



Town of Hadley

Community Electricity Aggregation Program

March 26, 2021

Dear Basic Service Customer,

The town of Hadley approved a Community Electricity Aggregation 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, however, future savings cannot be guaranteed because future Basic Service rates are not known.

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

YOU MUST MAIL AND POSTMARK YOUR OPT-OUT CARD ON OR BEFORE APRIL 28, 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 August 2019 meter reading through the November 2021 meter reading. If you do not opt out of the Program, your participation will start on your June 2021 electricity meter reading. A comparison of the rates for the aggregation program and current rates for Eversource Basic Service are shown below.

Rate Class	"Hadley Basic" Minimum Required Renewable Energy (Standard Product – No Action Required)	"Hadley Premium 100% Local Green" One Hundred (100) Percent Local Renewable Energy	Current Eversource Basic Service January 1 through June 30, 2021
Residential	\$0.10101/kWh	\$0.12903/kWh	\$0.10708/kWh
Small Commercial & Industrial	\$0.10101/kWh	\$0.12903/kWh	\$0.09980/kWh
Large Commercial & Industrial, WCMA*	\$0.10101/kWh	\$0.12903/kWh	\$0.10461/kWh WCMA*
Duration	August 2019 – November 2021 Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.		January 1 – June 30, 2021, or March 31, 2021* Residential and Small Commercial & Industrial rates change every six months. *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 kilowatt-hour (kWh) for electric supply will be fixed until your November 2021 meter reading. The Standard Product rate for Residential customers will remain below Eversource's Basic Service rate until the Eversource Basic Service rate for Residential customers changes on July 1, 2021. The Standard Product rate for Small Commercial and Industrial customers is not below Eversource's current Basic Service rate. The Standard Product rate for Large Commercial and Industrial customers will remain below Eversource's current Basic Service rate until the Eversource Basic Service rate for Large Commercial and Industrial 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 and savings over the duration of the 27-month term. However, future savings cannot be guaranteed because Eversource Basic Service rates change every six months for Residential and Small Commercial & Industrial customers, and every three months for Large Commercial & Industrial customers. Thus, Eversource's Basic Service rates may be above or below the Program rate during any subsequent period.

AGGREGATION FEE for all Hadley products is included in the above rates. This fee is \$0.001/kWh for the aggregation consultant.

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 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 APRIL 28, 2021.

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 COMMERCIAL AND INDUSTRIAL CONSUMERS must send or fax a copy of their Energy Exemption Certificate directly to Direct Energy Services, LLC via email, fax, or mail in order to maintain their tax-exempt status.

Email: usn.taxexemption@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 and Industrial customers that want 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/>

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" – ONE HUNDRED (100) PERCENT LOCAL RENEWABLE ENERGY**

The optional product offers an elective one hundred (100) percent local renewable energy originating from qualified Massachusetts Class I renewable energy sources. Products described as **Green** contain renewable energy above that required by state law. The additional renewable energy qualifies for MA Class I designation. **Local** refers to geographic areas permitted under MA Class I designation, namely New England, New York and eastern Canada. Call Direct Energy Services, LLC at (866) 968-8065 to select this option. The price of this offer is \$0.12903/kWh.

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 28, 2021 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.

EXIT TERMS FOR BASIC SERVICE: There is no penalty charge for leaving Eversource's Basic Service, however Large Commercial and Industrial 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's Basic Service electricity rates may be found on the MASS.GOV website here:

www.mass.gov/information-for-consumers-about-the-electric-industry. For Basic Service accounts, visit the Eversource website <https://www.eversource.com/content/wma/residential/my-account/billing-payments/about-your-bill/rates-tariffs/basic-service>. Please refer to the Basic Service category to determine the best option for you. Residential or business account holders may also call Eversource for assistance at (800) 592-2000 residential, or (800) 340-9822 business.

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

SUPPLIER INFORMATION

The aggregation supplier is Direct Energy Services, LLC. 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.

THERE IS NO GUARANTEE SAVINGS

The primary intent of the Program is to provide price stability and savings over the duration of the 27-month term. However, future savings cannot be guaranteed because Eversource Basic Service rates change every six months for Residential and Small Commercial and Industrial customers and every three months for Large Commercial and Industrial customers. Thus, Eversource's Basic Service rates may be above or below the Program rate during any subsequent period.