

# Frequently Asked Questions

**Q: How is the Shared Clean Energy Facility Program (SCEF) subscription credit applied to my bill?**

A: If you have a past due balance on your account, the SCEF credit will be applied to your past due balance first and then applied to current charges.

**Q: If I move, does my credit come with me?**

A: Yes, your credit can be transferred to your new premises and bill if an individual billing meter for electric service exists at the new premises; the meter is in UI's service territory; the registered participant is the primary account holder and that account holder elects to continue the subscription at the new premises.

**Q: What if I move out of the UI service territory?**

A: If you move out of the UI service territory, your subscription will be cancelled.

**Q: What must I do if I move and want to continue to receive the Program credits?**

A: If you move to another location within UI's service territory you must contact us within 60 days of leaving your old address so that we may transfer your credit to your new account. This 60-day period is called your "Portability Window".

**Q: What if I do not contact UI within the 60-day portability window?**

A: If you do not notify UI of your new service address within 60 days of ending service at your old address you will be considered to have terminated service and your subscription will be cancelled.

**Q: What if I no longer want to participate in the SCEF program?**

A: You may elect to cancel your subscription at any time without penalty by notifying us 30 days in advance of the date you wish to cancel.

**Q: When will my cancellation take effect?**

A: Your cancellation will take effect at the start of the next billing cycle of your account.

**Q: Can I transfer my subscription to another UI customer?**

A: No, you may not transfer your subscription, in whole or in part, to another customer.

**Q: Can UI Terminate my subscription?**

A: [UI/Eversource] can terminate your subscription if you are not in service with us for 60 days or more. This will be considered a termination of electric service for the purposes of this program. UI may also terminate your subscription if the SCEF project you are subscribed to is no longer active in the program.

**Q: What if I am on a payment arrangement plan or participate in a balance forgiveness program?**

A: You must adhere to all payment arrangement or arrearage forgiveness program rules and requirements even if you receive a SCEF subscription. The SCEF credit is not matched in any matching payment balance forgiveness programs.