

Nordic Energy Services Credit Guide

Credit approval is required for all prospects in order to produce a complete set of contract documents from the web portal and complete the contract agreement with Nordic Energy Services. This guide is designed to provide the sales network with a basic understanding of how Nordic Energy Services will determine the risk exposure of a customer prospect, identify key data for various risk levels used to review a prospect's credit and provide credit decision responses for prospect credit requests within the web portal. Since this guide is subject to change, Nordic Energy recommends that you review this guide periodically.

Determining Risk

Annual volume is the principle factor Nordic Energy uses to calculate risk. Based on annual volume, each prospect is classified into one of four risk levels. That risk level drives the credit investigation. Higher risk requires more in depth information and review. The results of the investigation determine the acceptability of the risk associated with each customer or prospect.

The chart below indicates basic volume parameters and corresponding preliminary information required to review credit for each risk level. Remember that while the chart identifies usage amounts by individual commodity, the prospect's overall risk level includes the total amount of all commodities supplied by Nordic Energy. Both Power and Gas volumes for dual commodity prospects are combined to determine the overall risk level and subsequent review.

Risk Level	<u>Gas (annual Usage in therms)</u>	<u>Power (annual Usage in kWh)</u>	<u>Credit Criteria</u>
1	0 to 60,000	0 to 600,000	2 clean Recent Energy Invoices (no Late Fees, no Forward Balance)
2	60,001 to 120,000	600,001 to 1,200,000	2 Clean Recent Energy Invoices and D&B Credit Report
3	120,001 to 460,000	1,200,001 to 4,800,000	D&B Credit Report
4	Over 460,000	Over 4,800,000	D&B Credit Report, Company Financials (recent balance Sheet and Income statement)

Reviewing Credit Information

Each prospect's credit history, facts and circumstances are factored into the credit decision. Verification of the prospect's properly registered legal name is considered part of the credit review process. For legal name verification, access the Illinois Secretary of State's website via the links below:

<http://www.ilsos.gov/corporatelle/> - For registered corporations or LLC's

<http://www.ilsos.gov/lprpsearch/> - For registered partnerships

Enter the prospect's name in the search field according to the search parameters indicated and click "Search" to access the SOS database. Select the company name from the search results and print the screen showing the filing and status detail. Enter the prospect's correct legal name in the web portal.

If you are uncertain of the results, contact the credit department at Nordic Energy for further assistance.

Please remember that Nordic Energy will work with you to pursue all options for approval within its internal policy if the initial review yields a negative response. This may require additional data outside of that identified in the chart below or additional payment assurances from the prospect such as a cash deposit or parental guaranty. As the agent, your assistance in gathering necessary data or securing the deposit will help to assure a timely and accurate credit decision for your prospect.

Web Portal Credit Status and Response

The following are the most common credit status options for prospects within the Nordic Energy web portal. Responses to prospect credit review are provided according to the timeline indicated below.

Credit Status

Fast Track Approval – Reflects Risk Level 1 prospects. All contract documents may be generated for execution by the prospect and submission for acceptance by Nordic Energy. The agent must submit copies of two clean LDC invoices and verification of the prospect’s legal name with the contract documents for Nordic Energy to provide final credit approval and contract acceptance.

Clean invoices cannot show an unpaid prior balance, should not reflect any late charges nor be greater than 90 days old. Invoices not meeting these criteria are not considered “clean.” Without this required data the contract will not be accepted.

Pending – Reflects prospects greater than Risk Level 1 requiring preliminary credit review by Nordic Energy. Contract document generation is limited for this status so a complete set of contract documents will not be available for printing.

More Information Needed – Reflects prospects requiring additional consideration and review due to inconclusive or incomplete credit review information. Credit comments will indicate the nature of the information required on the Price Request window for the prospect in the web portal and the agent’s role in credit resolution. Contract document generation is limited for this status so a complete set of contract documents will not be available for printing.

Approved – Reflects prospects whose credit meets Nordic Energy credit requirements and whose legal name has been verified. The complete set of contract documents may be generated for prospects with this status and do not normally require further credit review when submitted to Nordic Energy.

Conditionally Approved – Reflects prospects whose credit circumstances require special parameters for approval and contract execution. Details of the conditions are communicated to the agents in the Price Request window for the prospect in the web portal. The complete set of contract documents may be generated for prospects with this status. Submitted contract documents are subject to final credit review by Nordic Energy for compliance with the specified conditions.

Denied – Reflects prospects whose credit circumstances are unable to meet Nordic Energy credit requirements. Document generation is limited for this status so a complete set of contract documents will not be available for printing. Please remember that Nordic Energy will work with you to pursue all options for approval within its internal policy to limit credit denial.

Expired – Reflects prospect whose credit status was established longer than 90 days ago. Document generation is limited for this status so a complete set of contract documents will not be available for printing. No further action will be taken by the Credit Department unless requested by the agent. Submit your request via email to credit@nordicenergy-us.com

Response Timeline

Standard Response

Standard Response for credit is provided within three business days of an email request by the agent. This applies to all prospects Risk Level 2 or higher. Email your request for credit review to credit@nordicenergy-us.com. Note that Risk Level 1 (Fast Track) prospects do not require prior credit review so do not request review for Fast Track prospects.

Advanced Response

Nordic Energy recognizes that circumstances may occasionally require credit response within a shorter time frame than prescribed by the Standard Response. In these cases sales representatives may request Advanced Response via email to the credit department credit@nordicenergy-us.com. Indicate the prospect name and target response time. The recommended target is one business day but in certain situations the target can be as little as two hours.

Contract Response

All prospects are subject to final credit reviewed when executed contract documents are received at Nordic Energy. This particularly pertains to Fast Track Approval and Conditionally Approved prospects but does not exclude other statuses. Since contract terms must meet daily market pricing parameters this final credit review must be performed promptly on receipt of the executed contract documents. **Contract Response takes priority over all other response requests.**

What you can expect from Nordic Energy –

Fair, accurate credit assessment and timely responses for all prospects.
Full utilization of internal credit policy to approve as many prospects as possible
Individual handling of exceptional or unusual credit circumstances

What Nordic Energy requests of you –

Accurate and thorough information about prospects and commodity usage.
Timely response to requests for additional information.
Equitable utilization of Advanced Response requests.