

EXEMPLAR OPT-OUT NOTICE



TOWN OF PEPPERELL, MA

Town Electricity Aggregation Program
Notification Letter



[MONTH] [DAY], 202X

Dear Pepperell Electricity Customer,

This letter contains important information about **Pepperell Community Electricity**, a new Town electricity program that will help our community take a big step toward our goal of bringing renewable energy to each household and business in our town.

The program is an electricity aggregation, which is a kind of group electricity buying program for cities and towns with no hidden fees or penalties. Participating in Pepperell Community Electricity will change the Supply Services price on your National Grid bill, which is the part of the bill where you are charged for the electricity you use.

MORE INFORMATION AND SELF SERVICE:

Visit PepperellCommunityElectricity.com

ASK QUESTIONS:

Contact customer support at 1-844-202-6299
or support@PepperellCommunityElectricity.com.

DEADLINE FOR OPTING OUT:

Opt out by (postmark by) [MONTH] [DAY], 202X
to avoid automatic enrollment.

Your electricity account will be AUTOMATICALLY enrolled in Pepperell Community Electricity for a price of XX.XXX ¢/kWh, unless you choose not to participate. The automatic enrollment model is in accordance with Massachusetts state law.

Why participate in Pepperell Community Electricity:

- ▶ **Cleaner electricity from local renewable energy projects.** Pepperell Community Electricity participants automatically receive more electricity from renewable sources in the New England region. Your participation can support local jobs and build demand for more renewable energy on our local power grid.
- ▶ **A stable, competitive electricity supply price.** Pepperell Community Electricity offers long-term, fixed electricity supply prices that can protect you from seasonal utility price changes. In addition, the program aims to provide prices that are competitive with National Grid's Basic Service prices. However, because National Grid's prices change and their future prices are not known, savings cannot be guaranteed.
- ▶ **Transparency and consumer protections.** Pepperell Community Electricity is a consumer-friendly program with no hidden fees or penalties.

Three options in Pepperell Community Electricity:

- 1 Automatic enrollment in Pepperell Standard.** If you take no action, your electricity account will be automatically enrolled in the Pepperell Standard offering. You will receive an additional XX% of your electricity from premium renewable sources in the New England region (MA Class I RECs), in addition to the minimum renewable energy required by state law. Your new electricity supply price will be XX.XXX ¢/kWh.
- 2 Choose Pepperell 100% Renewable:** You can request the Pepperell 100% Renewable option to receive *all* of your electricity from premium renewable resources in the New England region (MA Class I RECs) for XX.XXX ¢/kWh.
- 3 Choose Pepperell Basic:** You can request the Pepperell Basic option to enjoy price stability and consumer protections but receive no additional electricity from renewable sources beyond the minimum required by state law for XX.XXX ¢/kWh.

Changes to your electricity bill:

Pepperell Community Electricity will not replace National Grid as your electric utility, and you will not notice any change in your electricity service. National Grid will continue to deliver your electricity and send your electricity bill, and you will continue to call National Grid if your power goes out. You will see just two changes on your National Grid electric bill:

1. [SUPPLIER NAME] will be listed on your bill as your electricity supplier.
2. The Supply Services charge on your bill will be calculated using a Pepperell Community Electricity price instead of National Grid's Basic Service price. National Grid's Delivery charges will not be impacted.

If you do not wish to participate:

Participation is not required. There is no penalty to opt out, and you may do so at any time. If you opt out, National Grid will continue to use their Basic Service price to calculate the Supply Services charge portion of your electric bill.

To opt out before being automatically enrolled, you must do one of the following before [MONTH] [DAY], 202X: Sign and mail the enclosed reply card (postmark by [MONTH] [DAY], 202X), opt out online at PepperellCommunityElectricity.com, or call 1-844-202-6299 and opt out by phone. You are also free to try the program and opt out at any time in the future.


More details on the back ▶

It's your choice

If you do not opt out, you will be automatically enrolled in the Pepperell Standard offering. If you would like to choose Pepperell 100% Renewable or Pepperell Basic, please visit PepperellCommunityElectricity.com or call customer support at 1-844-202-6299.

The Commonwealth of Massachusetts requires that all electricity supply products include a minimum of XX% from renewable energy resources. Pepperell Standard and Pepperell 100% Renewable exceed this requirement. Pepperell Basic meets this requirement.

Three options in Pepperell Community Electricity:

	Your account will be enrolled here ▼			National Grid's Basic Service (opt out)
	1 Pepperell Standard (automatic)	2 Pepperell 100% Renewable (option)**	3 Pepperell Basic (option)	
Renewable electricity From premium resources in the New England region (MA Class I RECs), added by Pepperell	XX%	XX%	-	-
From premium resources in the New England region (MA Class I RECs), required by state law	XX%	XX%	XX%	XX%
Other renewable or clean energy required by state law	XX%	XX%	XX%	XX%
Prices	XX.XXX ¢/kWh*	XX.XXX ¢/kWh*	XX.XXX ¢/kWh*	XX.XXX ¢/kWh - Residential XX.XXX ¢/kWh - Commercial XX.XXX ¢/kWh - Industrial
Price period	[MONTH] 202X - [MONTH] 202X	[MONTH] 202X - [MONTH] 202X	[MONTH] 202X - [MONTH] 202X	Residential and Commercial: [MONTH] [DAY], 202X – [MONTH] [DAY], 202X. Industrial: [MONTH] [DAY], 20XX – [MONTH] [DAY], 202X.
Exit terms	Leave any time. No exit charge.	Leave any time. No exit charge.	Leave any time. No exit charge.	Leave any time. No exit 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.

* Program prices include a \$0.001/kWh administration fee. 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.

** Pepperell 100% Renewable includes the minimum amount of MA Class I RECs required by law each year plus the additional amount needed to reach 100%. Pepperell's electricity supplier must also purchase other renewable energy to meet state requirements. As a result, the total renewable content for Pepperell 100% Renewable exceeds 100%.

Additional information

At the end of the price period, your participation in the Program will automatically renew at a new price unless you inform the Town otherwise. The new price may be higher or lower than the existing price and the renewable energy content may change. The Town will contact you no later than 30 days before each automatic renewal to notify you of your supply options.

If you are eligible for a low-income rate or fuel assistance, those benefits will continue in Pepperell Community Electricity. You will continue to receive your benefit with no change.

If you have a tax-exempt account, you should know that taxes will be billed as part of the Pepperell Community Electricity power supply charge, and you are responsible for identifying and requesting an exemption from the collection of any tax. If you wish to retain your tax-exempt status in the program, you must provide appropriate tax-exemption documentation to [SUPPLIER NAME]. Visit PepperellCommunityElectricity.com for information on how to submit your documentation.

If you have received this letter and also you have signed a contract with an electricity supplier, you may have signed your contract after this mailing was created. To continue receiving electricity from the supplier you chose and to prevent any early termination fees from that supplier, you should opt out of Pepperell Community Electricity.

If you have solar panels on your property or participate in a community solar program, there will be no change. You will continue to receive solar credits and/or solar incentive payments, and there will be no change to the way they are calculated.

National Grid will continue to deliver the electricity that you use, and they are responsible for the delivery charges that appear on your monthly bill. In addition, National Grid will remain responsible for billing you, and your National Grid electricity bill is the only electricity bill you will receive as a participant in Pepperell Community Electricity. If you have set up electronic billing with National Grid, there will be no change. If you have questions about the delivery portion of your bill, contact National Grid at 1-800-322-3223 or by visiting NationalGridUS.com.

If you have National Grid's budget billing, that will not change as a result of enrollment in Pepperell Community Electricity.

If you do not wish to participate: