



April 14, 2021

PO Box 726
Houlton, Me 04730
207-532-2259

Dear Customer,

This letter is being provided by Houlton Water Company (“HWC”) in order to provide an update on upcoming changes to the retail standard offer rate.

Beginning August 1, 2021, the Standard Offer Rate will decline from \$.06625 cents per kWh to \$.062 cents per kWh. This new rate is the result of negotiations between HWC and the current Standard Offer Provider (“SOP”), New Brunswick Energy Marketing Corporation (NBEM). With the new contract, HWC will offer its customers load aggregation service whereby HWC will acquire the energy supply at wholesale from NBEM and serve as the retail Standard Offer Provider for its customers for the period of August 1, 2021 through March 31, 2025.

As a result of this arrangement, HWC’s customers who wish to continue receiving supply from HWC through the load aggregation service will see a modest reduction in their electricity supply costs. All HWC customers on a combined basis will save approximately \$323,000 annually based on this new supply arrangement. For the average residential customer consuming 686 kWh per month, annual savings will be approximately \$34.97 through the contract term.

Under Chapter 301 of the rules of the Maine Public Utilities Commission, customers have the right to opt out of load aggregation service. Such customers wishing to opt out should provide HWC with notice that they do not wish to receive load aggregation service from HWC and engage a Competitive Electric Supplier (CEP) prior to July 1, 2021 in order to obtain supply service. Customers not wishing to opt out will automatically become part of the load aggregation service and will remain with HWC as the SOP until March 31, 2025.

If you have any questions, please do not hesitate to call HWC at (207) 532-2259.

Sincerely,

Gregory F. Sherman
General Manager
HWC