



One NSTAR Way
Westwood, MA 02090

EPO Energy Profiler Online™ - Service Agreement

Eversource will provide interval meter data via an access protected web site. At least one interval recording meter is required per account. Eversource, and any third party contracted by Eversource will not disclose any customer confidential information – including customer name and address, metering, billing and pricing, power usage, business activities, and other customer information – without prior consent from the customer. Eversource may, at our discretion, cancel this agreement and return the unused pro-rated portion of fees received. Upon receipt of the completed Service Agreement, data will be provided within 2 business days. Additional time may be needed for large requests.

The EPO Service is not intended for billing comparison purposes. If you would like assistance understanding how this data compares to your bill, please contact Paul Kelley at paul.kelley@eversource.com or 781-441-8531.

If you need assistance with EPO Online, please contact our hotline at 866-658-2356 or send e-mail to EPOAdmin@eversource.com.

Service Options – select one:

- ☐ **One Time Request, \$13.47 per account number**
All interval data available at the time of the request will be provided online. Data will not be updated. The user id and password will expire 30 days after the start of service.
- ☐ **Annual Subscription, \$161.64 per account per year**
All interval data available at the time of the request will be provided online. Data will be updated monthly. Data may be delayed due to meter or communication difficulties. The subscription automatically renews each year.

Customer Information and Authorization: The utility customer's dated signature, email address, and phone number must be provided on this service agreement before any data will be released. Authorization from an agent on behalf of the utility customer will NOT be accepted. **This Service Agreement must be received by the Utility within three (3) months of the date signed by the customer to be valid.**

Contact Name (please print) _____

Customer's Name & Title (please print) _____

E-Mail Address (please print) _____ Phone Number _____

Customer's Signature (please print) _____ Date signed by customer _____

For customers requesting data please complete billing information below

Utility Customer Name and Account Information					
Account Number	Service Address	Billing Name	Account Number	Service Address	Billing Name
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

Please attach account numbers or include electronic list if requesting more than 4 accounts

Requestor & Billing Information: The service period begins when e-mail notification is received of the availability of the EPO service. The Utility customer cannot be billed for a third party request.

Requestor/Billing Company (Please print) _____

Requestor/Billing Name (Please print) _____

Phone Number _____ Email Address (Please print) _____

Billing Address _____ P.O. Number (optional) _____

Requestor/Billing Signature _____ Dated Signed by Requestor/Billing Co. _____

RETURN COMPLETED AGREEMENT TO EPO ADMINISTRATION TEAM – FAX 860-665-2069 – EMAIL BY PDF TO: EPOAdmin@eversource.com