



CITY OF WORCESTER

MUNICIPAL ELECTRICITY AGGREGATION PROGRAM NOTIFICATION LETTER

December 8, 2021

Dear Worcester Electricity Service Customer,

You are receiving this letter because you have either recently opened an electricity account, or your electricity account recently moved from a competitive supply contract back to National Grid's Basic Service. I am writing to tell you about our municipal electricity program, the Worcester Community Choice Electricity Aggregation, or **WCCA**. The WCCA delivers at least double the amount of locally produced renewable electricity compared to the minimum amount required by the state, provides stable electricity supply prices, and protects consumers by offering a City-vetted electricity supply alternative.

If you received this letter and you do nothing, you will be AUTOMATICALLY enrolled in the WCCA in the Worcester Standard Green offering at a price of 11.442 ¢/kWh.

If you choose to opt out to avoid automatic enrollment in the program, your opt-out request must be postmarked by January 10, 2022.

You can also opt out after enrollment, for any reason, without any fees or penalties.

The WCCA is a form of group electricity purchasing known as electricity aggregation. If you participate, National Grid will remain your electric utility, delivering electricity to your home or business, but the City will choose your electricity supplier and will secure the price that is used to calculate the supplier services portion of your National Grid electricity bill.

The WCCA has two electricity options:

- You will be automatically enrolled in the **Worcester Standard Green offering** and receive **20% renewable electricity from projects in New England**, on top of the minimum amount required by State law. Automatic enrollment is a State law requirement.
- If you wish to make a greater impact on community sustainability, you may alternatively choose the **Worcester 100% Green option** and receive 100% renewable electricity.

The additional renewable energy (Class I RECs) will fuel the development of more local renewable projects in the New England region. Please see the back of this letter for more information and prices.

The program price is fixed until December 2022. This price stability makes the program different from National Grid's Basic Service, which you have now. With National Grid's Basic Service, the price used to calculate the supplier services portion of your electricity bill changes every 6 months (for residential and commercial accounts) or 3 months (for industrial accounts). Price stability also makes the program different from many commercial offers you may receive by mail or by phone.

PLEASE NOTE: The WCCA aims to be equal to or lower than the average National Grid Basic Service price over the course of the City's contract with the program's electricity supplier. However, there is no guarantee of savings compared with National Grid's Basic Service prices because future Basic Service prices are unknown.

YOUR RELATIONSHIP WITH NATIONAL GRID

- **If you participate**, National Grid will remain your electric utility. You will continue to receive your electricity bill from them and call them if the power goes out. However, you will see Direct Energy listed on your National Grid bill as your electricity supplier, and the program price will be used to calculate the supplier services portion of your bill.
- **If you do not participate**, the supplier services portion of your National Grid bill will continue to be calculated using National Grid's Basic Service price.
- If you are eligible for a low-income delivery rate or fuel assistance, you will continue to receive those benefits as a participant in the WCCA.

Esta carta contiene información de importancia sobre su factura de la electricidad de la Municipalidad de Worcester. Esta carta está disponible en español en línea en masspowerchoice.com/worcester/letter_spanish.pdf Para preguntas, llamar al 1-833-926-1207.

Lá thư này bao gồm thông tin quan trọng về hóa đơn điện của quý vị từ Thành phố Worcester. Chúng tôi có lá thư này trực tuyến bằng tiếng Việt tại masspowerchoice.com/worcester/letter_vietnamese.pdf. Xin gọi số 1-833-926-1207 nếu quý vị có bất cứ thắc mắc nào.

Esta carta contém informações importantes sobre sua conta de energia elétrica da cidade de Worcester. Esta carta está disponível em Português on-line na masspowerchoice.com/worcester/letter_portuguese.pdf. Se tiver qualquer pergunta, ligue para o 1-833-926-1207.

本信函包含伍斯特市有关您的电力服务的重要时间敏感信息。请通过masspowerchoice.com/worcester/letter_chinese.pdf获得该通知的中文版本。如您对此有任何疑问，请致电1-833-926-1207。

CUSTOMER SUPPORT

1-833-926-1207

support@WorcesterCommunityChoice.com

WorcesterCommunityChoice.com

OPT OUT AT ANY TIME

You don't have to participate. There is no penalty or fee to opt out of the program, and you may opt out at any time.

If you choose not to participate, you will remain on National Grid's Basic Service price.

To opt out before your account is automatically enrolled, do one of the following before **January 10, 2022**:

- Sign & return the enclosed reply card (must be postmarked by **January 10, 2022**), call customer support at **1-833-926-1207**, or opt out online at **WorcesterCommunityChoice.com**.

To opt out in the future, do one of the following at any time:

- Call customer support at **1-833-926-1207**, or opt out online at **WorcesterCommunityChoice.com**.

PROGRAM OPTIONS & PRICING

- If you do nothing, you will be automatically enrolled in the Worcester Standard Green offering.
- If you wish to choose the Worcester 100% Green option instead of Worcester Standard Green, please call customer support at 1-833-926-1207 or visit WorcesterCommunityChoice.com.
- If you opt out, you will remain on National Grid's Basic Service price, which changes regularly. You can then choose an electricity supplier of your choice if you wish. You may opt out now, before being enrolled, or you may participate and then opt out later. There is no minimum participation period. You may opt out at any time with no fee or penalty. Opt-out instructions are on the front.

Worcester Community Choice Electricity Aggregation ▼ ▼ ▼

Compare to National Grid's current 6-month price ▼

	Worcester Standard Green (Default)	Worcester 100% Green (Option)	National Grid's Basic Service**
Renewable Energy Content (Class I RECs)	A total of 40% renewable electricity from "premium" renewable energy resources in the New England region (MA Class I RECs), achieved by adding 20% to the 20% minimum required by Massachusetts in 2022.	A total of 100% renewable electricity from "premium" renewable energy resources in the New England region (MA Class I RECs), achieved by adding 80% to the 20% minimum required by Massachusetts in 2022.	Meets minimum Massachusetts renewable electricity requirements of 20% from "premium" renewable energy resources in the New England region (MA Class I RECs) in 2022.
Residential	11.442 ¢/kWh*	14.031 ¢/kWh*	14.821 ¢/kWh
Commercial	11.442 ¢/kWh*	14.031 ¢/kWh*	13.113 ¢/kWh
Industrial	11.442 ¢/kWh*	14.031 ¢/kWh*	16.606 ¢/kWh
Price Period	Enrollment – December 2022 meter read	Enrollment – December 2022 meter read	November 1, 2021 – April 30, 2022, for residential and commercial accounts*** November 1, 2021 - January 31, 2022, for industrial accounts***

* Program prices include a \$0.0009/kWh administration fee and a \$0.001/kWh operational fee that will support aggregation program management and energy initiatives in the City of Worcester. 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 electricity supply agreement.

** Exit terms for National Grid's Basic Service: No penalty charge. However, industrial customers only (rates G-2 and G-3) on the fixed price Basic Service option may receive a billing adjustment, which may be either a credit or a charge.

*** National Grid's fixed Basic Service prices change every 6 months for residential and commercial accounts and every 3 months for industrial accounts. They will next change on May 1, 2022, for residential and commercial accounts, and on February 1, 2022, for industrial accounts.

FREQUENTLY ASKED QUESTIONS

I have signed my own contract with an electricity supplier. Will I be automatically enrolled? If you have your own contract with an electricity supplier and also you received this letter in the mail, you *must* opt out of this program if you wish to remain in your current electricity supply contract. If you do not opt out, your current electricity supply contract may be cancelled, and you may be charged an early termination fee by your existing electricity supplier.

I have solar panels on my property. If I join, will I continue to receive net metering credits? Yes. Net metering will work the same way if you participate in the program. Your net metering credits from your solar panels will continue to appear on your National Grid bill and will continue to be calculated based on National Grid's Basic Service price, not on the program price.

I have a tax-exempt account. How can I retain my account's tax-exempt status? Taxes will be billed as part of the program's power supply charge. Customers are responsible for identifying and requesting an exemption from the collection of any tax by providing appropriate tax-exemption documentation to Direct Energy. Visit WorcesterCommunityChoice.com for information on where to submit your documentation.

What will happen after December 2022? The City's contract with Direct Energy will end with meter reads in December 2022. The City's intention is to seek competitive proposals from electricity suppliers for a new contract before that date. If the City signs a new contract with an electricity supplier, all customers that are active in the WCCA when the contract with Direct Energy ends will be automatically enrolled in the new contract and will continue their participation in the WCCA.

If you have any additional questions, please visit WorcesterCommunityChoice.com and do not hesitate to contact customer support at support@WorcesterCommunityChoice.com or 1-833-926-1207. Our City consultants will be happy to help you.

Edward M. Augustus, Jr.
City Manager

OPT-OUT REPLY CARD



WORCESTER

COMMUNITY CHOICE ELECTRICITY AGGREGATION

X _____

Signature

Date

OPT-OUT INSTRUCTIONS

You do not need to take any action to participate in the Worcester Community Choice Electricity Aggregation.

If you DO NOT wish to participate, you MUST opt out.

To opt out by mail:

- 1. Sign and date this card.**
- 2. Place the card in the enclosed envelope and mail it.**

This card must be signed by the Customer of Record whose name appears in the address on this card. The envelope must be postmarked by **January 10, 2022**, to opt out of the program before being enrolled automatically. You may also opt out by phone at **1-833-926-1207** or online at **WorcesterCommunityChoice.com**. There is no fee to opt out.