers with meter read dates at least two business days after the date of the enrollment transaction;

1.5.2.2. On the customer's subsequent scheduled meter read, for customers with meter read dates less than two business days after the date of the enrollment transaction;

1.6. Report to the Municipality. Within five (5) business days after submitting transactions to the Local Distribution Company to enroll all Basic Service customers, the Competitive Supplier shall provide the Municipality with the Customer List, with fields added for each customer indicating the date the Opt-Out Notice was mailed, whether the customer opted out, and if so the date, and whether an enrollment transaction for the customer was submitted to the Local Distribution Company, and if so the date.

1.7. Undeliverable Opt-Out Notices. If any Opt-Out Notices are returned as undeliverable, the Competitive Supplier shall make Commercially Reasonable Efforts to identify a correct mailing address and re-send the notice. If the second Opt-Out Notice is not returned, and if the customer does not opt out within thirty (30) days from the date of the postmark of the second mailing, the Competitive Supplier shall submit an enrollment transaction for the customer no less than five (5) business days after the conclusion of the 30-day opt-out period.

2. New Customers

2.1 New Customers are customers that become customers of the Local Distribution Company after the date of the initial opt-out notice, for example, customers that moved into the Municipality.

2.2 When a new eligible customer first moves into the Municipality, the eligible customer will be enrolled automatically in the Program upon initiation of electric distribution service, subject to the customer's right to opt out of the program as described in Section 2.5. However, if the customer is moving from another service address within the service area of the Local Distribution Company and had previously

chosen an alternative supplier, then that supplier will be carried-forward to the customer's new service address. Enrollment will occur pursuant to the rules and procedures set forth in the EBT Working Group Report.

2.3 The Local Distribution Company will inform the Competitive Supplier of newly enrolled consumers by submitting Auto-Enroll New Customer 814-AE transactions.

2.4. The Competitive Supplier shall mail an Opt-Out Notice and Reply Card for all New Customers no less than thirty (30) days after receiving notice of such New Customers from the Local Distribution Company.

2.5. New Customers may opt-out of the program by returning the Reply Card or by using any of the opt-out methods described in Section 3.

3. Opt-Out After Initial Enrollment

3.1. Opt-Out Procedure. Subsequent to enrollment, a customer may elect to opt out of receiving generation service through the aggregation as follows:

3.1.1. By calling the Competitive Supplier's customer service number and requesting to opt out, in which case the Competitive Supplier shall submit a transaction to drop the customer to the Local Distribution Company within one (1) business day;

3.1.2. By calling the Local Distribution Company and requesting to be returned to Basic Service, in which case the Local Distribution Company shall submit a transaction to drop the supplier transaction; or

3.1.3. By enrolling with an unrelated competitive supplier, in which case the unrelated competitive supplier shall submit a transaction to enroll the customer to the Local Distribution Company.

3.2. Effective Date. The intent is that a customer that opts out will no longer receive generation service through the aggregation program as of:

3.2.1. the customer's next scheduled meter read, for customers with meter read dates at least two business days after the date of the drop or enrollment transaction;

3.2.2. the customer's subsequent scheduled meter read, for customers with meter read dates less than two business days after the date of the drop or enrollment transaction.

4. Opt-In Procedure

4.1. Applicability

4.1.1. Customers not being served by the aggregation may opt in at any time.

4.1.2. The opt-in procedure applies to the following customers:

4.1.2.1. customers that were once enrolled in the aggregation and opted out; and

4.1.2.2. customers that were not previously enrolled in the aggregation because they opted-out before being enrolled or were served by a competitive supplier at the inception of the program.

4.2. Prices

4.2.1. Prices for opt-in customers shall be at prevailing market rates at the time of the opt-in except that residential and small commercial customers who were served by a competitive supplier at the inception of the program, and have not previously opted out, shall receive the same prices as existing customers in the program. Unless the Municipality waives this requirement, the end date of any opt-in contract shall be coterminous with end date of the Standard Product.

4.2.2. The Competitive Supplier shall notify the Municipality of all prices offered to opt-in customers.

4.3. Opt-in Process.

4.3.1. Customers may opt in to the aggregation by calling the Competitive Supplier's customer service number and requesting to opt in.

4.3.2. The Competitive Supplier shall fully disclose to the customer the price and all other terms and conditions of service. If the customer agrees to the price and terms and conditions, the Competitive Supplier shall submit a transaction to enroll the customer to the Local Distribution Company within five (5) business days.

5. Optional Products

5.1. Prior to enrollment, Customers may elect an Optional Product, if applicable, by calling the Competitive Supplier's customer service number. The Competitive Supplier shall enroll customers making such an election in the Optional Product.

5.2. Customers enrolled in the program may elect an Optional Product, or a return to the Standard Product, by calling the Competitive Supplier's customer service number. Within five (5) business days after a customer makes such an election, the Competitive Supplier shall submit a transaction to change supplier data to the Local Distribution Company to make the change in the customer's rate option.

EXHIBIT B

SAMPLE NOTIFICATION LETTER

This letter comes from the municipality and is sent out by the competitive supplier.

John & Mary Resident
1 Any Street
Sudbury, MA 01776

Date:

Dear Mr. & Mrs. Resident:

The Board of Selectmen voted on____, 2016 to authorize the City to aggregate the electricity load of residents and businesses on the Basic Service with Eversource. The objectives of this program are to give you competitive choice, longer-term price stability, reduced electric rates and more options for electricity generated from renewable sources.

The Board of Selectmen with the assistance of Good Energy has negotiated a two (2) year contract with ABC Electric Supply Company to supply power to the residents and businesses in Sudbury. Unless you choose to opt-out of the program, or affirmatively choose an Optional Product, you will automatically receive the Standard Product: Sudbury Local Green which will include an additional 5% green energy above that required by the Commonwealth. You may also choose to purchase one of two Optional Products. If you do not want to purchase any additional green energy you can elect Sudbury Basic, which provides the same amount of green energy included in the Basic Service of the Local Utility, as required by law. You may also choose to purchase additional green energy than that offered with the Standard Product by electing to purchase Sudbury Premium Local Green, which offers ____% green energy. You can find more information on the aggregation program and product options, including how green energy is provided through the sourcing of Renewable Energy Certificates, at www.goodenergy.com. The electric rate comparison per kilowatt hour (kWh) between Eversource and above described Sudbury Products is as follows:

Rate Class	Local Utility	Standard Product: Sudbury Local Green	Optional Product: Sudbury Basic	Optional Product: Sudbury Premium Local Green
Residential	\$0.000000	\$0.000000	\$0.000000	\$0.000000
Commercial	\$0.000000	\$0.000000	\$0.000000	\$0.000000
Industrial	\$0.000000	\$0.000000	\$0.000000	\$0.000000

PARTICIPATION	ACTION NEEDED
If you want to participate in this program and receive the Standard Product (Sudbury Local Green)	You do not need to take any action.
If you want to participate in this program and receive one of the Optional Products (Sudbury Basic or Sudbury Premium Local Green)	Call 1-800-XXX-XXXX to select Sudbury Basic or Sudbury Premium Local Green. If you do not call, nor elect to opt-out, you will receive the Standard Product – Sudbury Local Green.
If you do NOT want to participate in this program	<ol style="list-style-type: none"> 1. Sign and date the enclosed Opt-out postage-prepaid postcard. 2. Mail the postcard within 30 days

Eversource will still deliver your electricity and service the transmission infrastructure. You will still receive one bill from Eversource.

If you have any questions concerning this program, please call 800-000-0000 or visit our website at www.goodenergy.com

Sincerely,

Board of Selectmen

CUSTOMER NOTIFICATION ENVELOPE

OFFICIAL CITY BUSINESS

ELECTRIC SUPPLY PROGRAM

Competitive Supplier
1 Energy Way
Energy, MA 00000

John & Mary Resident
1 Any Street
Sudbury, MA 01776

DO NOT DISCARD – URGENT NOTICE REGARDING ELECTRIC RATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 677 ALBUQUERQUE, NM

POSTAGE WILL BE PAID BY ADDRESSEE

Competitive Supplier
1 Energy Way
Energy, MA 00000

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



ELECTRIC SUPPLY PROGRAM – OPT-OUT REPLY CARD

John & Mary Resident
1 Any Street
Sudbury, MA 01776

OPT-OUT INSTRUCTIONS:

If you want to participate and receive the Standard Product, you do not need to take any action .

If you do NOT want to participate, (1) sign and date this postcard and (2) drop it in the mail.

This card can only be signed by the customer of record whose name appears on this card and must be mailed within 30 days

Signature

Date