

ANNUAL BOOKLET TO RETAIL CUSTOMERS

July, 2017

Each electricity supplier licensed by the Department of Public Utilities (the "Department") to do business in the Commonwealth of Massachusetts shall annually prepare and mail an information booklet describing a customer's protections and rights with respect to competitive energy supply, pursuant to G.L. c. 164, § 1F(5)(i) and 220 C.M.R. 11.06(2)(c)3.

Customers may purchase energy from a competitive electricity supplier such as **Verde Energy USA Massachusetts, LLC** ("Verde") or from a traditional utility. If you choose to purchase energy from a supplier you are entitled to:

- Notification in writing of the terms of your supply agreement at the time service is initiated.
- Rates and other information shall be displayed to you in a written statement which you may retain. Your rate (if a fixed rate, the actual price per kWh; if a variable rate, how the rate is calculated each month) is displayed in both the Terms and Conditions of your contract and its associated Electricity Facts Label. In addition to Verde's charges for electricity supply, you will also be responsible to pay your local utility for the delivery charges associated with the electricity.
- At least 30 days' prior written notice of any material changes to the Terms and Conditions governing your service.
- Verde bills based on actual meter reads by your local utility, rather than in advance based on your estimated usage.
- Verde does not offer budget billing options for your electric supply.
- Verde neither represents nor offers any warranty, whether express or implied, regarding the electricity sold to you.
- Verde shall not be liable for consequential, incidental, punitive, exemplary, or indirect damages, lost profits or other business interruption damages. Verde's liability to you shall be limited to your single largest invoice amount while on Verde service.
- If at any time Verde terminates your electric supply service, you will be transferred without interruption to basic service with your local utility.
- Verde does not operate under collective bargaining agreements. Verde does not operate with employees hired as replacements during the course of a labor dispute.
- Verde purchases 100% of its electricity wholesale from the "grid", Independent System Operator New England (the "ISO"). Therefore, the fuel mix and emissions of the generation sources are the same as the system mix for the ISO, as depicted on the Electricity Facts Label.
- Please feel free to call Verde's Customer Care team toll-free at 1-800-388-3862 with any questions or concerns.