



# Town of Arlington

## ARLINGTON COMMUNITY ELECTRICITY

Month, Day Year

The Town of Arlington is pleased to announce that our electricity supply program, Arlington Community Electricity (ACE), has been renewed! Since 2017, the Town-managed ACE program has provided electricity supply options to help residents and businesses manage costs and increase renewable energy use. You are receiving this letter because you currently use one of ACE's supply options. This letter explains upcoming changes to the products and your choices. **For most customers, no action is needed to receive the new pricing.**

**Lower ACE prices will take effect starting in November 2024.**

**ACE's most popular option will provide 100% renewable energy from New England-based sources.**

**You will be automatically renewed in your current supply option. You can switch at any time.**

Current pricing for all ACE products has been fixed since November 2022, providing two years of price stability. **Most participants use the default option, ACE Local Green.** While ACE cannot guarantee future savings, during the last two-year contract the typical residential customer saved approximately \$180 compared to Eversource's Residential Basic Service, while also providing an additional 30% renewable energy from New England-based, MA Class I sources. Town-wide, the ACE Program has purchased 22,200 megawatt hours (MWh) of this renewable energy annually, which avoids over 16 million pounds of carbon pollution each year.

## ARLINGTON'S NEW SUPPLY OPTIONS

Prices for all ACE supply options are decreasing! The Town is excited to have secured these lower prices, while also increasing the amount of renewable energy in the community default option, ACE Local Green: this option will now provide 100% **total** New England-based, MA Class I renewable energy. At the same time, ACE will continue to provide customers with choices. You may select the lower-priced ACE Basic option or opt up to the Local Greenest option, which adds even more renewable energy.

**All new ACE prices will be fixed for 37 months, from November 2024 through December 2027:**

ACE Basic	ACE Local Green	ACE Local Greenest
<b>13.380 ¢/kWh</b> Meets State minimum MA Class I renewable energy standards (24% in 2024)	<b>16.230 ¢/kWh</b> Provides 100% <b>total</b> renewable energy from MA Class I sources (100% in 2024)	<b>17.430 ¢/kWh</b> Provides <b>over</b> 100% renewable energy from MA Class I sources (124% in 2024)
The lowest priced option.	Balance competitive pricing and 100% clean energy.	Go above and beyond! Put more renewables onto the grid than you consume.

**No action is necessary to receive the new pricing for your current ACE supply option**, unless you voluntarily placed a "supplier block" on your Eversource account, which prevents any changes (see next page).

- You may switch to another ACE option at any time. To switch options, call the Program's new electricity supplier, Direct Energy Services LLC ("Direct Energy"), at (866) 968-8065, or submit a request at [ACE.ArlingtonMA.gov/enroll-change](https://ACE.ArlingtonMA.gov/enroll-change).
- You may leave ACE at any time, without penalty, and return to Basic Service supply with Eversource. To leave ACE, call Eversource at (800) 592-2000, or submit a request at [ACE.ArlingtonMA.gov/opt-out](https://ACE.ArlingtonMA.gov/opt-out).

Income-eligible customers can receive a 42% discount on their entire electricity bill, including the ACE prices above. You can find a link to sign up for this discount at [ACE.ArlingtonMA.gov](https://ACE.ArlingtonMA.gov) (see "Key Links" section).

## ARLINGTON'S CURRENT & NEW PRICES

The table below shows the current and new prices for each supply option. Unless you have affirmatively selected another option in the past, you use the ACE Local Green option (default option). To check what option you use, match the “Generation Service Charge” on page two of your Eversource bill with one of the current prices below.

	ACE Basic		ACE Local Green		ACE Local Greenest	
	Current	New	Current	New	Current	New
<b>Price</b>	16.090 ¢/kWh	13.380 ¢/kWh	17.200 ¢/kWh	16.230 ¢/kWh	19.790 ¢/kWh	17.430 ¢/kWh
<b>Duration</b>	Nov 2022 - Oct 2024	Nov 2024 - Dec 2027	Nov 2022 - Oct 2024	Nov 2024 - Dec 2027	Nov 2022 - Oct 2024	Nov 2024 - Dec 2027
<b>Renewable Energy from New, New England-based Sources (MA Class I RECs)</b>						
State-Required	24%	24%	24%	24%	24%	24%
Voluntary	None	None	30%	76%	100%	100%
<b>Total</b>	<b>24%</b>	<b>24%</b>	<b>54%</b>	<b>100%</b>	<b>124%</b>	<b>124%</b>
<b>Other State-Required Renewable or Clean Energy Sources (Other RECs)</b>						
	38%	38%	38%	38%	38%	38%
<b>Supplier</b>	NextEra Energy Services	Direct Energy	NextEra Energy Services	Direct Energy	NextEra Energy Services	Direct Energy

- Program prices only apply to the **Supply** portion of your electric bill and take effect on your meter read date. Eversource will continue to set the charges for the **delivery** on your electric bill and will repair outages and manage all billing. ACE has no impact on any solar benefits, low-income discounts, or budget billing plans.
- Renewable Energy Certificates (RECs) are the legal instrument used to purchase and track renewable energy. A REC guarantees that a certain type of energy was generated and put onto the grid. Some ACE products purchase more than 100% RECs. Wind, solar, and low-impact hydropower are some of the most common sources that qualify for MA Class I. For more details on Class I sources, as well as the other required sources, see [www.mass.gov/service-details/program-summaries](http://www.mass.gov/service-details/program-summaries).
- At the end of each contract, you will be automatically renewed in your current product, which may have a higher or lower price and a different percentage of voluntary renewable energy as negotiated by the Town. The Town will announce price changes at least 30 days before any such price change takes effect. Product details will always be available on the Town’s website for the Program: [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov).

## NEXT STEPS

- The first bill to show the new pricing will be the bill you receive showing usage from your November meter read to December meter read. Most customers can expect to receive this bill in early December 2024.
- To check if you have a “supplier block”, and/or remove it, contact Eversource at (800) 592-2000. **If you have a block and do not remove it, your account will be returned to Eversource Basic Service** on your November 2024 meter read.
- **Tax-exempt small business** customers participating in the Program must provide a copy of their Tax-Exemption Certificate directly to Direct Energy via email at [usn.taxexemption@directenergy.com](mailto:usn.taxexemption@directenergy.com), or mail at Direct Energy, Attn: USN Tax Exemption Dept, PO Box 180, Tulsa OK 74101-0180, in order to maintain their tax-exempt status.
- If you are receiving electricity supply from a competitive supplier, you may have signed up after this mailing list was created. **To ensure that you continue to receive your electricity from that competitive supplier and prevent any possible early termination fees, you must contact Arlington’s supplier to opt out of the Program.**

## QUESTIONS & SUPPORT

- For questions or troubleshooting, please contact the Town’s consultant that manages the Program, Good Energy, by using the online form at [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov), or by calling (800) 680-9104.