

TERMS OF SERVICE

Contract Disclosure Statement

Type of plan	Fixed Rate
Price per kWh	10.89¢ per kWh
Length of plan	12 months
Late payment fee (if any)	If under utility billing, late fee assessment is determined by the utility. If North American Power bills customer for any unpaid Supply Service charges, Customer may be subject to a late payment fee of 1.5% per month.
Deposit requirement (if any)	None
Early termination fee (if any)	\$100.00
Other features (if any)	None
Right of Rescission:	Beginning on the date you enrolled online, you will have 5 calendar days from the date of electronic delivery of this Agreement to reverse or "rescind" your decision. If you enrolled via any other channel, and your Agreement is delivered via the U.S. Mail, you can reverse or "rescind" your decision within 8 calendar days from the postmarked date. You can rescind orally by calling North American Power at 888.313.9086; by email to CustomerCare@napower.com or in writing by mail to 1500 Rankin Road, Ste. 200, Houston, TX 77073.
Toll-free number:	You can contact North American Power with questions or complaints Monday – Friday, 8:00am – 6:00pm at 888.313.9086.
PUC Consumer Assistance:	You may also contact the State of Maine Public Utilities Commission (ME PUC) with complaints or questions at 1-800-452-4699.
Cancellation of Service:	You have the right to cancel your service with North American Power at any time, subject to any early termination fee that would apply. To cancel service, you must notify North American Power. North American Power is required to notify Central Maine Power of the cancellation within 2 business days of your request. Central Maine Power will then process the cancellation for you. Unless you have signed up with another supplier, you will receive standard offer service, which is a supply service available to all electricity customers through a process administered by the ME PUC. Current standard offer prices and other information about switching your supplier may be found at www.maine.gov/mpuc/electricity/cep .

You will receive a contract renewal notice prior to the end of the term of this contract. You will have the option to reject renewal and instead receive standard offer service or service from another supplier.