(B-5) Exhibit B-5: "Customer Termination"

Provide a detailed description of the following:

(a) Applicant's termination policy, including the grounds for and process by which customers can be terminated from Applicant's electric aggregation program; if an Early Termination Fee will be charged and in what circumstances; how the Early Termination Fee is calculated; and how customers are made aware of the Early Termination Fee.

- We are unable to terminate a supplier's agreement with our customer. Early termination policies are determined by the supplier, this information is included in each individual supply contract.

(b) The process by which a dissatisfied customer can terminate their relationship with the Applicant, including any policies for refunds of fees or advance payments.

- Our Letter of Exclusivity can be voided at the customer's request via written notice or email correspondence. Since we are paid directly by the supplier, there is no impetus for a refund