



February 22, 2019

Dear Customer:

Thank you for being a valued customer of Viridian. On March 23, 2018, Viridian entered into an agreement with the Massachusetts Office of the Attorney General (the "AGO"). The agreement resolves the AGO's claims that Viridian may not have complied with certain provisions of the Massachusetts Consumer Protection Act in the course of marketing and selling Viridian's electricity supply. Viridian denies any wrongful conduct but has agreed to establish a fund for the benefit of certain of its current and former customers.

The Independent Trustee who administers the Fund has determined that you are eligible to receive reimbursement for a portion of what you have paid to Viridian for electricity supply services and/or early termination fees. Accordingly, enclosed is a check in the amount that the Trustee has determined is appropriate.

If the enclosed check has not been cashed within ninety (90) days of the date of this letter, the Trustee may permanently stop payment, and you will be deemed to have waived any right to receive money from the Fund.

If you are a current Viridian customer, for a period of thirty days from the date of this letter, you may choose to terminate your account with Viridian with no termination fee and resume electricity supply services from your utility or obtain electricity from another competitive supplier. If you wish to cancel your Viridian account, you can do so by emailing customercare@viridian.com or calling 1-866-663-2508 from 8:30 a.m. to 5:30 p.m. If you are interested in the other products Viridian has to offer, you can call our regular customer service line at 1-866-663-2508 from 8:30 a.m. to 5:30 p.m.

If you have any questions about the process explained in this letter, or about the product you have or had with Viridian, you can contact Viridian at 1-866-663-2508 from 8:30 a.m. to 5:30 p.m. or anytime at customercare@viridian.com. The Trustee can also answer questions about this process, at 1-844-528-0181 from 8:00 a.m. to 8:00 p.m., or anytime at www.viridiansettlement.com. Finally, any questions concerning this communication or the parties' agreement can be directed to the AGO's Consumer Advocacy and Response Division at 617-727-8400. We appreciate your choice of Viridian as your electricity supplier and look forward to serving you in the future.

Sincerely, Viridian