



# TOWN OF ARLINGTON ▪ MASSACHUSETTS

## Community Electricity Program



Dear Basic Service Customer,

March 18, 2021

The town of Arlington approved a community aggregation program called Arlington Community Electricity (ACE), authorizing our community to aggregate the electricity load (usage) of those residents and businesses that are on Basic Service with NStar Electric Company (Eversource). The goals of the Program are to provide you with competitive choice, longer-term price stability and more renewable energy, however, future savings cannot be guaranteed because future Basic Service rates are not known.

**You will be automatically enrolled in Arlington Community Electricity program unless you choose not to participate (opt out).**

**YOU MUST MAIL AND POSTMARK YOUR OPT-OUT CARD ON OR BEFORE APRIL 20, 2021 TO AVOID AUTOMATIC ENROLLMENT IN THE AGGREGATION PROGRAM.**

After a competitive bid process, Direct Energy Services, LLC was selected as our Electricity Supplier for a contract starting on the December 2019 meter reading through the November 2022 meter reading. If you do not opt out of the Program, your participation will start on your May electricity meter reading. A comparison of the rates for the aggregation program and current rates for Eversource Basic Service are shown below.

COMPARISON OF PROGRAM WITH CURRENT BASIC SERVICE RATE CLASSES	ARLINGTON COMMUNITY ELECTRICITY PROGRAM				Current Basic Service Eversource (NSTAR Electric Company) Electricity Supply Only January 1 through June 30, 2021
	Standard Product "LOCAL GREEN" Automatic Enrollment 11% additional local renewable energy	Alternative Option 1 "LOCAL GREENER" 50% additional local renewable energy	Alternative Option 2 "LOCAL GREENEST" 100% additional local renewable energy	Alternative Option 3 "BASIC" No additional renewable energy	
<b>Residential</b>	\$0.11029/kWh	\$0.12199/kWh	\$0.13699/kWh	\$0.10699/kWh	\$0.11795/kWh
<b>Small Commercial &amp; Street Lighting</b>	\$0.11029/kWh	\$0.12199/kWh	\$0.13699/kWh	\$0.10699/kWh	\$0.11086/kWh
<b>Large Commercial</b>	\$0.11029/kWh	\$0.12199/kWh	\$0.13699/kWh	\$0.10699/kWh	\$0.11336/kWh NEMA
<b>DURATION</b> Prices are fixed starting with the first meter read in December 2019 through November 2022 meter read (approximately 19 months remaining)	35 months	35 months	35 months	35 months	Residential and Small Commercial & Street Lighting rates change <b>January 1 &amp; July 1</b> . Large Commercial rates change <b>January 1, April 1, July 1 &amp; Oct 1</b> .
<b>CONSUMER ACTION NEEDED</b>	No action required; automatic enrollment	Call new supplier to select this option. See page 2.	Call new supplier to select this option. See page 2.	Call new supplier to select this option. See page 2.	To opt out of the Program and remain with current service, return enclosed postcard <b>within 30 days</b> of postmark on this letter.

Rates indicated above are for Supply Services only. Under the contract, the rate per kilowatt-hour (kWh) for electric supply will be fixed until your November 2022 meter reading. The Standard Product rate for Residential and Small Commercial & Streetlighting customers will remain below Eversource's Basic Service rate until Eversource Basic Service rates for Residential and Small Commercial & Streetlighting customers change on July 1, 2021. The Standard Product rate for Large Commercial customers will remain below Eversource's current Basic Service Large Commercial rate until the Eversource Basic Service rate for Large Commercial customers changes on April 1, 2021. Program prices could increase as the result of a change in law that results in a direct material increase in costs during the term of the electric supply agreement.

**There is no guarantee of savings. The primary intent of the Program is to provide price stability, more renewable energy, and savings over the duration of the 35-month term. However, future savings cannot be guaranteed because Eversource Basic Service rates change every six months for Residential and Small Commercial & Streetlighting customers, and every three months for Large Commercial customers. Thus, Eversource's Basic Service rates may be above or below the Program rate during any subsequent period.**

**AGGREGATION FEE** for all Arlington programs is included in the above rates. This fee is \$0.001/kWh for the aggregation consultant. The town of Arlington does NOT receive any fees from the Program.

**PROGRAM DETAILS**

- As an eligible participant, your account will be automatically enrolled in the Program unless you choose to opt out.
- You may leave the Program at any time without early termination fees.
- You will continue to receive one bill from Eversource.
- You will continue to send payment to Eversource.
- Eversource will continue to respond to emergencies and outages.
- Reliability and quality of service will remain the same.
- Program rates include taxes which are billed as part of the power supply charge.

Participation	Needed
If you want to participate	No action required
If you do <b>NOT</b> want to participate in this program	Sign the enclosed opt-out card. Mail the card in the enclosed postage-paid envelope no later than <b>APRIL 20, 2021</b> .

**IF YOU HAVE BEEN MAILED THIS NOTIFICATION**, you do not need to take any action in order to participate in the Program.

**ALL BASIC SERVICE CUSTOMERS** who have been mailed this notification will automatically be enrolled in the Program and start benefiting from this fixed rate beginning on the day of the month that your meter read occurs. The new rate will be reflected on your subsequent month's bill. This date varies by service area. Your meter reading date is shown on your bill.

**BUDGET PLAN OR ELIGIBLE LOW-INCOME DELIVERY RATE CONSUMERS** will continue to receive those benefits from Eversource.

**TAX- EXEMPT SMALL BUSINESS CONSUMERS** must send or fax a copy of their Energy Exemption Certificate directly to Direct Energy Services via email: [usn.taxexemption@directenergy.com](mailto:usn.taxexemption@directenergy.com), fax: (800) 504-7428 or by mail: Direct Energy, Attn: USN Tax Exemption Dept, PO Box 180, Tulsa OK 74101-0180

**IF YOU ARE RECEIVING ELECTRICITY SUPPLY FROM A COMPETITIVE SUPPLIER AND BELIEVE YOU HAVE RECEIVED THIS OPT-OUT LETTER IN ERROR**, you must sign the attached card and opt out of this program. This will ensure you continue to receive your electricity from that Competitive Supplier and prevent any possible early termination fees.

### **RENEWABLE ENERGY**

- **INCLUDED: "LOCAL GREEN" – ELEVEN (11) PERCENT LOCAL RENEWABLE ENERGY – No action required to receive this product.**  
The price for the standard product is \$0.11029/kWh.
- **OPTION: "LOCAL GREENER" – FIFTY (50) PERCENT LOCAL RENEWABLE ENERGY** This optional product offers an elective fifty (50) percent local renewable energy originating from qualified Massachusetts Class I renewable energy sources. Call Direct Energy Services, LLC at (866) 968-8065 to select this option. The price of this offer is \$0.12199/kWh.
- **OPTION: "LOCAL GREENEST" – ONE HUNDRED (100) PERCENT LOCAL RENEWABLE ENERGY** This optional product offers an elective one hundred (100) percent local renewable energy originating from qualified Massachusetts Class I renewable energy sources. Call Direct Energy Services, LLC at (866) 968-8065 to opt in. The price for this option is \$0.13699/kWh.
- **OPTION: "ARLINGTON BASIC" – NO ADDITIONAL LOCAL RENEWABLE ENERGY**  
This optional product offers no additional renewable energy originating from qualified Massachusetts Class I renewable energy resources beyond the amount required by state law. Program participants who want this option must opt in by calling Direct Energy Services, LLC at (866) 968-8065. The price for this option is \$0.10699/kWh.

Products described as **Green** contain renewable electricity above that required by state law. The additional renewable electricity qualifies for MA Class I designation and comes only from solar, wind, anaerobic digestion and low-impact hydro located within New England. Local refers to New England.

**SOLAR ELECTRICITY CONSUMERS** will not be impacted and will continue to receive their net metering credits while participating in the Program.

### **INSTRUCTIONS ON HOW TO OPT OUT**

If you do not wish to participate in the Program, simply sign and return the enclosed card in the postage-paid envelope. **The envelope must be mailed or postmarked on or before APRIL 20, 2021 to avoid automatic enrollment in the aggregation Program.** There is no penalty to opt out in order to remain on Eversource Basic Service.

**ANY TIME AFTER ENROLLMENT**, you can leave the Program with no early termination fees. This will occur during the next available billing cycle, whereupon your account(s) will be returned to Eversource Basic Service.

**EXIT TERMS FOR BASIC SERVICE:** There is no penalty charge for leaving Eversource's Basic Service, however, Large Commercial customers may receive a billing adjustment charge or credit.

### **HOW TO ACCESS BASIC SERVICE IF YOU WANT TO LEAVE THE PROGRAM**

Additional information about Eversource Basic Service electricity rates may be found on the [MASS.GOV](http://MASS.GOV) website here: [www.mass.gov/information-for-consumers-about-the-electric-industry](http://www.mass.gov/information-for-consumers-about-the-electric-industry). For residential accounts, visit the Eversource website [www.eversource.com/content/ema-c/residential/my-account](http://www.eversource.com/content/ema-c/residential/my-account). Please refer to the Basic Service category to determine the best option for you. For business accounts, visit the Eversource website [www.eversource.com/content/ema-c/business/my-account](http://www.eversource.com/content/ema-c/business/my-account). Account holders may also call Eversource (NSTAR Electric Company) for assistance at (800) 592-2000 for residential, or (800) 340-9822 for business.

**FOR MORE DETAILED INFORMATION** regarding your community's Program, visit [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov), or call toll-free at (800) 680-9104.

### **SUPPLIER INFORMATION**

The aggregation supplier is Direct Energy Services, LLC. You may contact the supplier at [\(866\) 968-8065](tel:(866)968-8065) between the hours of 9:00 AM and 5:00 PM, or via email at [aggregationsupport@directenergy.com](mailto:aggregationsupport@directenergy.com).

### **THERE IS NO GUARANTEE OF SAVINGS**

The primary intent of the Program is to provide price stability and savings over the duration of the 35-month term. However, future savings cannot be guaranteed because Eversource Basic Service rates change every six months for Residential and Small Commercial & Streetlighting customers and every three months for Large Commercial customers. Thus, Eversource's Basic Service rates may be above or below the Program rate during any subsequent period.