

Dunstable Community Power

Municipal Aggregation Plan

August 1, 2024

I. Introduction

Dunstable Community Power is an electricity aggregation program offered by the Town of Dunstable. The Town developed the Program to bring the benefits of price stability and electricity choice to its residents and businesses.

II. Definitions

Annual Report – means the report that municipalities shall file annually with the Department that includes Program information for the previous year.

Auto-Enroll Customer – means an Electric Customer who is eligible to be enrolled in the Program on an opt-out basis, specifically all Basic Service customers except for those customers who (1) have informed the Electric Distribution Company they do not want their account information shared with their municipality, or (2) are participating in an optional “green power” program that requires them to remain on Basic Service.

Basic Service – means the electric supply product that the Electric Distribution Company provides to Electric Customers in its service territory that are not receiving an electric supply product from a Competitive Supplier or through participation in a municipal aggregation program.

Competitive Supplier – means an entity licensed by the Department to sell electric supply products to Electric Customers, as defined in 220 CMR 11.02.

Consultant – means the entity retained by the Town to assist with the development and operation of the Plan and Program.

Default Product – means the Product that Participants in the Program receive unless they affirmatively select an alternate Product.

Department – means the Department of Public Utilities.

DOER – means the Department of Energy Resources.

DOER Recommended Best Practices – means the DOER Recommended Best Practices for Advancing Clean Energy in Municipal Aggregation Plans issued by DOER.

Electric Customer – means the customer of record of an account with an Electric Distribution Company.

Electric Distribution Company or EDC – means the electric distribution company serving the Town, Massachusetts Electric Light Company d/b/a National Grid.

Electric Service Agreement or ESA – means the contract between the Town and a Competitive Supplier concerning electricity supply for the Program.

Electricity Broker – means an entity that is licensed by the Department to facilitate or otherwise arrange for the purchase and sale of electric supply and related services to customers, as defined in 220 CMR 11.02.

Environmental Justice Population – in Massachusetts, an environmental just population is a neighborhood that meets one or more of the following criteria:

- the annual median household income is not more than 65 percent of the statewide annual median household income;
- minorities comprise 40 percent or more of the population;
- 25 percent or more of households lack English language proficiency; or
- minorities comprise 25 percent or more of the population and the annual median household income of the Municipality in which the neighborhood is located does not exceed 150 percent of the statewide annual median household income.¹

Guidelines – the Department-approved Municipal Aggregation Guidelines.

Language Access Document – means a document specified by the Department of Public Utilities which contains text in 26 languages informing readers that the accompanying documents contain important information regarding electricity service and encouraging recipients to have those documents translated.

Opt-In Product – means a Product that Participants in the Program must affirmatively select to receive.

Opt-Out Notice – means the document sent to Auto-Enroll Customers to inform them of their right to opt-out of such enrollment.

Participant – means an Electric Customer that is participating in the Program.

Plan – means this municipal aggregation plan.

Product – means an electric supply product available to Participants in the Program.

Program – means the Spencer Electric Choice program.

Program Supplier – means the Competitive Supplier that is providing electric supply and, if applicable, energy-related products and services to Participants.

Town – means the Town of Dunstable.

III. Procedural Requirements

III.A. Initiation of the Process

The Petition, Attachment III.A, documents that the Town obtained the authorization by a majority vote of its town meeting to initiate a process to develop a municipal aggregation plan.

III.B. Consultation with DOER

The Petition, Attachment III.B, documents that the Town consulted with DOER in developing its Plan, pursuant to G.L. c. 164, § 134(a).

¹ See *Environmental Justice Policy of the Executive Office of Energy and Environmental Affairs* (Updated June 24, 2021) available at <https://www.mass.gov/doc/environmental-justice-policy6242021-update/download>.

III.C. Public Review

The Town made its proposed Plan available for public review from [MM DD, YYYY] through [MM DD, YYYY] through a prominent link on its municipal website. Table III.C identifies the methods by which the Town provided the public with information related to the proposed Plan. The Town did not receive any public comments.

Table III.C Public Access to Plan

Plan Locations/Outreach Activities	Description
Municipal website	Announcement of the public comment period, access to the Plan and a link to detailed Program information displayed on the homepage of the municipal website. The municipal website includes a webpage dedicated to the Plan and Program.
Program website	Includes the Plan, Program announcements, and detailed Program information. Machine translation available on the website.
Customer support by telephone and email	The Select Board and Town Administrator Office will be available to answer customer questions via phone or email. Customer support specialists will also be available to answer questions with on-demand phone interpreting in 200 languages.
Physical postings in municipal buildings	Posting on a bulletin board in Town Hall and Library.
Town social media accounts	Posts on official Town social media accounts, such as Facebook, Instagram, Nextdoor, and LinkedIn.
Regular updates in Select Board newsletter	The Dunstable Select Board produces a quarterly newsletter mailed to all Dunstable households which will include regular updates and plan announcements.
Announcements to local / regional media	Announcement sent to the local / regional newspapers, including the Groton Herald, Lowell Sun, and Neighbor to Neighbor, an independent, monthly newsletter mailed to every household.
Municipal departments, boards, and committees	Announcement sent to municipal departments for sharing with their staff and those who they serve, including the Council on Aging, School Districts, Veterans, and Library.
Community organizations, boards, and committees	Announcement sent to community organizations, boards, and committees with a request that they publicize the announcement to their constituents: <u>Faith-based organizations</u> such as Dunstable Evangelical Congregational Church. <u>Organizations supporting vulnerable community members</u> such as Loaves and Fishes and PACH Food Pantries. <u>Town Boards and Committees</u> such as the Affordable Housing Committee, COA Board, Board of Library Trustees, Recreation Commission, and School Committee.
Public presentation	A hybrid meeting held via Zoom and in person in Town Hall

IV. Plan Elements

IV.A. Organizational Structure of the Program

The following entities will perform the core functions of the Program.

Table IV.A – Organizational Structure

Core Function	Performing Entity			Plan section in which tasks are described
	Municipality	Consultant	Program Supplier	
Liaisons/Representatives/Agents				
Representative or agent for the Municipality before the Department		√		V
Liaison with DOER		√		III
Liaison with EDC(s)		√		VIII
Plan Elements				
Procurement of supply		√		IV.B.2
Product determination	√			IV.B.3
Other funding/costs	√			IV.B.4
Customer enrollment			√	IV.B.5
Customer notifications/outreach/education		√		IV.B.6
Ongoing Program information		√		IV.B.7
Program termination	√			IV.B.8
Annual reports		√		VI
Customer service		√		IV.A

Municipal contact for Department correspondence:

Jason Silva, Town Administrator
 978-649-4514
 jsilva@dunstable-ma.gov

Customers with questions or complaints are encouraged to contact the Consultant at:

[XXX-XXX-XXXX], or
 Support@DunstableCommunityPower.com, or
 by submitting a form at DunstableCommunityPower.com.

In addition, customers can contact the Town at 978-649-4514 or the Program Supplier (number to be provided after the Program Supplier is chosen).

IV.B. Program Operations

IV.B.1. Statutory Requirements

IV.B.1.a. Universal Access

All Electric Customers residing or located in the Town will be eligible to participate in the Program, either through an automatic enrollment process or upon request. All customers will have the right to leave the Program and return to the Electric Distribution Company’s Basic Service at any time with no penalty or fee.

IV.B.1.b. Reliability

The Town has retained the services of MassPowerChoice, LLC, a Department-approved Electricity Broker that is licensed to provide municipal aggregation consulting services.

IV.B.1.c. Equitable Treatment of Customer Classes

The Program will treat all Participants that are similarly situated equitably. The Plan elements for which there may be variances in treatment between customer classes or subclasses are identified in Table IV.B.1.c and discussed below. For each Plan element identified, the Plan explains (in the applicable section below) why the varied treatment is reasonable and appropriate in consideration of the disparate characteristics of each customer class or subclass.

Table IV.B.1.c – Equitable Treatment of Customer Classes

Plan Element					
Procurement of Supply (§ IV.B.2)	Product Rate Setting / Renewable Energy Content (§ IV.B.3)	Other Funding Sources / Costs (§ IV.B.4)	Customer Enrollment (§ IV.B.5)	Customer Notification (§ IV.B.6)	Ongoing Program Information (§ IV.B.7)
	√		√		

The Program may solicit price bids by customer class and prices may differ accordingly. Such differential treatment is equitable because it will be based on the cost to serve each customer class.

Medium/Large commercial and industrial customers that join the Program after Program launch may be charged a market-based price rather than the contract price. After Program launch, such customers will not be automatically enrolled. Such differential treatment is equitable because these customers have more choices in the marketplace and impose greater costs on the Program than other customers when they join after Program launch.

Customers that previously opted out and later wish to re-enroll in the Program may be offered a market-based price. This differential treatment is equitable because these customers previously made a choice not to participate in the Program and as a result their load was no longer planned for by the Program Supplier.

IV.B.2. Procurement of Supply

The Town anticipates procuring electricity supply for the Program as follows:

Table IV.B.2 – Procurement of Supply

Procurement Steps	Expected Timeline (Days following Department approval)
Issue RFQs/RFPs	Day 30
Evaluate/Select Bids	Day 60
Negotiate/Execute Contracts	Day 60

The Town will update this table upon Department approval of the Plan, as specified in the Guidelines.

IV.B.3. Product Information

IV.B.3.a. Rate Setting

Table IV.B.3 illustrates potential Products, rate components, and renewable energy sources and percentages. All funds collected through rates will be used for the benefit of the Program.

Table IV.B.3 - Product Information

	PRODUCT # 1 (Default)	PRODUCT # 2 (Opt-In)
Rate Components (\$/kWh)		
Supply and Renewable Energy Content		
Consultant Services	0.003	0.003
Municipality Services	0	0
Other Services	0	0
Total		
Renewable Energy Content (% of total)		
Required		
Voluntary	RPS Class I	0
	National Wind	0
	Other	0

	PRODUCT # 1 (Default)	PRODUCT # 2 (Opt-In)
Total		
Supplier Name		
Effective Dates		

The Town has not yet determined: (1) the number of Products; (2) the value of the rate components of each Product; or (3) the level of voluntary renewable energy content of the Opt-In Product(s). The Town will make final decisions on these matters after Plan approval. The Town will do so after conducting a competitive procurement and receiving price bids and in consideration of factors including cost, environmental impact, Massachusetts renewable energy requirements, and value to Participants. The information in Table IV.B.3 will then be updated as provided in Section IV.B.7, Ongoing Program Information.

The Town may solicit price bids by customer class and prices may differ accordingly. Such differential treatment is equitable because it will be based on the cost to serve each customer class.

Medium/Large commercial and industrial customers voluntarily enrolling in the Program may be charged a market-based price rather than the contract price. Such differential treatment is equitable because these customers have more choices in the marketplace and impose greater costs on the Program than other customers when they join after Program launch.

Customers that previously opted out and later wish to re-enroll in the Program may be offered a market-based price. This differential treatment is equitable because these customers previously made a choice not to participate in the Program and as a result their load was no longer planned for by the Program Supplier.

IV.B.3.b. Renewable Energy Content

The Town has consulted with DOER and reviewed the DOER Recommended Best Practices. The Town intends to support clean energy through the Program by including voluntary RECs in an Opt-In Product.

IV.B.3.c. Other Energy-Related Products and Services

The Town has not identified any other energy-related products and services that it intends to offer to Participants.

IV.B.4. Other Funding Sources/Other Costs to Participants

The Town has not identified other funding sources. Participants will incur no costs other than those they incur through Product rates.

IV.B.5. Customer Enrollment

IV.B.5.a. Initial Enrollment

Auto-Enroll Customers will be automatically enrolled if they do not opt out.

Prior to enrollment, the Town will mail an Opt-Out Notice to all Auto-Enroll Customers informing them that they will be automatically enrolled in the program unless they opt out. The Town will provide Auto-Enroll customers with at least 30 calendar days (plus six to account for delivery) to opt out of the Program.

Auto-Enroll Customers that do not opt out will be enrolled in the Default Product unless they notify the Town that they wish to receive an Opt-In Product.

IV.B.5.b. Ongoing Enrollment

Following the initial opt-out period, the Town will periodically ask the Electric Distribution Company to identify any new Auto-Enroll Customers. The Town will enroll these customers using the same automatic enrollment process used for the initial enrollments.

After Program launch, Medium/Large commercial and industrial customers will not be automatically enrolled. These customers will be offered the opportunity to join the program at a market-based price rather than the contract price. Such differential treatment is equitable because these customers have more choices in the marketplace and impose greater costs on the Program than other customers when they join after Program launch.

Electric Customers may voluntarily enroll in the Program by any of the following methods: 1) calling the Program's toll-free number; 2) submitting a form on the Program website; or 3) calling the Program Supplier's toll-free number. While all customers may voluntarily enroll in the Program, certain customers will receive market pricing, as described in § IV.B.1.c, Equitable Treatment of Customer Classes.

IV.B.5.c. Opt-In Products

Participants may enroll in an Opt-In Product by any of the following methods: 1) calling the Program's toll-free number; 2) submitting a form on the Program website; or 3) calling the Program Supplier's toll-free number.

The Town will notify Participants enrolled in an Opt-In Product prior to any change in the Product's price or renewable energy content. At the commencement of new price/renewable energy content, Participants will continue to be enrolled in the Program, and will continue to receive their current Product, subject to the new price and renewable energy content, unless the Participant informs the Town otherwise.

A Participant enrolled in an Opt-In Product that is not being continued must select one of the other Products being offered. If the Participant does not make a selection, the Participant will be enrolled in the Default Product.

IV.B.6. Customer Notifications

IV.B.6.a. Opt-Out Notice

The Town will deliver an Opt-Out Notice to all Auto-Enroll Customers prior to enrollment and will provide these customers with at least 30 calendar days, plus an additional six days to account for delivery, to opt out.

The Opt-Out Notice will inform Auto-Enroll Customers in advance of automatic enrollment: (1) that they are to be automatically enrolled in the Program; (2) that they have the right to opt out of the Program without penalty; and (3) of the actions they must take to opt out. The Opt-Out Notice will (1) prominently

state all charges to be made and (2) include full disclosure of the Basic Service rate, how to access it, and that it is available to them without penalty.

The Opt-Out Notice will also provide: (1) Product information related to price, term and renewable/clean energy content for both the Default and Opt-In Products; and (2) the actions a customer must take to select an Opt-In Product.

The Town will address residents with limited English proficiency by including the Language Access Document with the Opt-Out Notice, providing on-demand interpreting to residents that call customer support, and providing machine translation of the Program website.

The Town will (1) send Opt-Out Notices in a clearly marked municipal envelope that identifies that it contains important information regarding participation; and (2) includes a self-addressed, postage-paid envelope for the opt-out reply card.

The Opt-Out Notice will include the information in Table V.B.6.a below.

Table IV.B.6.a - Product Information

		Municipal Aggregation Products		Basic Service	
		[PRODUCT # 1]	[PRODUCT # 2]	Existing	Upcoming (if known)
Price (in \$/kWh)					
Renewable Energy Content (in % of total)					
Required					
Voluntary	RPS Class I				
	National Wind				
	Other				
Total					
Supplier Name					
Effective Dates					

A representative form of the Town’s Opt-Out Notice is attached as Attachment IV.B.C.a.

IV.B.6.b. Notification of Product Change

The Town will notify Participants of changes in price or renewable energy content of Products. The notification will identify both the existing and new price and renewable energy content, and identify the actions a Participant must take if they no longer seek to purchase the existing Product. The notification will also inform Participants that additional information is available on the Program website.

The Notification of Product Change will include the information in Table V.B.6.b below.

Table IV.B.6.b - Product Information

		Product Name	
		Current	New
Price (in \$/kWh)			
Renewable Energy Content (in % of total)			
Required			
Voluntary	RPS Class I		
	National Wind		
	Other		
Total			
Supplier Name			
Effective Dates			

IV.B.6.c. Other Notifications

The Town may send information and educational materials regarding the Program to each Electric Customer within the Town, including customers that are not eligible for automatic enrollment.

If such notices are sent to competitive supply customers, the notice will inform those customers that, if they enroll in the Program, they may incur an early cancellation fee, and that they should check with their supplier on this matter before enrolling.

Upon approval from the Town, the active Program Supplier may communicate with Participants regarding the program and, if applicable, energy-related products or services

IV.B.7. Access to Ongoing Program Information

The Town will make the Program-related information listed in (a) – (c) below available to the public using the communications vehicles listed in Table IV.B.7.

Table IV.B.7 – Public Access to Ongoing Program Information

Plan Locations/Outreach Activities	Description
Municipal website	Announcement of the public comment period, access to the Plan and a link to detailed Program information displayed on the homepage of the municipal website. The municipal website includes a webpage dedicated to the Plan and Program.
Program website	Includes the Plan, Program announcements, and detailed Program information. Machine translation available on the website.

Customer support by telephone and email	The Select Board and Town Administrator Office will be available to answer customer questions via phone or email. Customer support specialists will also be available to answer questions with on-demand phone interpreting in 200 languages.
Town social media accounts	Posts on official Town social media accounts, such as Facebook, Instagram, Nextdoor, and LinkedIn.
Regular updates in Select Board newsletter	The Dunstable Select Board produces a quarterly newsletter mailed to all Dunstable households which will include regular updates and plan announcements.
Announcements to local / regional media	Announcement sent to the local / regional newspapers, including the Groton Herald, Lowell Sun, and Neighbor to Neighbor, an independent, monthly newsletter mailed to every household.
Municipal departments, boards, and committees	Announcement sent to municipal departments for sharing with their staff and those who they serve, including the Council on Aging, School Districts, Veterans, and Library.
Community organizations, boards, and committees	Announcement sent to community organizations, boards, and committees with a request that they publicize the announcement to their constituents: <u>Faith-based organizations</u> such as Dunstable Evangelical Congregational Church. <u>Organizations supporting vulnerable community members</u> such as Loaves and Fishes and PACH Food Pantries. <u>Town Boards and Committees</u> such as the Affordable Housing Committee, COA Board, Board of Library Trustees, Recreation Commission, and School Committee.
Public presentation	Meeting held via Zoom and in person in Town Hall, as needed.

To provide access for those who: (1) are hard to reach, have limited English proficiency, require audial or visual assistance, and/or may not routinely access the Town’s website; or (2) reside in Environmental Justice populations, the Town will take the following steps:

- Outreach will be conducted in both print and audio formats and will include handouts and electronic and web-based materials as well as live presentations.
- In-person public education events will be held in accessible spaces such as Town buildings or held online and as such will be accessible to those with limited mobility.
- Before Program launch and on an ongoing basis after Program launch, customers who are blind or otherwise visually impaired may request assistance reading Program materials and the Program website, which will include price change information, by calling the customer support number. The Program website will be designed so that content can be read aloud by computer-assistive technology.
- For customers who are deaf or hard of hearing, the Language Access Document, which will accompany the Opt-Out Notice, will include TTY phone numbers for use by both English- and

Spanish-speaking customers. In addition, customer support will be available via multiple modalities: voice (phone) as well as written (web form and email) both before and after Program launch.

- Physical notices will be posted in Town buildings and announcements will be sent to the Town's cable access station and the local newspaper.
- As detailed in Table IV.B.7, Program announcements will be provided to community organizations, including faith-based organizations and organizations supporting vulnerable community members.

IV.B.7.a. Updated Product Information

Upon any change in price or renewable energy content of a Product, the Town will provide updated Product information as set forth in Table IV.B.3.

IV.B.7.b. Annual Program Information for the Previous Year

The Town will provide the following information for the previous calendar year:

- i. Product rate components, renewable energy content, and participation;
- ii. For each Product rate component, the revenue collected and a detailed accounting of the services provided;
- iii. For each renewable energy category, the number of megawatt-hours of electricity provided through the Program that will be matched to voluntary renewable energy certificates and the mechanism (e.g., NEPOOL Generation Information System) by which the purchases/retirements of renewable energy certificates were tracked;
- iv. Organizational structure;
- v. Equitable treatment of customer classes;
- vi. Procurement of supply;
- vii. Ways in which the Town made ongoing Program information available to the public during the previous year; and
- viii. If applicable, other funding sources / other costs to Participants.

The Town will also provide representative copies of customer notifications sent during the previous year.

IV.B.7.c. General Program Information

The Town will provide Program-related (1) documents (e.g., Plan, press releases, Department Orders) and (2) information (e.g., Program description, consumer choice, continuing role of the Electric Distribution Company, etc.).

IV.B.8. Program Termination

The Town will take all reasonable actions to ensure a continuous supply of electricity to Participants. However, the Program could be terminated upon the termination or expiration of the ESA without any extension, renewal, or negotiation of a subsequent ESA.

In order to minimize the chances of termination, the Town will solicit bids for a new ESA no later than 90 days before the end date of each ESA.

In the event of termination, the Program Supplier will return customers to the Electric Distribution Company's Basic Service unless the customers choose an alternative Competitive Supplier.

At least 90 days prior to a planned termination of the Program, the Town will send a direct notice to the Electric Distribution Company.

At least 30 days prior to termination, the Town will:

- Send a notice to the Department service list for the docket that approved the Program;
- Notify Participants by issuing a media release and posting a notice on the Town website and Program website, and through posts on the Town's social media accounts. In addition, Participants will receive notice of a supplier change on their bill from the Electric Distribution Company.

IV.C. Rights and Responsibilities of Program Participants

Participants may: (1) select any of the Products offered to their applicable customer class or subclass, (2) switch from one Product to another by contacting the Consultant, and (3) leave the Program at any time without penalty by contacting the Consultant or the Electric Distribution Company.

V. Department Review

The Town will submit this Plan to the Department for review and approval.

VI. Annual Reports

The Town will submit an annual report to the Department, on a date to be specified, that includes Program information for the previous year. The format and content of the annual report shall be as specified in Guidelines, § VI.

VII. Applicability of Rules Governing the Restructuring of the Electric Industry (220 CMR 11.00)

The Town and Program Supplier are exempt from certain rules and regulations that apply to Electricity Brokers and Competitive Suppliers, as specified in Guidelines, § VII.

VIII. Notifications to Electric Distribution Companies

VIII.A. Plan Filing

The Town will provide written notice to the Electric Distribution Company 1) upon submitting its proposed Plan to DOER for consultation, 2) upon filing its initial Plan with the Department, 3) upon receiving a Department order approving its Plan.

VIII.B. Electric Service Agreement Signing

The Town will (1) notify each Electric Distribution Company serving Electric Customers within the Town when the Town has executed an ESA with a Program Supplier, and (2) direct the Program Supplier to provide the Electric Distribution Company with the information necessary to enroll customers with the

Program Supplier. Customer enrollment will begin no sooner than 60 days from when the Program Supplier provides the necessary information. The Town will file the notification in its docketed proceeding.

IX. Plan and Program Changes

The Town will allow at least 30 calendar days for public review of any proposed changes to its Department-approved Plan. Following public review, and provided that the proposed revisions are consistent with the Guidelines, the Town will submit the revised Plan to the Department for informational purposes and make the Plan publicly available.



Town electricity program notification of automatic enrollment

[MONTH] [DAY], 202X



You are receiving this notice because your electricity account is eligible for **AUTOMATIC ENROLLMENT** in **Dunstable Community Power**. Your electricity account number is shown on the enclosed reply card.

Dunstable Community Power is a new group electricity buying program from the Town of Dunstable. The program provides long-term, stable prices, protection from seasonal price swings, and consumer protections.

Participating in Dunstable Community Power means:

- The electricity supply price on your National Grid electric bill will change to **XX.XXX ¢/kWh**, which is **lower** than National Grid's current residential Basic Service price and fixed until [MONTH] 202X.

National Grid's prices change and their future prices are unknown, so future savings compared with National Grid cannot be guaranteed.

- [SUPPLIER NAME] will be your electricity supplier, which is the company that puts electricity onto the grid on your behalf.
- You will remain a National Grid customer, and National Grid will continue to deliver your electricity and send your electric bill.

Your new electricity Supply price:

XX.XXX ¢/kWh

Customer support:

1-800-818-9409

More information and self service:

DunstableCommunityPower.com

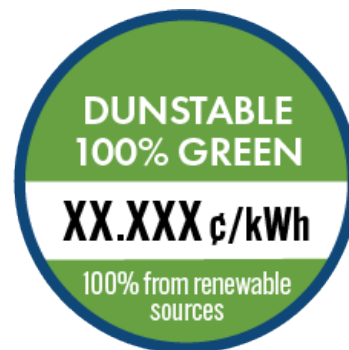


It's your decision. Make the choice that is right for you.

- TAKE NO ACTION:** You will be automatically enrolled in the Dunstable Standard option with your [MONTH] 202X meter read.
- CHOOSE DUNSTABLE 100% GREEN:** The Dunstable 100% Green option provides 100% of your electricity from renewable sources and is available by request.



AUTO-ENROLL






OPTION

Dunstable Community Power prices are fixed until [MONTH] 202X. For National Grid prices, please see the back.

- OPT OUT:** Participation is not required. There is no penalty to opt out of Dunstable Community Power, and you may do so at any time. To avoid automatic enrollment, submit your opt-out request by [MONTH] XX, 202X. Or you may try the program and opt out at any time in the future.

To choose **Dunstable 100% Green** or opt out, visit DunstableCommunityPower.com or contact support with the Town's program consultants at 1-800-818-9409. You may also opt out by mailing the enclosed reply card.

Compare Dunstable Community Power to National Grid's Basic Service:

	Auto-enrollment ▼		If you opt out ▼
			
Price	XX.XXX ¢/kWh	XX.XXX ¢/kWh	XX.XXX ¢/kWh - residential XX.XXX ¢/kWh - commercial XX.XXX ¢/kWh - industrial
Price term	[MONTH] 202X - [MONTH] 202X	[MONTH] 202X - [MONTH] 202X	[MONTH] XX, 202X - [MONTH] XX, 202X, residential and commercial. [MONTH] XX, 202X - [MONTH] XX, 202X, industrial.
Electricity from renewable sources (% of total)			
Required by state law	XX%	XX%	XX%
Added by Dunstable (MA Class I RECs)	-	XX%	-
Total	XX%	XX%	XX%

Additional information:

Your electricity supplier will be [SUPPLIER NAME].

On your bill, you will see [ON-BILL TEXT]. But your primary relationship for electricity remains with National Grid, and you will continue to call them if your power goes out. In addition, National Grid will continue to send your electric bill, and this is the only electric bill you will receive as a participant in Dunstable Community Power.

If you are eligible for a low-income discount or fuel assistance, those benefits will continue with no change.

If you are eligible for a farm discount, you will continue to receive that discount on your Delivery Services charges but, it will no longer apply to your Electricity Supply charge.

If you have solar panels on your property or you participate in a community solar program, you will continue to receive solar credits and/or solar incentive payments, and participating in Dunstable Community Power will not change their calculation.

If you have a tax-exempt account, you are responsible for requesting an exemption from the collection of any tax by providing appropriate tax-exemption documentation to [SUPPLIER NAME]. Visit the program website for info.

If you have received this notice and also you have signed a contract with an electricity supplier, you may have signed your contract after this mailing list was created. To continue receiving electricity from the supplier you chose and prevent any early termination fees from that supplier, **you must opt out of Dunstable Community Power.**

The automatic enrollment model is in accordance with state law. More than 180 cities and towns in Massachusetts have similar programs, and all operate the same way. However, you are not required to participate. You may opt out at any time with no fee or penalty.

At the end of the contract with [SUPPLIER NAME], the Town intends to sign a new long-term contract. The electricity supplier and renewable energy content may change, and the price may be higher or lower than the current price. You will continue in the program at the new price unless you inform Dunstable otherwise. The Town will provide advance notice of any such changes, and you will be free to opt out before the changes go into effect.

DunstableCommunityPower.com