



MASSACHUSETTS POWER INFORMATION DISCLOSURE LABEL Q3 '20 – HADLEY COMMUNITY ELECTRICITY AGGREGATION PROGRAM

GENERATION PRICE

Average price per kWh at different levels of use.
 Prices do not include regulated charges for customer service and delivery.

The price you pay for generation is set forth in the town aggregation agreement of Hadley and Direct Energy Services, LLC. If you have any further questions about what you pay for electricity per kWh, please contact the Direct Energy Services, LLC customer service number below. The generation price will not vary based on the amount of electricity the customer uses.

CUSTOMER SUPPORT CONTRACT

Contact the Town's consultants at 1-844-627-7244.

| Program Generation Price | Standard Offering | Green Optional | Period |
|----------------------------------|-------------------|----------------|-------------------|
| Standard/Optional Rate Customers | 9.746 ¢/kWh | 12.097 ¢/kWh | 8/2019 – 12/2019 |
| Standard/Optional Rate Customers | 10.101 ¢/kWh | 12.903 ¢/kWh | 12/2019 – 11/2021 |

Direct Energy Services, LLC (Town's electric supplier)
 Toll-Free: 1-866-968-8065
 Address: 12 Greenway Plaza, Ste. 250
 Houston, TX 77046
www.directenergy.com
csdirectenergy@directenergy.com

For energy emergencies or general inquiries, please contact Eversource at (800) 592-2000.
 You can also write to Eversource – Eversource, 247 Station Drive, Westwood, MA 02090 or visit www.eversource.com.

| Power Attribute Content – Direct Energy Services, LLC | | | |
|---|---------------|--|---------------|
| Standard Rate Customers | | Green Optional Customers | |
| Source | Percentage | Source | Percentage |
| MA Renewable Portfolio Standard Requirements | 27.71 | MA Renewable Portfolio Standard Requirements | 27.71 |
| Remaining System Mix | 72.29 | Additional renewable electricity (MA Class I RECs) | 72.29 |
| Total | 100.00 | Total | 100.00 |

| Regional Average Fuel Mix* | | |
|----------------------------|------------------------------|------------|
| Year | System Power | Fuel% |
| 2020 | Air-source Heat Pump | 0.09 |
| 2020 | Biogas | 0.01 |
| 2020 | Biomass | 2.28 |
| 2020 | Coal | 0.74 |
| 2020 | Diesel | 0.53 |
| 2020 | Digester Gas | 0.09 |
| 2020 | Efficient Resource (Maine) | 0.16 |
| 2020 | Fuel Cell | 0.37 |
| 2020 | Ground-And-Water-Source Pump | 0.07 |
| 2020 | Hydroelectric/Hydropower | 7.61 |
| 2020 | Jet | 0.01 |
| 2020 | Landfill Gas | 0.55 |
| 2020 | Liquid Biofuels | 0.45 |
| 2020 | Municipal Solid Waste | 0.69 |
| 2020 | Natural Gas | 42.98 |
| 2020 | Nuclear | 27.33 |
| 2020 | Oil | 5.05 |
| 2020 | Solar Photovoltaic | 4.00 |
| 2020 | Solar Thermal | 0.02 |
| 2020 | Trash-to-Energy | 2.46 |
| 2020 | Wind | 3.34 |
| 2020 | Wood | 1.13 |
| | Total | 100 |

Standard Offering Customers: Standard Option
 Meets state minimum requirements for renewable electricity but does not include any additional renewable electricity. 27.71% to meet minimum Massachusetts state requirements (MA Class I RECs to meet RPS requirements). 72.29% from tradition, non-renewable energy generation sources.

Optional Rate Customers: Green Option
 100% renewable electricity, 27.71% to meet the minimum Massachusetts state requirements (MA Class I RECs to meet RPS requirements) and 72.29% additional renewable electricity (MA Class I RECs), added voluntarily.

*Demand for electricity from enrolled Hadley Community Electricity Aggregation Program Standard customers supplied by Direct Energy Services, LLC ("DES") for the period of 04/01/19 through 03/31/20 was met by the generating resources or fuel types noted above equating to 72.29% and minimum 27.71% state RPS requirements.

NOTES: 1. Electricity customers in New England are served by an integrated power grid, not particular generating units. The above information is on generating units under contract to DES in the period 04/01/19-03/31/20.

2. You may also call DES at 1-866-968-8065 or the Massachusetts Division of Energy Resources at 1-617-626-7300



AIR EMISSIONS

Emissions for each of the following pollutants are based on System Mix data by the New England Power Pool (NEPOOL) and ISO New England for the most current data reporting period.

| Emission Type | Lbs. per MWh |
|------------------------------------|--------------|
| Nitrogen Oxides (NO _x) | 0.81 |
| Sulfur Dioxide (SO ₂) | 0.55 |
| Carbon Dioxide (CO ₂) | 760.62 |

LABOR INFORMATION**REGIONAL AVERAGE GENERATION RESOURCE LABOR CHARACTERISTICS**

January 1, through December 31, 2016, Provided by ISO New England Inc.

| Generating Workforce | Output (MWh) | % |
|---------------------------|--------------|------|
| Collective Bargaining | 36,593,812 | 32% |
| Non-Collective Bargaining | 76,609,202 | 68% |
| Total | 113,203,014 | 100% |

GENERATION PRICE CONTRACT

Generation prices do not include regulated charges for customer service and delivery. Those charges are billed by your local distribution company.

POWER SOURCES

The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas and ocean thermal.

EMISSIONS

Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Arrows represent, for each pollutant, the emission rate from a hypothetical new generation facility.

- Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.
- Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog) and may cause respiratory illness in children with frequent high-level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters, which is destructive to fish and other animal life.
- Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

LABOR DATA

The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management and protected by union contracts. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether a generator or supplier during a strike by or lockout of its employees has replaced them with other workers.

RENEWABLE ENERGY CONTENT

** New Renewable energy projects are those projects that came into commercial operation after January 1, 1998.