

Exhibit A

T&D SPECIFIC PROVISIONS FOR BUSINESS INTERACTIONS

Between

Bangor Hydro-Electric Company

and

(SOP to insert their name here)

Standard Offer Provider for Medium and/or Large Classes

Created by BHE: September 12, 1999

Modified by BHE: May 22, 2003

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Standard Rate Structures for Consolidated Utility Billing:

BHE's existing Standard Rate Structures include Fixed, Flat, Blocked, Time-of-Use (3 periods) and Seasonal structures. The Company's tariffs are available on request. Billing determinants available include kWh and kW demand. The rate options and billing determinants available for a specific Customer will be limited by the installed metering capability of that Customer. Proration of charges over any standard offer rate or price will be performed based upon the percentage of days of service in each billing period for each customer affected by such rate or price. This includes the proration of Standard Offer providers and rates across any change in Provider. Changes in the Standard Offer rate structure will be prorated as long as the rate structure change is no more complicated than the existing BHE distribution rate structure for the same customer class, as required by Chapters 301 and 322.

Standard Offer rate classes for BHE's customers will be as follows:

Residential/Small Non-Residential (Commercial): Includes all customers defined as residential by BHE's Terms and Conditions (T&C), and non-residential customers that take service under a core customer class that does not include a demand charge, including all street lighting service.

Medium Non-Residential: Includes all non-residential customers that take service under a core customer class that includes a demand charge and in which a customer's maximum demand does not generally exceed 499 kW in the preceding 12 months.

Large Non-Residential: Includes all non-residential customers that are not small non-residential or medium non-residential customers.

Standard Bill Format and Consolidated Utility Billing Service:

BHE will provide consolidated billing for the Provider using a standard bill format as required by the Chapters 301 and 322. Consolidated Utility Billing services include bill calculation, printing, mailing, collections, and remittance processing and funds transfer.

BHE will assess a fee to the Provider(s) for each bill issued, with this fee being detailed in BHE's Terms and Conditions. The fee will be apportioned among the Providers based upon the each Provider's load share, by rate class. After the close of each month, a charge to each Provider for Consolidated Utility Billing service will be computed based on (a) the

number of bills, by rate class, issued during the prior month to Standard Offer customers, times (b) the fee per bill, times (c) each Provider's load share, by rate class.

Any requests for non-standard billing format, non-standard billing calculations or any bill messages will be responded to by BHE staff within 15 work days with an estimated cost and time required to produce the request. Upon receipt of SOP written or electronic (email) confirmation to proceed, BHE will schedule this work.

Payment to Provider:

Standard Offer Providers will be paid for all energy sold to Standard Offer customers based upon their bid price and percentage of load provided to Standard Offer Rate Class, less an allowance for uncollectible accounts. The allowances for the term of this contract are:

Medium Non-Residential	0.52%
Large Non-Residential	0.02%

Actual meter readings or estimated meter readings will be the basis for monthly payments to all Providers. The payments to the Provider will be made as detailed in paragraph 8.5 of this Agreement. The costs of the Automatic Clearing House (ACH) funds transfer are included in the fee for billing services, as stated in BHE's Terms and Conditions.

Net Energy Billing

Net Energy Billing is available to certain customers in accordance with Chapter 313. For these customers, the usage amount transmitted to the provider will be the Customer's net usage, and the Provider's load obligation will be based on the Customer's net usage. Any excess generation provided by Net Energy Billing customers will be used to reduce total system load.

Off-Cycle Terminations:

A Competitive Energy Provider may request an off-cycle termination of an enrolled Customer as of a desired date or a customer may request their relationship with a Competitive Energy Provider be terminated off-cycle. In either case, the customer will be moved into the Standard Offer on a date other than the normal meter reading date. The requesting party must specify either pro-rating usage or an actual meter reading. If an actual meter reading is required, BHE will schedule it as soon as is practical, usually within three business days. When an actual meter reading for an off-cycle drop is requested for a Customer with kW demand, the kW demand billing determinants will be measured separately for each partial period of the normal billing cycle.

Charges for off-cycle terminations per metered service will be assessed to the requesting party based upon fees stated in BHE's Terms and Conditions.

Informational Disclosure Label Mailing:

The information disclosure label will be mailed as required by Chapters 301 and 306 to all Standard Offer customers for a fee detailed in BHE's Terms and Conditions. This fee will be apportioned evenly among the Providers based upon the number of participating Providers, by rate class. Each Standard Offer Provider will be billed for the service rendered by BHE following the completion of each mailing. The charge to each Provider for this service will be based on (a) the number of notices, by rate class, mailed to Standard Offer customers, times (b) the fee per notice, times (c) each Provider's load share, by rate class.

Load Obligation & Settlement Calculations:

BHE shall determine the Standard Offer Provider's hourly loads and report such to the ISO-NE in accordance with NEPOOL's Standard Market Design (SMD) Manual 20 – Installed Capacity, Manual 28 – Market Rule 1 Accounting, and Manual 29 - Billing and the MPUC Chapter 321 Rule, "Load Obligation and Settlement Calculations for Competitive Providers of Electricity". BHE is the "Assigned Meter Reader" with ISO-NE for the Provider's load asset account.

1. BHE will develop Load Profiles for three customer groups: Residential; Small Commercial (no demand charges); and Large Commercial (25-500 kW billing demand). BHE will develop Deemed Load Profiles for lighting loads. Load profile curves will be available to providers in the MPUC Standard Offer bid packages.
2. BHE will use telemetered interval data adjusted for line losses for all telemetered Customers for settlement. (Interval meters installed for surveying purposes are considered temporary and are not available for use in individual billing or settlement calculations.) All BHE Customers in classes where minimum monthly demand equals or exceeds 500 kW must be telemetered in accordance with the Chapter 321.
3. Each profile will contain 24-hourly profiles that may be used to represent each day of a year. Each daily load profile will represent an average per-customer load at the point of retail delivery. Each profile will represent a 24-hour day that can be identified by an indicator such as month, day of the week, weather condition, and so forth.
4. Daily Settlement Reports: By 1 p.m. of the second business day following the trading period, BHE will report the hourly load responsibility of the Provider to ISO-NE in conformance with ISO-NE requirements, and to the Provider in the same format via electronic mail.
5. Monthly Settlement Reports: Consistent with the timing requirements of NEPOOL SMD Manual 20, 28 and 29, the daily or monthly load responsibility for each Provider will be re-estimated using the most recent monthly kWh billing information. The methodology for calculating the Provider load responsibility will be identical to the daily method but the daily estimated energy use of profiled customers will reflect the billing kWh for that month. The monthly energy differences will be reported to ISO-NE in accordance with their requirements. The monthly settlement will be reported in the same format to the

Provider as the monthly energy difference, or the hourly difference, via electronic mail to the Provider.

6. MPUC Reporting: BHE files sampling and data validation, and profiling methodology reports with the MPUC in accordance with the MPUC rules, complete with the methodology used to create the reports. BHE's current line-loss study was filed with the MPUC on 4/1/99 and is posted on BHE's Supplier web site. When updates are available, BHE will post these updates to the Supplier web site.