

535 Connecticut Avenue., 6th Floor, Norwalk, CT 06854 1-888-354-4415
www.ppanddu.com

Electric power suppliers are required by the Department of Public Utilities (DPU) to provide customers with a disclosures label. The label enables consumers to look at energy sources, air emissions and information about a specific power supplier. Consumers can then compare energy labels to make the best choice of supplier based on their energy needs. Public Power purchases all of its electric energy from the wholesale market. The generation resource mix shown below is based on EIA reporting of regional generation resources.

Generation Prices				
Average Residential Customer Use per Month	250 kWh	500 kWh	1,000 kWh	2,000 kWh
Average Residential Customer Generation per Month	\$0.1069	\$0.1078	\$0.1085	\$0.1055
Average Commercial Customer Use per Month	1,000 kWh	10,000 kWh	20,000 kWh	40,000 kWh
Average Commercial Customer Generation per Month	\$0.1123	\$0.1118	\$0.0849	\$0.0692
This is the average price per kWh at different levels of use. Prices do not include regulated charges for customer service and delivery.	Your average generation price will vary according to how much electricity you use. See your most recent bill for your monthly use, and the Terms and Conditions or your bill for actual prices.			
Customer Service	1-888-354-4415			
Contract	Please refer to your Terms & Conditions and Welcome Letter for the prices and terms for Generation Service.			

Power Sources	Power Source	System Power	Total
Generation by fuel type as a percentage of total generation is supplied by ISO-New England who operations the regional power market. ISO-New England Power Pool System Mix from the period of January 1, 2016 – December 31, 2016	Biomass	2.05%	2.05%
	Coal	3.04%	3.04%
	Diesel	1.35%	1.35%
	Hydroelectric/Hydropower	5.75%	5.75%
	Jet	0.02%	0.02%
	Landfill gas	0.58%	0.58%
	Municipal solid waste	1.12%	1.12%
	Natural Gas	39.75%	39.75%
	Nuclear	30.00%	30.00%
	Oil	8.01%	8.01%
	Solar Photovoltaic	1.62%	1.62%
	System Mix	0.00%	0.00%
	Trash-to-energy	2.07%	2.07%
	Wind	2.38%	2.38%
Wood	1.68%	1.68%	
Other	0.58%	0.58%	
Air Emissions		New England Average (lbs/MWh)	
Carbon Dioxide (CO ₂), nitrogen oxides (NO _x), sulfur dioxide (SO ₂) emission rates from these sources, relative to the regional average is compared to emissions from a new unit as determined by the Mass Department of Environmental Protection.		CO ₂	803.68
		NO _x	0.75
		SO ₂	0.87
Labor Information	It is not known what percentage of the electricity from Public Power came from power sources with union contracts.		

Competitive electricity suppliers licensed by the Massachusetts Department of Public Utilities must provide Retail Customers with an information booklet describing customer protection and rights with respect to competitive energy supply, pursuant to G.L. c.164, §1F(5)(i) and 220 C.M.R. 11.06(5).

Disclosure of Rate and Contract Term

Fixed Rate If you have chosen a fixed rate plan please refer back to your Welcome Letter for your fixed rate and the length of your term. At the end of your fixed rate plan, your existing agreement will continue on either: (i) the fixed rate plan provided in the renewal notice sent to you between thirty and sixty days prior to the end of your Term; or (ii) on a month-to-month variable rate. You may also choose to enroll in a new product offered by Company at the time of your renewal. Cancellation fees as listed on your Welcome Letter or Terms & Conditions will apply if you terminate a fixed price agreement prior to the end of the then-current term.

Variable Rate If you have chosen a variable rate plan, your rate will fluctuate from month-to-month based on a variety of factors including, but not limited to, the Public Power's assessment of applicable market conditions, operation costs, historic and projected supply and hedging costs, prior meter read cycle's pricing and balancing costs, projected average customer bill amounts and Utility pricing or "price to compare" and applicable pricing reset dates and may include the following additional costs: ancillary services and other ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable Renewable Portfolio Standards, and a profit margin determined in Public Power's discretion that may vary from month to month. You may terminate a variable price agreement at any time without cancellation fees.

In addition to Public Power's generation charges, you will be responsible for paying the delivery charges as well as any applicable taxes and fees.

Billing

You will continue to receive a single bill from your Distribution Company. Your Distribution Company will set your payment due date and collect payment. Any bill not paid in full by its due date will incur late payment fees set by your Distribution Company. If you do not pay your bill in full, you will receive two requests for payment from Public Power. If your bill remains unpaid, you will be transferred without interruption to standard offer service with your Distribution Company.

Inquiry, Service and Complaint Procedures

If you have a complaint, question or inquiry about Public Power's Terms of Service, you may contact Public Power one of the following ways:

- By telephone at 888-354-4415, Monday through Friday, 8:30 a.m. to 6:30 p.m. EST
- By email at service@ppandu.com
- By mail at 535 Connecticut Avenue, 6th Floor, Norwalk, CT 06854