



# Town of Hadley

## Community Electricity Aggregation Program

June 7, 2019

Dear Basic Service Customer,

The Town of Hadley approved a Community Electricity Aggregation Program (the "Program") 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 options.

You will be automatically enrolled in the Hadley Community Electricity Aggregation program unless you choose not to participate.

**YOU MUST MAIL AND POSTMARK YOUR OPT-OUT CARD ON OR BEFORE JULY 13, 2019 TO AVOID AUTOMATIC ENROLLMENT IN THE AGGREGATION PROGRAM.**

After a competitive bid process, Direct Energy Services was selected as our Electricity Supplier with a contract term from your scheduled August 2019 meter reading to your November 2021 reading. As shown below, there are different prices fixed for the first four (4) months (August 2019 to December 2019) and the last 23 months (December 2019 to November 2021).

| Rate Class                          | "Hadley Basic"<br>Minimum Required Renewable Energy<br>(Standard Product –<br>No Action Required)  | "Hadley Premium<br>100% Local Green"<br>One Hundred (100) Percent Local<br>Renewable Energy | Current Eversource<br>Basic Service  |
|-------------------------------------|--|---|--|
| Residential                         | <b>AUGUST 2019 – DECEMBER 2019</b>   |   | \$0.09851/kWh  |
|                                     | \$0.09746/kWh  | \$0.12097/kWh   |  |
|                                     | <b>DECEMBER 2019 – NOVEMBER 2021</b>   |   |  |
|                                     | \$0.10101/kWh  | \$0.12903/kWh   |  |
| Small C&I<br>and Street<br>Lighting | <b>AUGUST 2019 – DECEMBER 2019</b>   |   | \$0.10145/kWh  |
|                                     | \$0.09746/kWh  | \$0.12097/kWh   |  |
|                                     | <b>DECEMBER 2019 – NOVEMBER 2021</b>   |   |  |
|                                     | \$0.10101/kWh  | \$0.12903/kWh   |  |
| Medium/Large C&I<br>WCMA*           | <b>AUGUST 2019 – DECEMBER 2019</b>   |   | \$0.09062/kWh WCMA*  |
|                                     | \$0.09746/kWh  | \$0.12097/kWh   |  |
|                                     | <b>DECEMBER 2019 – NOVEMBER 2021</b>   |   |  |
|                                     | \$0.10101/kWh  | \$0.12903/kWh   |  |
| Duration                            | <b>August 2019 – November 2019</b><br>As indicated above, under the contract with the Electricity Supplier, there are different prices fixed for the first four (4) months (August – December) and the last 23 months (December 2019 – November 2021) of the contract. Rates apply to service beginning and ending on the days of the month that your meter is read by Eversource, |   | <b>July 1, 2019 – December 31, 2019 or September 30, 2019*</b><br>Residential and Small Commercial rates change every six months.<br>*Medium or Large Commercial & Industrial rates change every three months. |

\*West/Central Massachusetts (WCMA) is an electric energy load zone used for wholesale energy market settlement.

Rates indicated above are for Supply Services only. Under the contract, the rate per kWh for electric supply will be fixed at \$0.09746/kWh through your December 2019 meter reading. This rate will then change to \$0.10101 kWh from your December 2019 meter reading until your November 2021 meter reading. The Standard Product rate for Residential and Small C&I customers will remain below Eversource's Basic Service rate until your November 2019 meter reading. The Standard Product rate for Large C&I customers is not below the Eversource Basic Service rate. Program prices could increase as a 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 future savings. The primary intent of the Program is to provide price stability and savings over the duration of the 27-month term. However, Eversource rates for electric supply change every six months (January 1 and July 1) for Residential and Small C&I customers, and every three months for Large C&I customers. Eversource's Basic Service rates may drop below the Program rate during any three or six month period.

AN ADMINISTRATIVE ADDER of \$0.001/kWh for the aggregation consultant is included in the Hadley program rates shown above.

### 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.

| Participation                                     | Needed   |
|---|--|
| If you want to participate in this program        | No action required   |
| If you do NOT 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>JULY 13, 2019</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 CUSTOMERS** will continue to receive those benefits from Eversource.

**TAX- EXEMPT SMALL BUSINESS CONSUMERS** must send a copy of their Energy Exemption Certificate directly to Direct Energy Services via email, fax, or mail in order to maintain their tax-exempt status.

Email: [aggregationsupport@directenergy.com](mailto:aggregationsupport@directenergy.com)

Fax: (800) 504-7428

Mailing Address: Direct Energy, Attn: USN Tax Exemption Dept., PO Box 180, Tulsa OK 74101-0180

NOTE: Small Business Customers that wish to obtain an Energy Exemption Certificate can directly apply online on the MassTaxConnect website by first creating an account (refer to website link). [https://mtc.dor.state.ma.us/mtc/ /](https://mtc.dor.state.ma.us/mtc/)

**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**

- **OPTION: "HADLEY PREMIUM 100% LOCAL GREEN" – 100 PERCENT RENEWABLE ENERGY**

The optional product offers an elective one hundred (100) percent local renewable energy originating from qualified Massachusetts Class 1 renewable energy sources. Call our program supplier, Direct Energy Services, at (866) 968-8065 to opt in. The price of this offer is shown on the chart above.

**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 July 13, 2019 to avoid automatic enrollment in the aggregation program.** There is no penalty to opt out in order to remain on Eversource's 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's Basic Service.

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

Additional information about Eversource's 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). Residential or business account holders may also call Eversource (NSTAR Electric Company) for assistance at (800) 592-2000 residential, or (800) 340-9822 business.

**FOR MORE DETAILED INFORMATION** regarding your community's Program, visit [HadleyCEA.com](http://HadleyCEA.com), or call toll free (888) 250-8134.

### **SUPPLIER INFORMATION**

The aggregation supplier is Direct Energy Services. You may contact the supplier at (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). For more information regarding Direct Energy, go to [www.directenergy.com/about](http://www.directenergy.com/about)

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

The primary intent of the Program is to provide price stability and savings over the duration of the 27-month term. However, Eversource rates for electric supply change every six months (January 1 and July 1) for Residential and Small C&I customers, and every three months for Large C&I customers. Eversource's Basic service rates may drop below the Program rate during any three or six-month period.