PROCEDURES REGARDING TENANT NOTICE OF RATE CHANGE OR RATE CLASSIFICATION CHANGE

When utility company implements a rate change or a change in the rate classification:

1. Metergy Solutions LLC shall notify tenants of the change(s) in writing to the address listed on their account or by their preferred contact method within thirty (30) days of becoming aware of the pending rate change. Notification of the rate change may include the incorporation of a message in the tenants' next electric bill notifying tenants of the impending rate change.

   Sample Account Message:

   Effective Date-Month-Year, your demand charge will be increasing to $YY.YY per kW of demand.

   The new demand charge will be applied on your next billing cycle, read usage from period Date-Month-Year to Date-Month Year and future bills until notified otherwise.

   If you have any questions, please feel to contact Metergy Solutions LLC customer service by telephone at 1-888-422-9319, or via email at CustomerService@MetergySolutions.com.

2. In the event that a tenant has requested communications in Spanish, the notice will be translated and provided in Spanish.

3. The notice will include:

   a. The new rate or rate classification and the explanation for the rate change, i.e. Eversource changed the rate/rate classification.

   b. A date when the new rate will become effective on the tenant's bills.

   c. Information on who to contact for questions, e.g. days, hours, phone, etc.

Tenants will receive a separate bill for their monthly electricity charges and submetering account balances will be maintained separately from rental accounts.