

GREEN MOUNTAIN POWER CORPORATION
 Zone 4 Energy Storage Customer Agreement

As part of Green Mountain Power Corporation’s (“GMP”) Zone 4 Energy Storage Tariff (“Zone 4 Tariff”), eligible GMP customers may lease, at no up-front or monthly cost, a home Energy Storage System (“ESS” or “Energy Storage System”) under the terms of this Customer Agreement (“Agreement”) and the Zone 4 Energy Storage Tariff.

Lessor: Green Mountain Power Corporation (“GMP”), 163 Acorn Lane, Colchester, Vermont 05446.

Customer: (printed) _____ (the “Customer”)

GMP Account Number: _____

Address for Installation: _____ (“Home”)

Energy Storage System Equipment: [Include Energy Storage System Manufacturer, Model, and Quantity]
Energy Storage Interconnection Equipment: [Include Manufacturer, Model, and Quantity]

- 1. Program Description:** Customers will lease an Energy Storage System from a manufacturer (“Manufacturer”) as described in the table above, which will be installed in the Home by Manufacturer-certified contractors, subcontractors, or third-party installers on GMP’s participating installers list. As described in Section 4, Customer can choose to terminate this Agreement and participation in the program prior to installation with no further obligation to GMP. The Energy Storage System can provide Customer with whole-home backup power during a grid outage. Duration of backup power will depend on the amount of energy stored in the Energy Storage System at the time of outage and the customer’s energy consumption during the outage. The Energy Storage System also provides GMP with the ability to access and control the Energy Storage System for the purpose of reducing power costs for all customers.

Installation includes all necessary equipment that provides communication and integration into GMP’s energy management platform (the “Platform”). Communication between the Energy Storage System and GMP is via the Platform using Customer’s internet connection.

2. Lease: GMP agrees to lease to Customer the Energy Storage System identified at the beginning of this Agreement. Consistent with GMP's Terms and Conditions for Electric Service Tariff, GMP will maintain ownership of the Energy Storage System for the entire term of this Agreement. See GMP Terms and Conditions for Electric Service, Tariff, Page 11 of 13, Customer's Premises ("All property owned by the Company and located on the Customer's premises shall be deemed to be personal property and title thereto shall remain in the Company, and the Company shall have the right at the expiration of service to remove all of its property whether affixed to the realty or not. The Company shall keep in repair and maintain its own property installed on the premises of the Customer.").

3. Term: This Agreement shall commence upon installation of the Energy Storage System and continue for a period of ten (10) years automatically renewing annually thereafter until the end of operation and removal of the Energy Storage System, or until either Customer or GMP terminates this Agreement. There is no option for Customer to purchase the Energy Storage System at the end of the Term.

4. Cost: There is no upfront or monthly cost to the Customer for this Agreement. GMP covers the cost of the Equipment, plus the materials and labor associated with a standard installation of the Energy Storage System.

Customer is still responsible for all charges for electricity consumption. Failure to comply with the terms of this Agreement shall not constitute grounds for disconnection of electrical service.

5. Required Disclosures:

Amount Due at Agreement Signing	Payment*	Other Charges	Total Payments (the amount you will have paid at Agreement end)
\$0.00	\$0.00	Equipment Charge for failure to surrender unit upon Customer Early Termination or GMP Termination may apply (see Paragraphs 7, 8 and 9)	\$0.00

**Customer owes no payment for the Energy Storage System.*

6. Right to Cancel: At any time prior to the installation of the Energy Storage System, Customer may cancel this Agreement by notifying GMP.

7. Customer Termination: Customer may terminate this Agreement at any time prior to the end of the Term by providing notice to GMP ("Customer Early Termination"). Within 30 days of Customer Early Termination, Customer shall surrender the Energy Storage System to GMP or Manufacturer (by allowing one or both of them to remove the Energy Storage System from the Home) in the same condition it was in at the time of installation, ordinary

wear and tear excepted. In the event that Customer does not surrender the Energy Storage System as provided herein, Customer will be billed the Energy Storage System Equipment Charge as set out in Paragraph 9. Customer will be responsible for repairing cosmetic damage to their Home resulting from the removal of the Energy Storage System.

If at the time of termination Customer is utilizing a solar inverter that came with the Energy Storage System equipment as their main inverter for their solar array, Customer will be responsible for purchasing and installing a replacement solar inverter for continued operation of their solar system when the Energy Storage System is removed.

8. GMP Termination: GMP may terminate this Agreement at any time prior to the end of the Term by providing notice to Customer (“GMP Early Termination”). Within 30 days’ notice of GMP Early Termination, Customer shall surrender the Energy Storage System to GMP or Manufacturer (by allowing one or both of them to remove the Energy Storage System from the Home) in the same condition it was in at the time of installation, ordinary wear and tear excepted. In the event that Customer does not surrender the Energy Storage System as provided herein, Customer will be billed an Energy Storage System Equipment Charge as set out in Paragraph 9. Customer will be responsible for repairing cosmetic damage to their Home resulting from the removal of the Energy Storage System.

If at the time of termination Customer is utilizing a solar inverter that came with the Energy Storage System equipment as their main inverter for their solar array, Customer will be responsible for purchasing and installing a replacement solar inverter for continued operation of their solar system when the Energy Storage System is removed.

9. Energy Storage System Equipment Charge: In the event that Customer fails to surrender the Energy Storage System as provided in this Agreement, Customer will incur and receive an invoice for an Equipment Charge as follows: The Energy Storage Equipment Charge is prorated on a base Equipment Charge of \$18,000.00, spread over 120 months. For example, if Customer or GMP terminates the Agreement in month 50, and Customer does not surrender the Energy Storage System as provided in the Agreement, Customer will incur an Equipment Charge calculated based on the remaining time in the 120 months, as follows:

$$\begin{array}{rclclcl} \$18,000.00 & / & 120 & * & 70 & = & \$10,500 \text{ Total} \\ \text{Equipment Charge} & / & \text{Total Months} & * & \text{Remaining Months} & = & \text{Equipment Charge} \end{array}$$

The Equipment Charge is due within 30 days of being invoiced for the same.

10. Change in Home Ownership: In the event of a sale of the Home where the Energy Storage System is installed, Customer shall provide GMP with thirty (30) days advance notice of the sale. Upon such notice, Customer will be provided information to share with buyer of the Home about assuming this Agreement. Both parties will be required to sign an Assignment of

Agreement provided by GMP, which will be contingent on the consummation of the sale of the Home ("Closing"), and which must be returned to GMP prior to the Closing. If the buyer of the Home does not agree to assume the Agreement in writing, the sale shall be considered a Customer Early Termination, and is subject to the terms described in Paragraph 7. Customer must then arrange for removal of the Energy Storage System prior to the Closing or will be assessed the Equipment Charge described in Paragraph 9.

11. Default: Customer is in default under this Agreement if Customer fails to meet any of its other obligations under this Agreement and such failure is not cured within ten (10) days written notice by GMP to Customer (each a "Default"). An uncured Default shall be considered a Customer Early Termination and is subject to the charges described in Paragraphs 7 and 9, if applicable.

12. Installation and Access: Manufacturer-certified contractors, subcontractors, or third-party installers on GMP's participating installer list will work with the Customer to schedule installation of the Energy Storage System and any associated equipment. Customer gives GMP and Manufacturer-certified contractors, subcontractors, or third-party installers permission to enter the Home to perform the installation and any maintenance, repair or removal activities during the Term of this Agreement. Failing or refusing to allow reasonable access will be a Default.

If Customer interconnects a solar array to the Energy Storage System, the physical interconnection into the Energy Storage System itself must be done by a Manufacturer-certified installer to ensure the Warranty remains valid as per Section 17.

GMP is not responsible for upgrading, repairing or maintaining any electrical panel, wiring, siting, support, foundation or any other matter that was not a part of the installation of the Energy Storage System, including any work performed by an electrician to ensure the Home's electrical service can support the Energy Storage System. GMP is not responsible and bears no liability for the malfunctioning of existing electrical equipment at the Home, including but not limited to the main electrical service panel, any major electrical devices, or any other fuses or similar devices.

13. Energy Storage System Communication: Customer acknowledges that the Energy Storage System will not be fully accessible by GMP and/or Manufacturer without: (i) a working and reliable internet connection in Customer's Home that is positioned to communicate reliably with each Device; (ii) a user account for each Device where applicable; (iii) other system elements that may be specified as required by the manufacturer of any of the equipment (i.e. smart phone apps). It is Customer's responsibility to ensure that Customer has all required system elements and that such elements are compatible and properly configured. Customer is responsible for all fees charged by Customer's Internet service provider ("ISP") in connection with participation (if any). Customer also acknowledges their responsibility for compliance with all applicable agreements, terms of use/service, and other policies of Manufacturer and the Customer's ISP.

14. Lack of Device Communication: If GMP is unable to access the Energy Storage System and such access is not restored within 30 days upon notice by GMP, it may be considered a Customer Early Termination at GMP's option, and is subject to the terms described in Paragraphs 7 and 9, if applicable.

15. Energy Storage System Access: The Energy Storage System will be installed with whole-home backup power capability, as feasible and in compliance with all applicable laws, standards and regulations. Customer's control over the Energy Storage System is limited to its usage as a backup power source in the event of a power outage up to the point that the battery is completely depleted. Duration of backup power will depend on the amount of energy stored in the Energy Storage System at the time of outage and the customer's energy consumption during the outage. GMP shall have the ability to continuously utilize the Energy Storage System at its sole discretion for the Term and has the right to use all the energy in the battery. The Manufacturer shall also have access to the Energy Storage System for the purposes of operation, maintenance and support in accordance with the Manufacturer's specifications and warranty for the entire period of installation. Customer agrees to permit all software and system upgrades as required by the Manufacturer. BECAUSE THE BATTERY CAN BE DEPLETED AT ANY TIME, YOU SHOULD NOT RELY EXCLUSIVELY ON THE BATTERY TO POWER LIFE-SUPPORTING EQUIPMENT.

16. Warranty and Maintenance: GMP has secured the Manufacturer's commitment to warranty the Energy Storage System to Customer as set forth on the Limited Warranty, attached as **Exhibit A** for informational purposes only (the "Limited Warranty"). As equipment owner, GMP will be responsible for maintenance and warranty issues of the Energy Storage System and Customer should contact GMP for any maintenance or warranty concerns. The Manufacturer or a Manufacturer-certified installer shall be provided access to the Energy Storage System for the purposes of operation, maintenance and support in accordance with the Manufacturer's specifications and warranty for the entire period of installation.

17. Customer Care and Maintenance Obligations: Customer is responsible for compliance with all warranty requirements relating to the Energy Storage System, and agrees not to tamper with the Energy Storage System and to permit only certified installers to work on the Energy Storage System, including interconnecting a solar array. The Customer shall not permit the removal, relocation, alteration or repair of or tampering with the Energy Storage System without the written permission of GMP. The Customer shall not permit the Energy Storage System to be abused or damaged and shall not permit the nameplate identifying the Energy Storage System as the property of the Company to be defaced or removed. Costs for repairs that are the result of abuse or damage to the Energy Storage System are not covered by this Agreement. Customer shall be liable for all such repairs. Customer shall maintain functional Internet connectivity with Wi-Fi capabilities for the duration of this Agreement.

18. Lease End Procedures: GMP, in its sole discretion, shall determine when the Energy Storage System is at the end of its operational life, and provide notice to the Customer. Alternatively,

Customer may request removal of the Energy Storage System at the end of the 10-year Term. In either case, the Energy Storage System will be removed by GMP and recycled at no cost to Customer.

If Customer is utilizing a solar inverter that comes with the ESS equipment as their main inverter for their solar array, Customer will be responsible for purchasing and installing a replacement solar inverter when the Energy Storage System is removed. If GMP has a replacement program in place at the end of the Agreement, Customer will also have the option to enter into a new Agreement at that time.

19. Customer Acknowledgements:

- a. I acknowledge that GMP will control the charge and discharge of the Energy Storage System installed in my Home. I agree that GMP may access my Energy Storage System remotely for that purpose, and to monitor performance, perform diagnostics and upgrade firmware. Only the energy in the battery at the time of a grid outage will be available to me for backup power services as well as any additional energy produced by my solar system during that outage, if I have a connected solar system. **If I rely on life supporting systems, I understand that I still should have alternate or back up plan in the event of a power outage, as the amount of energy stored in the battery may not provide sufficient back up power for the entire duration of any outage.**
- b. I acknowledge that the Energy Storage System will only provide me with backup services (and only as provided in Paragraph 19(a)). Other Energy Storage System services, such as solar self-consumption, load shifting for utility bill management, or other potential future services will not be available. I acknowledge that the Manufacturer owns all intellectual property rights associated with the Energy Storage System and its firmware, and any provided software. I understand that I will be required to provide certain information, including personally identifiable information, to both GMP and the third-party Manufacturers. By providing this information and entering into this Agreement, I consent to this information, as well as other information related to energy usage, being shared between GMP and third parties responsible for the management of the Grid. Information obtained by GMP or provided to GMP by the Manufacturer shall be used in accordance with GMP's Privacy Policy, which is available upon request. Information provided to the Manufacturer will be subject to the Manufacturer's Privacy Policy.
- c. I acknowledge that to enroll, I will need to review and approve Energy Storage System Manufacturer's "Customer Privacy" terms, which will be delivered to me upon installation of the Equipment in my Home.
- d. I acknowledge that to enroll, I must have a GMP Smart Meter installed.
- e. I acknowledge that I am required to own the premises where the Energy Storage System is installed, or obtain the owner's signed consent to install the Energy Storage System. By

signing below, I represent that I own the premises where the Energy Storage System is installed, or I have received the owner's signed consent to install the Energy Storage System.

(Customer initials)_____

20. Liability: Customer acknowledges that Energy Storage System could fail or malfunction in such a way as to cause damage to property and person. To the fullest extent allowed by law, except for claims covered by the Limited Warranty, neither GMP nor the Manufacturer shall be liable for any direct, indirect, special or consequential damages to any persons or property resulting from or arising out of any use, repair, delay in repairing, replacement of, or modification to the Energy Storage System. Remedies for claims covered by the Limited Warranty are repair or replacement of the Energy Storage System as provided in Exhibit A-Limited Warranty.

21. Indemnification: The Customer shall indemnify and hold harmless GMP for any injury or damage to any persons or property arising from access and use of the Energy Storage System caused by any breach of this Agreement by the Customer, by the negligence of the Customer or of their household members, agents, servants, employees, tenants, licensees, invitees, tenant's invitees, or independent contractors.

22. Risk of Loss and Insurance: Customer bears the entire risk of loss, theft or damage to the Energy Storage System from any cause during the term of this Agreement. GMP recommends obtaining or ensuring that the Energy Storage System is covered under your homeowner's insurance. GMP does not sell such insurance.

23. Miscellaneous: This Agreement shall be governed by the laws of the State of Vermont.

Except for the privacy policies referenced in Paragraph 19(b) and (c), and applicable Public Utility Commission Tariffs, this Agreement is the entire agreement between GMP and Customer pertaining to the Energy Storage System and supersedes any and all prior agreements, understandings, representations, and statements between the parties, whether oral or written. Any change to the terms of this Lease must be in writing signed by Customer and GMP.

The parties agree that any dispute arising out of this Agreement shall be brought either before the Vermont Public Utility Commission or before a State or Federal court in the State of Vermont.

24. Electronic Communication and Recurring Payment: Customer consents to receive communications from GMP electronically. Customer agrees that any agreements, notices, disclosures or other correspondence provided by GMP in electronic format satisfy any legal requirement that such communication be in writing. Customer may revoke this consent at any time by providing notice as provided below.

25. Customer Concerns and Notice: GMP appreciates your participation in creating a greener electricity future and we are committed to providing you with a great customer experience. Any Customer who experiences an issue with the Energy Storage System, has any questions on the operation, or who wishes to obtain detailed payment history information may contact the Green Mountain Power Energy Services Team at 1-888-835-4672. Any Notice required under this Agreement shall be sent to energyinnovationteam@greenmountainpower.com.

Customer Signature:

Date: _____

Exhibit A – Limited Warranty
(To be provided with each Energy Storage System Lease)