Exhibit C-2a

Vendor's Procedures with Respect to Tenant Inquiries

## PROCEDURES REGARDING TENANT INQUIRIES

When a tenant has a question about its submetering system, its electric bill or believes the electric bill is inaccurate, the following protocol will be followed:

1. Tenant should submit the complaint to the vendor, Metergy Solutions LLC. The complaint should include the tenant's name and address, the action or relief requested and the reason for the complaint about the submetering charge. Complaints may be submitted by mail or electronically, as specified below.

   Metergy Solutions LLC
   Attn: Customer Care
   P.O. Box 1947
   Long Island City, NY 11101
   CustomerService@MetergySolutions.com

2. The vendor shall investigate and respond to the complaint in writing within 15 days of the receipt of the complaint.

3. If the tenant and the vendor cannot reach an equitable agreement and tenant continues to believe the complaint has not been adequately addressed, then the tenant may file a complaint with the Public Utilities Regulatory Authority:

   The Public Utilities Regulatory Authority does not accept walk-in customer complaints in their offices at 10 Franklin Square, New Britain, Connecticut.

   Customers may contact the Authority:

   by telephone (1-800-382-4586, toll-free)
   or by email at pura.information@ct.gov

   or by completing an online intake form.
   https://portal.ct.gov/PURA/Consumer-Services/File-a-Complaint

4. The vendor and/or Landlord shall keep records of all the complaints received. These records shall include the tenant's name and address, the date the complaint was made or received, the steps taken to resolve the complaint and the date the complaint was resolved. These records shall be kept for at least three (3) years after the complaint has been resolved.