



575 Lexington Avenue, 4th Floor, New York, NY 10022
tel 212 779 7000 fax 212 779 3061

<<DATE>>

DISCONTINUANCE OF SERVICE NOTICE

SAMPLE LETTER

Dear Customer,

Your SmartEnergy New York Terms and Conditions for Residential and Small Commercial Customers Purchase of Electricity state that SmartEnergy can terminate your electricity supply upon thirty (30) days advance, written notice to you.

This letter is to inform you that SmartEnergy will discontinue supplying electricity to your service address effective _____, _____. Your electricity supply account will be transferred back to <<Utility>> where you may, or may not be served under the same rates, and terms and conditions that apply to other customers served by your local distribution company.

You will remain responsible for balances owed to SmartEnergy for supply service up to and until the time of transfer.

You do not need to take any action as a result of this transfer and your electricity service will continue through this transition without interruption.

As part of this transition, you have the right to switch to another marketer before _____, _____, without incurring any fees. If you request to switch marketers after _____ and before _____, your service with your newly selected marketer will not become effective until _____.

If you have any questions regarding your account during the transfer, please contact the SmartEnergy Customer Care Center at 1-800-443-4440, Monday through Friday from 9 AM – 6 PM ET.

Again, you do not need to take any action to continue to receive electricity supply.

SmartEnergy appreciates the opportunity to have served you.

Sincerely,

SmartEnergy Customer Service

1-800-443-4440