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Business Continuity Plan

Granite State Electric Company has established a Business Continuity Plan for our Choice Trading Partners. This Continuity Plan is comprised of prioritized action plans to be put into effect by both Granite State Electric Company and the Choice Trading Partners in the event of a failure in the Value Added Network. The objectives of the plan are to assure that business processing can continue with minimal impact.

The current Choice/Open Access Business Continuity Plans are for:

- * Enrollments
- * Complete Billing
- * Pass-through Billing
- * Payments and Adjustments
- * Historical Usage

In the event of a failure of the Value Added Network, file delivery will be executed by using one of the alternate methods outlined below:

- * IBM 3480 Tape Cartridges
- * FTP via the Internet
- * E-mail via the Internet
- * Fax or Paper Reports