

Indra Energy Electric Supplier Contract Summary Residential & Small Commercial Customer – Intro to Variable Price

You have purchased an electric supply product from Palmco Power MA, LLC d/b/a Indra Energy (Indra Energy). Your electric utility will continue to deliver the electricity you use to your home.

Electric Supplier Information	Indra Energy, DPU license number: CS-092, (888) 504-6372, https://indraenergy.com . Indra Energy is only responsible for the electric generation portion of your bill.
Price	Your price is subject to change monthly, based on market conditions and Indra Energy's costs to provide energy supply service. The introductory price for <u>2</u> month(s) of service will be <u>0.12900</u> cents per kWh - future monthly prices may be higher or lower than the introductory price. The price for upcoming months, once determined, will be available on our website at https://indraenergy.com/massachusetts/massachusetts-rates/ . Indra Energy's prices do not include the price that your electric utility will charge you for the delivery component of your electric service.
Term	This contract will continue on a month-to-month basis until canceled by you or Indra Energy.
Early Cancellation Fee	\$0.00
Renewable Energy Content	The Commonwealth of Massachusetts requires that all electric supply products include a minimum of 62% renewable energy resources in 2024. This product includes 100% renewable energy resources, an amount that exceeds the minimum requirement.
Incentives	
Cancellation/Right of Rescission	You may cancel this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to <u>1515 Market Street, Suite 1200 Philadelphia, PA 19102</u> ; or (c) emailing CustomerCare@IndraEnergy.com with your full name and account number.
Electric Utility Information	Nat Grid - Mass Electric will continue to deliver the electricity that you use in your home and is responsible for the delivery charges that appear on your monthly bill. If you have questions about the delivery portion of your bill, contact Nat Grid - Mass Electric at (800) 322-3223 or by visiting its website at

The Massachusetts Department of Public Utilities recommends that consumers visit the Energy Switch website to view the broad range of available electric supply products, including your electric utility's basic service price. You can visit the website at <http://energyswitchma.gov>.

Indra Energy



Massachusetts Environmental Disclosure Label

Variable Price

Electric suppliers and distribution companies are required to provide customers with a disclosure label. The label enables customers to look at the energy sources, air emissions, and information about the supplier's company to make a more informed choice of a power supplier. This information was made available by the MA DPU.

Generation Price

Average price per kWh at different levels of use. Prices do not include regulated charges for customer service and delivery.

Average Usage/Month	Residential				Commercial			
	250	500	1,000	2,000	1,000	10,000	20,000	40,000
National Grid	30.13¢	30.13¢	30.13¢	30.13¢	21.69¢	21.69¢	21.69¢	21.69¢
NSTAR	28.91¢	28.91¢	28.91¢	28.91¢	17.18¢	17.18¢	17.18¢	17.18¢
WMECo	29.99¢	29.99¢	29.99¢	29.99¢	26.27¢	26.27¢	26.27¢	26.27¢

* Based on average unit price as measured at the customer meter over the course of an annualized period, regardless of actual price structure; see your terms of service or your most recent bill for actual prices.

Contract: Please see your Contract Summary and Terms of Service for your contract terms.

Power Sources

Indra Energy procures 100% of its power from the New England System Mix. Total Power Sources may not equal 100% due to rounding. This data was made available by MA DPU.

Power Sources	Total
Biomass	1.34%
Coal	0.27%
Hydro	8.37%
Imported power	8.65%
Municipal trash	0.42%
Natural gas	39.95%
Nuclear	19.16%
Oil	4.24%
Other	5.16%
Solar photovoltaic	6.83%
Wind	5.61%
Total	100 %

Air Emissions

Carbon dioxide (CO₂), nitrogen oxide (NO_x), and sulfur dioxide (SO₂) emission rates from these sources, relative to the regional average, and to the emission rates of a new generating unit. Air emissions data made available by MA DPU.

Emission Rate (lbs./MWh)	CO ₂	NO _x	SO ₂
New England	741.17	0.58	0.27
Imports	246.6	0.21	0.10
New Units	875	0.11	0.01

Labor Information

Regional average generation resource labor characteristics made available by MA DPU.

Generating Workforce	Output (MWh)	Percentage
With union labor	25,027,295	21 %
Without union labor	92,788,185	79 %
Total	117,815,480	100 %

Notes

1. Electricity customers in New England are served by an integrated power grid, not particular generating units. The above information is based on the most recently available information for the NEPOOL Generation Information System. Indra Energy procures all its electricity supply through system power contracts from the system, not from specific generating units. Indra Energy began serving customers in Massachusetts in October 2014.
2. See below and your Terms of Service for further information on this label. For additional information, you may contact Indra Energy at (888) 504-6372, the Massachusetts Department of Public Utilities Consumer Division at 1-877-866-5066, www.mass.gov/dpu, or the Massachusetts Department of Energy Resources at 1-800-727-1234, www.mass.gov/doer.

LABEL DESCRIPTION

Generation Price and Contract: Generation Prices displayed are representative average prices for electricity at usage levels that are typical for residential or commercial customers. The Generation Price does not include charges for Distribution Service, other Department-regulated services, or other non-generation products or services. The Generation Price does not change with a customer's usage level. Contract items displayed present the length of your contract for generation service, and the price terms included in your contract. See your recent bills to determine average monthly use, and your Terms of Service for additional information. Prices do not include regulated charges for customer service and delivery.

Power Sources: The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas, and ocean thermal.

Emissions: Emissions for each the following pollutants are presented alongside the regional average emission rate as well as the emission rates for each pollutant from a hypothetical new generation facility.

Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil, and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.

Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog) and may cause respiratory illness in children with frequent high-level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness, and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

Labor Data: The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management and protected by union contracts. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether a generator or supplier during a strike by or lock-out of its employees has replaced them with other workers.

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