Exhibit C-2b

Documents Provided to Tenants Describing Tenant's Rights



Customer Care Center
1-888-422-9319
customerservice@metergysolutions.com

Monday to Friday
8:30 AM to 5:00 PM
www.metergysolutions.com

NOTIFICATION OF RIGHTS AND PROCEDURES

As a residential customer for electricity, you have certain rights assured by the Public Utilities Regulatory Authority ("PURA " or the "Authority") in Docket No. 13-01-26, *PURA Generic Investigation of Electric Submetering*. This notification is an overview of those rights and certain policies and procedures regarding the service and billing of your electricity. A copy of this notification of rights and procedures, along with the list of consumer rights, attached hereto as Attachment B, will be available in the management office for your convenience.

The electric bills that you receive will show in clear and understandable form and language, the charges for service and the amount of kilowatt hours ("kWh") that you used during the month. In no event will the total monthly charges exceed the utility's (Eversource) direct metered Residential Rate. Your meter is read because it measures and records the actual amount of electricity you use; this enables an accurate bill to be generated and be sent to you. Making sure your electric bills are accurate and correct is important to Metergy Solutions LLC and to you. That is why every effort is made to read your meter regularly. If you have any questions about your monthly bill or would like to dispute any charges, refer to the Tenant Welcome Letter for additional information about the inquiry process.

You have the right to request messages on bills and notices in Spanish. To make such a request, contact a representative by telephone at 1-888-422-9319, by mail, Metergy Solutions LLC, Attn: Customer Care, P.O. Box 1947, Long Island City, NY 11101, or via email to CustomerService@MetergySolutions.com. ***Usted tiene el derecho de solicitar informacion en facturas e informativos en Espanol. Para solicitar informacion en Espanol, por favor contacte a un representante marcando el telefono 1-888-422-9319, por correo a la siguiente direccion, Metergy Solutions LLC, Attn: Customer Care, P.O. Box 1947, Long Island City, NY 11101, o por correo electronico a CustomerService@MetergySolutions.com.***

You may request a Budgeted "Balanced" Billing plan for the payment of electric charges, provided that you are not delinquent on payment of electricity and have at least three months of billing history. This plan has been designed to reduce fluctuations in customers' bills due to seasonal patterns of consumption. Balanced billing divides your electric costs into twelve (12) equal monthly payments. Periodically, Metergy Solutions LLC will review and adjust the balanced billing amount as necessary. At the end of one (1) year, you shall be responsible to pay for any electric costs in excess of your balanced billing amount paid or you will be credited in the next month's bill for the amount paid in excess of the balanced billing amount. You may contact Metergy Solutions LLC to discuss the details of this plan if you

are interested. Requests for a Budgeted Balanced Billing plan shall be made in writing to Metergy Solutions LLC.

If you are having difficulty paying your electric bill, please contact Metergy Solutions LLC by telephone or by mail to the phone number and address listed above in order to arrange for a deferred payment agreement, whereby you may be able to pay the balance owed over a period of time not to exceed eighteen (18 months. A deferred payment agreement is a written agreement for the payment of outstanding charges over a specific period of time, signed by both the landlord and tenant. Current payment arrangements may be renegotiated due to a change in financial circumstances per Section 16-3-100(b(3(A of the Regulations of Connecticut State Agencies. Metergy Solutions LLC will make reasonable efforts to help you find a way to pay your bill.

Regardless of your electric bill payment history, your electric service will n o t be terminated. When Metergy Solutions LLC becomes aware of such hardship, Metergy Solutions LLC can refer you to the Department of Social Services. Please notify Metergy Solutions LLC if the following conditions exist:

(a) **Medical Emergencies.** You must provide a medical certificate from your doctor or local board of health; or

(b) **Life Support Equipment.** If you have life support equipment and a medical certificate.

Special protections may be available if you and/or those living with you are age eighteen (18) or younger or sixty-two (62) and older, blind, disabled, if you receive benefits under Supplemental Security Income, Temporary Assistance to Needy Persons/Families, Safety Net Assistance, or Food Stamps, or have received a Home Energy Assistance Program grant in the preceding twelve (12) months, or meet any other condition specified in Attachment A of this notice. To ensure that you receive all of the protections that you are eligible for, please contact an Metergy Solutions LLC representative by phone at 1-888-422-9319, by email to customerservice@metergysolutions.com or in writing at Metergy Solutions LLC, Attn: Customer Care, P.O. Box 1947, Long Island City, NY 11101 and identify yourself. See Attachment A - Special Protections Registration Form for additional information. Although you are not required to do so, it is requested that you please fill out the form if you qualify for any special protection described on the form. You may return the completed form to Metergy Solutions LLC at the above address.

You can also designate a third party as an additional contact to receive notices of past due balances and/or to receive all notifications relating to disconnection of service or other credit actions sent to you, provided that the designated third party agrees in writing to receive such notices. Metergy Solutions LLC shall inform the third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to the customer. Metergy Solutions LLC shall promptly notify the residential customer of the refusal or cancellation of such authorization by the third party. If you are interested in Voluntary Third Party Notice, notify Metergy Solutions LLC with the party's contact information and written agreement of the third party to receive copies of all notifications relating to disconnection of service or other credit actions sent to you.

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Attachment A
Special Protections Registration Form (EXHIBIT B.9c2)

Attachment B



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CONNECTICUT NOTICE:
LIST OF CONSUMER RIGHTS

As set forth by the Authority in Docket No. 13-01-26, *PURA Generic Investigation of Electric Submetering*, tenants who have their electric service submetered shall be afforded many consumer protections by statute and regulation. Such rights include:

1. Not to have electric service terminated for any reason except if the Landlord reasonably believes that continued service creates a risk of personal injury or property damage or any litigation or eviction process has been successfully completed.

2. To inspect or obtain copies of all schedules of rates for each class and type of service, sample forms of agreement and all rules and regulations respecting the relations of the tenant to the Landlord.

3. To request a statement of past readings of the tenant's submeter and the Landlord's utility meter for any period not more than 15 months, consistent with Section 16-11-104 of the Regulations of Connecticut State Agencies ("RCSA").

4. To request such information as is reasonable, in order that Landlord may secure safe, adequate, and proper service.

5. In the event that security deposits for submetered electric service are required from tenants, these shall comply with the provisions of RCSA §§16-11-105 and 16-262j-1.

6. To have the Landlord retain utility billing records along with the billing and payment records for its tenants for a period of no less than three years and to have the Landlord comply with the provisions of RCSA §16-11-106 regarding complaints, service requests and record retention.

7. To have meter reading and bill form in compliance with the provisions of RCSA §16-11-107.

8. To have bills adjusted in compliance with the provisions of RCSA §16-11-110.

9. To request one meter accuracy test in a twelve-month period conducted by an entity unaffiliated with the Landlord, at the Landlord's expense and in accordance with the provisions of RCSA §16-11-126. If any such meter accuracy test indicates that the submeter is inaccurate using industry standard testing protocols,[1] such submeter shall be corrected or replaced, and the Authority shall be notified. Additional meter testing beyond the one accuracy test in a twelve month period requested by a tenant shall be paid for by the tenant unless such additional meter testing indicates that the submeter falls outside the error range, in which case that subsequent meter accuracy test shall be paid for by the Landlord and the Authority shall be notified. The tenant shall contact Metergy Solutions LLC at Attn: Customer Care, P.O. Box 1947, Long Island City, NY 11101 for meter accuracy test requests.

10. To have inaccurate billing corrected in accordance with the provisions of Section 16-259a of the Connecticut General Statutes ("CGS").

11. To be provided a written agreement stipulating all terms and conditions of the submetering arrangement between the Landlord and the tenant. Tenants shall also be provided with a lease that includes a stipulation that electric service is provided upon a submetered basis.

12. To be provided privacy protection for tenant's usage, billing, and payment history data.

13. To enter into reasonable payment arrangements if delinquent on payment of submetered electricity. A reasonable payment arrangement is defined as a promise to a Landlord to pay a delinquent balance for submetered electric service over a period of time not to exceed 12 months. In the event that a residential tenant qualifies for hardship protection, as defined by RCSA §16-3-100(a)(6) and certified by a local or state social service agency, a reasonable payment arrangement is defined as a promise to a Landlord to pay a delinquent balance for submetered electric service over a period of time not to exceed 24 months. All reasonable payment arrangements shall be subject to amendment on the tenant's request if there is a change in the tenant's financial circumstances. All reasonable payment arrangements shall allow each tenant adequate opportunity to apply for and receive the benefits of any available energy assistance program. Tenant shall contact a Metergy Solutions LLC representative by phone at 1-888-422-9319 or in writing at Metergy Solutions LLC, Attn: Customer Care, P.O. Box 1947, Long Island City, NY 11101 for reasonable payment arrangements.

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[1] The accuracy range for a mechanical meter is 1.0%. The accuracy range for an electronic meter is 0.5%.

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14. To be notified fifteen (15) days in advance of the commencement of any litigation or eviction process by a Landlord against a residential tenant for the nonpayment of submetered electric service. The notice shall allow the tenant to avail themselves of energy assistance, reasonable out-of-court repayment agreements, allow for the conclusion of any billing or meter accuracy dispute with the Authority, or any other applicable consumer protection. Between November 1st and April 30th, this notice shall be provided no less than 30 days prior to said action in the event the residential tenant qualifies for hardship protection, as defined by RCSA §16-3-100(a)(6) and certified by a local or state social service agency.

15. To be provided an affirmation that rental payments shall not be converted into payments for submetered electric service and that payments for submetered electric service shall not be converted into payments for rent.

16. To not have the Landlord submit to a credit rating agency, as defined in CGS § 36a-695, any information regarding a tenant's electric service unless that tenant is more than 60 days delinquent in paying for electric service. In no event shall a Landlord submit to a credit rating agency any information about a tenant's nonpayment for electric service if the tenant has initiated a complaint with the Authority. If a Landlord intends to submit to a credit rating agency information about a tenant's nonpayment for electric service, it shall, at least 30 days before submitting such information, send the tenant by first class mail notification that includes the statement, "WE SUPPLY PAYMENT INFORMATION TO CREDIT RATING AGENCIES IF YOUR ACCOUNT IS MORE THAN 60 DAYS DELINQUENT, THE DELINQUENCY REPORT COULD HARM YOUR CREDIT RATINGS."

17. To be provided assurance of tenant access to submeters, to allow for the independent verification of billing accuracy. Said access shall be provided in the presence of the tenant or their designated agent, with mutually acceptable notice between the Landlord and tenant.

18. To be provided with the Landlord's written policy for estimated bills that shall be in compliance with the provisions of RCSA §§16-3-102C and D concerning estimated billing.

19. To be provided with notice that explains all the rights and consumer protections available to tenants including contact information for the Authority's Consumer Services Unit.

20. To contact the Authority's Consumer Services Unit by telephone (1-800-382-4586, toll-free) or by email at pura.information@ct.gov if they have any issues or concerns that they believe have not been adequately addressed by the Landlord.

For additional information, please contact Metergy Solutions LLC by telephone at 1-888-422-9319, by mail, Metergy Solutions LLC, Attn: Customer Care, P.O. Box 1947, Long Island City, NY 11101, or via email to CustomerService@MetergySolutions.com.