



RESIDENTIAL – FIXED RATE  
MASSACHUSETTS TERMS OF SERVICE

Your fixed-rate price and fixed-rate term can be found on your Contract Summary. This Terms of Service Agreement, together with your Contract Summary in writing, by telephone, or through the internet, and your Environmental Disclosure Label constitutes your contract for service with Think Energy. Contact Customer Care to request a written copy of the contract documents sent to you by regular mail.

Purchase and Sale. Think Energy will sell and supply and you will purchase and receive all electricity necessary to meet your full requirements for your service location.

Term. Service will begin on the date of your first meter read following your confirmed enrollment with us by your local utility. Because this date is determined by your local utility, we are not able to commit to a specific start date for your service. If you are a current customer renewing with Think Energy, your new fixed-rate will take effect on the first meter read date following the date your new renewal is processed by Think Energy or at the end of your current fixed-rate term, whichever is later. Upon completion of the fixed-rate term, if you fail to take action, the term will continue on a month-to-month basis based on monthly meter read cycles (referred to as “rollover service”) with no change to these terms of service, except the Price will be a monthly variable rate described in the following paragraph. When receiving rollover service, you may cancel this agreement at any time with no cancellation fee. We will notify you of your renewal options between 30 days and 60 days prior to the end of the fixed-rate term.

Price. During the fixed-rate term you will pay the fixed-rate price per kWh of electricity consumed. If you are on rollover service, the price will be a monthly variable rate set by Think Energy that reflects the market rate of electricity supply plus Think Energy costs and margin. Taxes and Utility Related Charges are not included in the Price and will be passed through to you. “Utility Related Charges” means distribution charges and related charges from your local utility. “Taxes” means any and all taxes and fees imposed on the purchase and sale of electricity by any governmental authority.

Switching. If you switch your electricity supplier, your local utility may apply a switching fee. If you return to your local utility after switching to an electricity supplier, you may or may not be served under the same rates, terms and conditions that apply to other customers served by your local utility.

Billing and Payment; Consolidated Billing. You will be invoiced by your local utility showing the charges due for

each preceding billing cycle, including the monthly charges for electricity consumption and any other related charges or fees, plus any Taxes and Utility Related Charges. Your local utility may in some cases use estimated data for billing purposes, but such estimates will be reconciled once the local utility receives final data regarding the actual quantity of electricity consumed for the applicable billing cycle. Payment is due according to your local utility’s billing due date. “Billing cycle” means the period between meter read dates. Your local utility and/or Think Energy may offer you budget billing plans.

Low Income Assistance. Contact the Massachusetts Department of Housing and Community Development Energy Assistance Programs at (800)632-8175 to see if you qualify for low income assistance.

Late Fees; Disconnection; Invoice Adjustments. Bills not paid in full by the due date will incur a late payment fee on unpaid balances in accordance with your local utility’s billing policies. Your service could also be disconnected in accordance with your local utility tariff. Any dispute with respect to an invoice is waived unless the other party is notified within twenty-four (24) months after the invoice is rendered or any specific adjustment to the invoice is made; provided, however, that in the event the local utility adjusts its meter reading for any reason, we may make a corresponding adjustment to the next invoice or issue a separate invoice to reconcile such adjustment.

Force Majeure. There may be certain events that are beyond the reasonable control of Think Energy that could not have been prevented by our exercise of due diligence such as acts of God, acts of any governmental authority, accidents, labor strikes, etc. If we are unable to carry out, in whole or part, our obligations under this agreement that may result in interruptions of service due to such an event, we will give you notice and provide full details of the event in writing as soon as practicable after the occurrence of the event. During this period, our obligations will be suspended to the extent required.

**CANCELLATION BY THINK ENERGY. Think Energy may switch your service to local utility default service upon ten (10) days prior written notice in the event of any of the following: (a) you fail to make any payment required under this agreement; (b) any representation or warranty made by you in this agreement proves to have been false or misleading or ceases to remain true, or (c) you are deemed ineligible for consolidated billing, or you request dual billing from your local utility. This paragraph does not limit any right of setoff, combination of accounts, lien or other right which Think Energy may have or acquire (through operation of law, contract or otherwise).**

Renewable Energy Plan. If you select a “Renewable” or “Green” Product Plan pursuant to this Agreement, you are agreeing to purchase from Think Energy a product supported 100% by renewable energy credits (RECs). Think Energy will purchase and retire RECs in an amount equal to your consumption during the fixed-rate

term, and such RECs may be procured by sources allowed by applicable law. The electricity actually delivered to your service location will not come from a specific renewable electric generation facility.

Solar Net Metering Credits. If you are enrolled in a Net Metering Credits program through Think Energy, you may be allocated a portion of Net Metering Credits. When allocated Net Metering Credits appear on your local utility invoice, Think Energy will separately invoice you for, and you agree to pay, an amount equal to 90% of the Net Metering Credits. If you switch away from Think Energy as your supplier, Think Energy will work with your local utility to discontinue your enrollment in the Net Metering Credits program, but until your enrollment is discontinued you agree to continue paying invoices for Net Metering Credits that appear on your local utility invoice. When Net Metering Credits are allocated by your local utility directly to Think Energy, Think Energy will send you a rebate in an amount equal to 10% of the Net Metering Credits, which may be in the form of a check or reward card fulfillment service. Solar Net Metering Credits may begin 60 or more days after enrollment in a project that is currently in operation.

Think Energy, upon written notice to you, may designate or change your solar energy facility affiliation. You acknowledge that Think Energy makes no guarantees with respect to the term or amount of any Net Metering Credits you may receive. You also waive any right to receive any tax credits, incentives, depreciation allowances or other financial benefits established under any federal or state law, or any renewable energy credits or other offsets, allowances, financial incentives or other benefits, regardless of designation, attributable now or in the future to your affiliated solar energy facility, its production, or its capacity, and Think Energy may retain the renewable attributes associated with the generation of solar energy. Bill credit amounts vary by utility and are subject to change. This Section shall survive termination of this Agreement.

Limitation of Liability. NEITHER PARTY IS LIABLE TO THE OTHER FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES IN TORT, CONTRACT, UNDER ANY INDEMNITY PROVISION OR OTHERWISE, AND SUCH DAMAGES AND REMEDIES ARE WAIVED.

Miscellaneous. Notices, correspondence, and address changes must be in writing and delivered by regular or electronic mail, or facsimile. Notice by facsimile, electronic mail or hand delivery is deemed to have been received on the date transmitted or delivered (after business hours deemed received on next business day). Each of you and Think Energy will defend the other party from claims, demands and causes of action, and indemnify against any losses, costs, judgments, and damages, asserted against the indemnitee by any person arising from or out of any event, circumstance, act or incident first occurring or existing during the period when control and title to electric energy is vested in such party. No waiver by you or Think Energy of any one or

more defaults by the other party in the performance of any of the provisions of this agreement will be construed as a waiver of any other default or defaults whether of a like kind or different nature. Any provision or section of this agreement declared or rendered unlawful by a court of law or regulatory agency with applicable jurisdiction or deemed unlawful because of a statutory change, will not affect the lawful obligations under this agreement. All indemnity obligations will survive cancellation of this agreement. ALL MATTERS ARISING OUT OF, OR RELATING TO THIS AGREEMENT WILL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF MASSACHUSETTS, WITHOUT REGARD TO LAWS REQUIRING THE APPLICATION OF THE LAWS OF ANOTHER STATE. Except as specifically stated herein, Think Energy and its successors and assigns make NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE with regard to the services provided or the activities you undertake, pursuant to this agreement. We are solely a counterparty in all transactions with you under this or any other agreement and we have no duty to advise you or exercise judgment on your behalf as to the merits or suitability of any transactions that we propose to enter into with you.

Assignment. You may not assign this agreement or any of your rights or obligations under this agreement without the prior written consent of Think Energy. We may, without your consent (a) transfer or sell our receivables (along with corresponding rights of disconnection), accounts, or proceeds, (b) assign this Agreement to an affiliate of Think Energy or to any other person or entity succeeding to all or a substantial portion of our assets, and/or (c) assign this agreement to a certified electric supplier or affiliated entity. Any assignment in violation of this paragraph is void. After our assignment of this agreement, we will have no further obligations under this agreement.

Changes to Terms of Service. This agreement constitutes the entire agreement between you and Think Energy. No amendment, modification, waiver or change will be enforceable except as outlined in this paragraph. If we wish to make changes to this agreement, we will first send you a written notice at least 30 days in advance through a separate document or on your invoice. Notice is not required for any changes that benefit you. This written notice will be clearly labeled "Important Notice Regarding Changes to Your Terms of Service." If you are satisfied with the changes, no action is necessary to continue to receive service. If you find the changes unacceptable, you may choose to switch to another supplier before the changes go into effect, without any charge or cancellation fee, however all outstanding balances will still be due. A new Terms of Service will be provided to you whenever a change is made and upon request at any time free of charge.

Dispute Resolution. Contact Think Energy Customer

Care via mail, facsimile, email, or telephone with any complaints or disputes. Alternative dispute resolution is available to customers for certain disputes involving their contractual relationship with electric suppliers such as Think Energy, which resolution options shall include mediation, arbitration, facilitation or other methods. The Massachusetts Department of Public Utilities may refer a dispute to The Massachusetts Office of Public Collaboration, which will provide mediation services to resolve disputes between electric suppliers and certain customers if the amount in dispute is greater than \$100. The subject matter of such cases must be within the Department's statutory and regulatory jurisdiction (i.e. complaints filed pursuant to G.L.c. 164, § 1F(2) and 220 CMR 11.07(4)). You may contact The Massachusetts Department of Public Utilities at [www.mass.gov/dpu](http://www.mass.gov/dpu), toll-free at 1-877-886-5066, or by mail at One South Station, Boston, MA 02110.

Privacy and Information Release Authorization. You authorize Think Energy to obtain and review information regarding your credit history from credit reporting agencies and the following information from your local utility: consumption history, billing determinants, local utility account number, credit information, public assistance status, existence of medical emergencies, status as to whether you have a medical emergency, are human needs, elderly, blind or disabled and data applicable to cold weather periods, and information pertaining to tax status and eligibility for economic development or other incentives. This information may be used by Think Energy in accordance with applicable law to determine whether we will commence and/or continue to provide electricity supply service to you and will not be disclosed to a third party unless required by law. Your acceptance of this agreement constitutes authorization for the release of this information to Think Energy. This authorization will remain in effect during the agreement Term. You may rescind this authorization at any time by providing written notice or by calling Customer Care, however such a rescission entitles Think Energy to cancel this contract. A copy of Think Energy's privacy policy can be found at [www.mythinkenergy.com/privacy-policy](http://www.mythinkenergy.com/privacy-policy).