

TERMS OF SERVICE

Contract Disclosure Statement—This Disclosure only applies to Residential and Small Commercial Customers. If you are not a Residential or Small Commercial Customer, please disregard this Disclosure.

Type of plan	Fixed Rate
Price per kWh	Please refer to your custom price on your Exhibit B
Length of plan	12 billing cycles from the date Nordic first supplies electricity to you
Late payment fee (if any)	If Nordic bills the customer (the dual billing option) customer will incur a late payment charge of 1.5% or the lawful rate, whichever is lower, per month on any unpaid balance. If the EDC bills the customer (the Utility Combined Billing option), then any late payment fee will be established by the EDC.
Deposit requirement (if any)	None initially. Nordic may request a deposit if customer's creditworthiness becomes unsatisfactory.
Early termination fee (if any)	\$100
Other features (if any)	See Terms and Conditions
Right of Rescission:	After you sign up, you will have 8 days to reverse or "rescind" your decision. You can rescind orally by calling Nordic at 1-877-808-1022; by email to customerservice@nordicenergy-us.com; or in writing by mail to One Tower Lane, Suite 300, Oakbrook Terrace, IL 60181-4647
Toll-free number:	You can contact Nordic with questions or complaints between 8 a.m. and 5 p.m. Chicago time at 1-877-808-1022
PUC Consumer Assistance:	You may also contact the State of Maine Public Utilities Commission (PUC) with complaints or questions at 1-800-452-4699.
Cancellation of Service:	You have the right to cancel your service with Nordic at any time, subject to any early termination fee that would apply. To cancel service, you must notify Nordic. Nordic is required to notify [UTILITY NAME] of the cancellation within 2 business days of your request. [UTILITY NAME] will then process the cancellation for you. Unless you have signed up with another supplier, you will receive standard offer service, which is a supply service available to all electricity customers through a process administered by the PUC. Current standard offer prices and other information about switching your supplier may be found at www.maine.gov/mpuc/electricity/cep .

You will receive a contract renewal notice prior to the end of the term of this contract. You will have the option to reject renewal and instead receive standard offer service or service from another supplier.