

CITY OF WORCESTER

COMPETITIVE ELECTRIC SERVICE AGREEMENT

October 22, 2019

TABLE OF CONTENTS

ARTICLE 1 DEFINITIONS 4

ARTICLE 2 CONDITIONS PRECEDENT 8

ARTICLE 3 RIGHTS GRANTED 8

ARTICLE 4 ROLE OF THE CITY 9

ARTICLE 5 CONSUMER CHOICE, NOTIFICATION OF RIGHTS, ENROLLMENT..... 10

ARTICLE 6 TERM OF CONTRACT AND TERMINATION 13

ARTICLE 7 CONTINUING COVENANTS..... 15

ARTICLE 8 PRICES AND SERVICES; BILLING 17

ARTICLE 9 DEVELOPMENT OR OFFERING OF RENEWABLE ENERGY SOURCES..... 18

ARTICLE 10 CUSTOMER SERVICE PROTECTIONS..... 18

ARTICLE 11 NON-DISCRIMINATION IN HIRING AND EMPLOYMENT 19

ARTICLE 12 POWER SUPPLY INFORMATION AND ACCESS TO INFORMATION 19

ARTICLE 13 RESOLUTION OF DISPUTES; CHOICE OF LAW 20

ARTICLE 14 INDEMNIFICATION 21

ARTICLE 15 COMPETITIVE SUPPLIER’S REPRESENTATIONS AND WARRANTIES 22

ARTICLE 16 INSURANCE 22

ARTICLE 17 CONFIDENTIALITY 24

ARTICLE 18 REGULATORY EVENT/NEW TAXES 24

ARTICLE 19 MISCELLANEOUS..... 25

EXHIBIT A – Prices and Terms 31

EXHIBIT B - Monthly Report of Sales 34

EXHIBIT C - Customer Service Policy and Practices 37

EXHIBIT D – Service Contacts 38

EXHIBIT E – Worcester Aggregation Plan (not incorporated by reference) 39

Preamble

This Competitive Electrical Services Agreement (the “Agreement”) is entered into on this the 22nd day of October, 2019, by and between the City of Worcester , a Massachusetts municipal corporation with an address of 455 Main Street, Worcester, MA 01608 (“City”) by and through its Department of Administration and Finance and Direct Energy Services, LLC with an address of 12 Greenway Plaza, Suite 250, Houston, Texas 77046a Delaware Limited Liability Company (the “Competitive Supplier”).

WITNESSETH

WHEREAS, the Massachusetts Legislature has adopted Chapter 164 of the Electric Utility Restructuring Act of 1997, (“Restructuring Act”), which, *inter alia*, (1) allows for competition in the generation and supply of electricity to consumers, (2) authorizes municipalities to aggregate the electrical load of electricity consumers within their boundaries, and (3) allows municipal aggregators to formulate an Aggregation Plan and conduct aggregation programs; and

WHEREAS, the City is authorized pursuant to a vote of the June 20, 2017 City Council Meeting to establish a municipal electrical aggregation plan and program; and

WHEREAS, the City has developed an electricity supply program (“Program”) to aggregate the electric loads of consumers located within the City and to negotiate competitive rates for the supply of electricity for such consumers; and

WHEREAS, the City received approval of its Program from the Massachusetts Department of Public Utilities (“Department”) on September 30, 2019 and

WHEREAS, the Competitive Supplier desires to provide All-Requirements Power Supply to consumers located within the City, pursuant to the terms and conditions of the Program and this Agreement; and

WHEREAS, the City desires that the Competitive Supplier provides All-Requirements Power Supply as an alternative to Basic Service for consumers within the City;

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged and for the mutual promises set forth below, the City and the Competitive Supplier agree as follows:

ARTICLE 1 DEFINITIONS

Capitalized terms that are used but not defined in the body of this Agreement, including the Exhibits hereto, shall be defined as set forth in this Article 1. The words defined in this Article 1 shall be given their common and ordinary meanings when they appear without capitalization in the text. Words not defined in this Article 1 shall be given their common and ordinary meanings.

1.1 Agreement – This Competitive Electric Service Agreement.

1.2 Aggregation Plan - The City of Worcester's Community Choice Aggregation Plan, as adopted or amended by the City from time to time.

1.3 All-Requirements Power Supply – The service under which the Competitive Supplier provides all of the electrical energy, capacity, reserves, and ancillary services, transmission services, transmission to the Point of Delivery, distribution losses, congestion management, and all other services or products necessary to provide firm power supply to Participating Consumers at the Point of Sale in accordance with this Agreement. This supply service also includes any costs associated with meeting "Renewable Portfolio Standards" ("RPS") at the levels required by applicable law.

1.4 Bankruptcy – With respect to a Party, such Party (i) ceases doing business as a going concern, generally does not pay its debts as they become due or admits in writing its inability to pay its debts as they become due, files a voluntary petition in bankruptcy or is adjudicated bankrupt or insolvent, or files any petition or answer seeking any reorganization, arrangement, composition, readjustment, liquidation, dissolution or similar relief under the present or any future federal bankruptcy code or any other present or future applicable federal, state or other Governmental Rule, or seeks or consents to or acquiesces in the appointment of any trustee, receiver, custodian or liquidator of said Party or of all or any substantial part of its properties, or makes an assignment for the benefit of creditors, or said Party takes any corporate action to authorize or that is in contemplation of the actions set forth in this clause (i); or (ii) a proceeding is initiated against the Party seeking any reorganization, arrangement, composition, readjustment, liquidation, dissolution or similar relief under the present or any future federal bankruptcy code or any other Governmental Rule, and such proceeding is not dismissed within ninety (90) days after the commencement thereof, or any trustee, receiver, custodian or liquidator of said Party or of all or any substantial part of its properties is appointed without the consent or acquiescence of said Party, and such appointment is not vacated or stayed on appeal, or otherwise, within ninety (90) days after the appointment, or, within ninety (90) days after the expiration of any stay of such appointment, has not been vacated.

1.5 Basic Service – Electric supply service by the LDC as defined in M.G.L. c. 164, § 1 and in orders of the Department, as amended or promulgated, as the case may be, from time to time.

1.6 Business Day – Monday thru Friday except the following state holidays in MA: New Year's Day, Martin Luther King Day, Presidents Day, Patriots Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

1.7 Commercially Reasonable – Any of the practices, methods and acts which, in the exercise of reasonable judgment in light of the facts known, or which in the exercise of due diligence, should have been known, at the time the decision was made, would have been expected in the industry to accomplish the desired result consistent with diligence, reliability, safety, expedition, and applicable laws and regulations.

- 1.8 Competitive Supplier** - The entity identified as such in the Preamble of this Agreement.
- 1.9** Intentionally Omitted.
- 1.10 Customer Service Policies and Practices** – Has the meaning set forth in Exhibit C.
- 1.11 Delivery Term** – The period for which prices for All-Requirements Power Supply have been established, as set forth in Exhibit A.
- 1.12 Department** – The Massachusetts Department of Public Utilities or any successor state agency.
- 1.13 DOER** – The Massachusetts Department of Energy Resources.
- 1.14 EDI** – Electronic Data Interchange: The exchange of business data in a standardized format between business computer systems.
- 1.15 Effective Date** – The date on which this Agreement is executed by the Parties (or, if the Parties execute on different dates, the date on which the last Party to execute the Agreement has executed such Agreement).
- 1.16 Eligible Consumers** – (i) Residential, commercial, industrial, municipal, and/or other consumers of electricity who receive Basic Service from the LDC as of the Effective Date, at one or more locations within the geographic boundaries of the City; or (ii) New Consumers; or (iii) consumers within the City that are supplied by third party suppliers at the inception of the Program and are therefore ineligible, but that subsequently become eligible when those third party supply contracts lapse; provided, however, that Eligible Consumers shall not include (a) basic service customers who have asked their electric distribution company not to enroll them in competitive supply; and (b) basic service customers enrolled in a green power product program that prohibits switching to a competitive supplier. For the avoidance of doubt, all Eligible Consumers must reside or be otherwise located at one or more locations within the geographic boundaries of the City, as such boundaries exist on the Effective Date.
- 1.17 FERC** –The Federal Energy Regulatory Commission.
- 1.18 Force Majeure** – Any cause not within the reasonable control of the affected Party that, through no fault of the affected Party, precludes that Party from carrying out, in whole or in part, its obligations under this Agreement, including, but not limited to, Acts of God; hurricanes; tornadoes; fires; epidemics; landslides; earthquakes; floods; other natural catastrophes; acts of a public enemy; acts, failures to act or injunctive orders by Governmental Authorities acting in their regulatory or judicial capacity having jurisdiction over the subject of this Agreement; insurrections; military action; war, whether or not it is declared; sabotage; riots; civil disturbances or explosions. Economic hardship of either Party shall not constitute an event of *Force Majeure*.
- 1.19 General Communications** – The type of communications described and defined in Section 7.6 herein.
- 1.20 Governmental Authority** – Any national, state or local government or political subdivision thereof, independent system operator, regional transmission owner or operator, or any other governmental, judicial, regulatory, legislative, public or statutory instrumentality, authority, body, agency, department, bureau, board, commission, or entity.

1.21 Governmental Rule – Any law, rule, regulation, ordinance, order, code, permit, interpretation, judgment, decree, or similar form of decision or declaration of any Governmental Authority having the effect and force of law.

1.22 ISO-NE – The New England Independent System Operator, or such successor or other entity which oversees the integrated dispatch of power plants in New England and the bulk transmission of electricity throughout the New England power grid.

1.23 kWh, kW – Kilowatt-hour and kilowatts, respectively.

1.24 LDC – Local distribution company, or any successor company(ies) or entity(ies) providing electricity distribution services in the City.

1.25 NEPOOL – The New England Power Pool.

1.26 New Consumers – Residential, commercial, industrial, municipal, or other consumers of electricity that become customers of the LDC after the generation of the Initial Mailing List defined in section 5.1 and are initially placed on Basic Service.

1.27 New Consumer Notice – Has the meaning set forth in Section 5.2.

1.28 New Taxes – Any taxes enacted by any Governmental Authority after the Effective Date or by any Governmental Rule effective after the Effective Date resulting in the application, for the first time, of any tax to Participating Consumers with respect to All-Requirements Power Supply.

1.29 Opt-In Procedure – The procedure for enabling Eligible Consumers to affirmatively elect to take supply pursuant to the Program.

1.30 Opt-Out Notice - The notice provided to Eligible Consumers notifying them of the Program and their right to “Opt-Out” of purchasing All-Requirements Power supply from the Competitive Supplier and which said Opt-Out Notice is further defined in Section 5.1.

1.31 Opt-Out Procedure –The procedure that enables Eligible Consumers to affirmatively elect not to participate in the program and either remain on or revert to Basic Service.

1.32 Participating Consumers – Eligible Consumers enrolled in the Program. Eligible Consumers who have opted out of the Program are not Participating Consumers.

1.33 Parties – The City and Competitive Supplier, as the context requires. In the singular, “Party” shall refer to either one of the Parties.

1.34 Point of Delivery – The point of interconnection between NEPOOL Pool Transmission Facilities and the transmission facilities of the LDC.

1.35 Point of Sale – The electric meter for each Participating Consumer’s account, as designated by the LDC.

1.36 Program – City of Worcester Community Choice Aggregation Program implemented pursuant to the Aggregation Plan.

1.37 Regulatory Event – A change in a Governmental Rule by a Governmental Authority. A “change” as used herein may include, without limitation, any amendment, modification, nullification, suspension, repeal, finding of unconstitutionality or unlawfulness of a Governmental Rule by a Governmental Authority, or any change in construction or interpretation of a Governmental Rule by a Governmental Authority.

1.38 Related Documents - Aggregation Plan and Exhibits, A, B, C, D and E.

1.39 Retail Price – As set forth in Exhibit A.

1.40 Service Commencement Date – The date of the Participating Consumers’ first meter read date after February 1, 2020, as may be reasonably extended due to Force Majeure Events or due to act or omission of the LDC.

1.41 Service Contacts – Has the meaning set forth in Section 7.3.

1.42 Small Commercial Consumer – A non-residential consumer who, at the Time of Opting In, is determined to have a historical demand, for the preceding 12 months, of less than 10 kW.

1.43 Term – Has the meaning set forth in Section 6.1.

1.44 Very Large Consumer – A consumer in the largest industrial rate class (G-3) which is expected to consume more than 1,000,000 kWhs per year that is not identified as an Eligible Consumer as of the Effective Date

ARTICLE 2 CONDITIONS PRECEDENT

2.1 The City's obligations under this Agreement shall be conditioned upon the Competitive Supplier fulfilling the following requirements:

- a) maintain its Competitive Supplier license from the Department;
- b) execute a competitive electric supplier service agreement with the LDC in a form reasonably satisfactory to Competitive Supplier;
- c) execute any appropriate ISO-NE applications and agreements;
- d) obtain authorization from the FERC to sell power at market-based rates;
- e) complete EDI testing with the LDC; and
- f) comply with any and all other requirements as set forth in this Agreement.

If Competitive Supplier has not fulfilled all such requirements by the Service Commencement Date it shall notify the City in writing of the same, and the City may terminate this Agreement without any liability.

ARTICLE 3 RIGHTS GRANTED

3.1 GENERAL DESCRIPTION AND LIMITATIONS

Competitive Supplier is hereby granted the exclusive right to provide All-Requirements Power Supply to Participating Consumers pursuant to the terms of the Program and this Agreement. Competitive Supplier shall be authorized to supply All-Requirements Power Supply only to Participating Consumers, and the LDC will continue to have the right and obligation to supply electricity to Eligible Consumers who opt-out of the Program and remain on, or return to, Basic Service. Competitive Supplier recognizes and agrees that this Agreement does not guarantee that any individual Eligible Consumer, any particular number or percentage of Eligible Consumers, or amount of kWhs will be served by the Competitive Supplier.

In accordance with Article 5 below, all Eligible Consumers shall be automatically enrolled in the Program unless they choose to opt-out. In the event the geographic boundaries of the City change during the term of this Agreement, Competitive Supplier shall only be obligated to supply All-Requirements Service to those Participating Consumers located within the City as such boundaries existed on the Effective Date. The Competitive Supplier has the sole obligation to make and maintain all necessary and appropriate arrangements, including, without limitation, with the LDC, and the ISO-NE, to ensure that Participating Consumers receive, at the Point of Sale, the electricity to be supplied by the Competitive Supplier pursuant to this Agreement.

To the extent allowed by law, the City specifically authorizes the LDC to provide to Competitive Supplier all billing and energy consumption information for Participating Consumers as is reasonably available from the LDC, which Competitive Supplier may receive and use solely in fulfillment of its obligations under this Agreement. Competitive Supplier shall request consumption data for individual Participating Consumers from the LDC via EDI. If further action is required by the LDC to authorize Competitive Supplier to receive such consumption and billing data, upon request of Competitive Supplier, the City agrees to use reasonable efforts, at Competitive Supplier's cost, to assist Competitive Supplier in obtaining such information for Participating Consumers. Neither Party is responsible for any errors that Competitive Supplier makes in the provision of All-Requirements

Power supply to the extent such errors are caused by unknown errors or omissions contained in the information provided to it by the LDC, however, upon its discovery, the Competitive Supplier shall promptly correct such errors.

ARTICLE 4 ROLE OF THE CITY

4.1 TITLE TO ALL-REQUIREMENTS POWER SUPPLY

Notwithstanding anything to the contrary in this Agreement, the City shall not receive, take title to, or be liable or responsible for the supply or delivery of, or the payments for, any All-Requirements Power Supply or any other costs arising from or related to the Competitive Supplier's relationship with any Eligible Consumer. It is and shall remain the sole obligation of the Competitive Supplier to arrange for delivery of All-Requirements Power Supply to Participating Consumers and to satisfy any and all other related obligations.

4.2 CLAIMS OF ELIGIBLE/PARTICIPATING CONSUMERS

The Competitive Supplier acknowledges and agrees that City is authorized under G.L. c. 164, § 134, to act on behalf of the Eligible Consumers in contracting for electric supply for such Eligible Consumers under the Program, and may consult with and communicate with any or all Eligible Consumers and Participating Consumers in connection therewith. Unless prohibited by state or federal law, the City may, in its sole discretion and without obligation or duty, take action and/or bring claims, including but not limited to litigation, on behalf of Eligible Consumers or Participating Consumers, against the Competitive Supplier concern matters arising under this Agreement. Nothing in this section is intended to create any rights under this Agreement on behalf of any third party.

Notwithstanding any provision to the contrary, and to the fullest extent allowed by law, this Agreement is not intended to confer third party beneficiary status on any person as further set forth in Section 19.10.

4.3 OWNERSHIP AND USE OF ELIGIBLE CONSUMER DATA

Competitive Supplier acknowledges and agrees that it is not the owner and has no right, title or interest in any Eligible Consumer data (including addresses, telephone numbers or other identifying information) made available by any person or entity to Competitive Supplier, in connection with or as a result of this Agreement. Competitive Supplier shall use Eligible Consumer data solely to provide All-Requirements Power Supply to Participating Consumers and to render other services pursuant to this Agreement, and for no other purpose. Any other use of Eligible Consumer data without the prior written consent of the City is strictly prohibited. Pursuant to such authorized use, Competitive Supplier may share such Eligible Consumer data with third-party vendors, but only as reasonably necessary to accommodate Competitive Supplier's provision of All-Requirements Power Supply or other performance pursuant to this Agreement (including, without limitation, collection of receivables), provided that Competitive Supplier shall inform any such vendor of the confidential nature of such data and impose upon them the use restrictions set forth in this Section and elsewhere in this Agreement. Except as expressly provided in this Agreement, Competitive Supplier shall not disclose any Eligible Consumer data to any third-party and Competitive Supplier shall take all Commercially Reasonable measures to protect Eligible Consumer data from access by, or beneficial use for, any third-party. To the extent that the provision of All-Requirements Power Supply or other services under this Agreement requires that Competitive Supplier have access to or make use of any

Eligible Consumer data, Competitive Supplier shall treat such Eligible Consumer data as confidential information. Without limiting the requirements set forth in this Section, Competitive Supplier may use Eligible Consumer data to engage in direct marketing to Eligible Consumers regarding electric supply services under the Program, but only during the term of this Agreement and subject to the terms set forth in Section 19.2. A violation of this Section by the Competitive Supplier shall be grounds for termination under Section 6.2. Competitive Supplier agrees violation of this Section shall constitute irreparable harm.

ARTICLE 5 CONSUMER CHOICE, NOTIFICATION OF RIGHTS, ENROLLMENT

5.1 CONSUMER CHOICE, INITIAL ENROLLMENT AND OPT-OUT RIGHTS AT PROGRAM INCEPTION

The Parties acknowledge and agree that all Participating Consumers have the right, pursuant to M.G.L. c. 164, § 134 and the Program, to change their source of electricity supply, as set forth in Article 5. The Competitive Supplier shall not interfere with the right of Participating Consumers to opt out of the Program, and shall comply with any rules, regulations or policies of the Department, the LDC and/or other lawful Governmental authority regarding the procedures for opting out of the Program, or switching from one source of electric supply to another. Notwithstanding the foregoing, however, the Competitive Supplier may take lawful, Commercially Reasonable measures to encourage Participating Consumers to remain in the Program, subject to any Governmental Rules.

Once enrolled in the Program, pursuant to the procedures described in this Agreement, Participating Consumers may opt out at any time without paying any fee, charge or penalty.

When the City launches its first aggregation, all Eligible Consumers will, as of the Service Commencement Date, be automatically enrolled in the Program under the terms of this Agreement, unless they opt-out.

The Competitive Supplier will be supplied with a list of all Eligible Consumers as well as such Eligible Consumers' service and billing addresses. (Initial Mailing List)

The Competitive Supplier shall submit for the City's review and approval the design and content of the Opt-Out Notice which may be in color and may include 2 pages in addition to the reply form, but shall not exceed one ounce in weight. The Opt-Out Notice shall:

- (i) include general information about the program;
- (ii) state the Service Commencement date on which such Eligible Consumer will be automatically enrolled in the Program;
- (iii) state that the Competitive Supplier will be providing All-Requirements Power Supply to such Eligible Consumer as of the same date, subject to the opt-out provisions of the M.G.L. c. 164, § 134, and the Plan;
- (iv) prominently state all charges to be assessed by the Competitive Supplier;
- (v) provide a summary of the prices and terms included in Exhibit A;
- (vi) fully disclose the prices and terms then being offered for Basic Service by the LDC;
- (vii) state how such Eligible Consumer may opt-out of the Program prior to enrollment and remain on Basic Service from the LDC;

- (viii) state how all Participating Consumers, subsequent to enrollment, will also have the right to opt-out at any time and return to Basic Service or choose a new Competitive Supplier without paying a fee, charge or penalty to Competitive Supplier; and
- (ix) include Opt-Out reply form and postage-paid reply envelope that Eligible Consumers may use to exercise their opt-out rights.

Competitive Supplier shall, at its cost and in accordance with the approved design and content, prepare, print, and mail, to each such Eligible Consumer, listed on the Initial Mailing List the Opt-Out Notice at least thirty (30) days prior to the date of automatic enrollment. Competitive Supplier shall commence All-Requirements Power Supply as of the Service Commencement Date to such Eligible Consumers that have not exercised their right to opt out. All such Consumers shall then be deemed Participating Consumers and shall be entitled to receive supply at the prices listed in Exhibit A and pursuant to the terms and conditions of this Agreement.

If any Opt-Out Notice is returned as undeliverable, the Competitive Supplier shall promptly make Commercially Reasonable efforts to identify a correct mailing address and re-send the notice.

The Parties acknowledge that the low income discounts provided by the LDC to low income consumers are not impacted by this Agreement.

5.2 NEW CONSUMERS NOT INCLUDED IN THE INITIAL MAILING LIST WHICH ARE SUPPLIED BY LDC BASIC SERVICE; OPT-OUT PROCEDURE

New Consumer List from LDC: Once each month, throughout the term of this Agreement, Competitive Supplier shall obtain from the LDC an updated file that includes all Eligible Consumers in the City that are receiving Basic Service from the LDC, hereinafter the *Updated LDC Basic Service File*.

Throughout the term of this Agreement, Competitive Supplier shall maintain a *Master Opt-Out File*, described in Article 12, that includes accurate records of a) all consumers in the City that Opted Out after receiving an Opt-Out Notice but prior to enrollment and b) all consumers that left the program for any reason after they were enrolled in the program.

Once each month, throughout the term of this Agreement, Competitive Supplier shall create a *Refresh Mailing List of New Consumers* which shall include all consumers in the Updated LDC Basic Service File, excluding only consumers listed in the Master Opt-Out File.

New Consumer, excluding Very Large Consumer (hereinafter VLC), on the LDC Basic Rate – Opt-Out: In accordance with the requirements of all applicable Governmental Rules, Competitive Supplier shall notify any New Consumer, other than a VLC, that the Competitive Supplier will be providing All-Requirements Power Supply to such New Consumer, subject to the opt-out provisions of the M.G.L. c. 164, § 134, and the Plan.

Competitive Supplier shall mail the Opt-Out Notice (as described in Section 5.1) to each such New Consumer listed in the Refresh Mailing List excluding only VLCs, no later than 30 days after the Service Commencement date and at least thirty (30) days prior to the date of enrollment. The Competitive Supplier shall continue mailing such notices to such New Consumers once every month until sixty (60) prior to the end of the term of this Agreement.

Any such New Consumer that does not elect to opt-out of the Program as provided in this section, will be enrolled in the Program on the first meter read date following the opt-out deadline in the Opt-Out

Notice mailing as described in section 5.1, will be deemed a Participating Consumer, and shall be entitled to receive supply at the prices listed in Exhibit A pursuant to the terms and conditions of this Agreement.

5.3 VERY LARGE CONSUMERS IDENTIFIED AFTER EFFECTIVE DATE; OPT-IN PROCEDURE

Very Large Consumer – Opt-In: With respect to any Very Large Consumer, that is in the largest industrial rate class and that is identified after the Effective Date, Competitive Supplier may contact such consumer and reasonably determine if such consumer is expected to consume more than 1,000,000 kWh per year. If Competitive Supplier reasonably determines that such Consumer is expected to consume more than 1,000,000 kWh per year, such consumer shall be designated a “Very Large Consumer” (VLC). Notwithstanding any other provision to the contrary, promptly after determining that a consumer is a VLC, Competitive Supplier shall quote a price at then prevailing market rates for the remaining term of the Agreement. Any VLC that accepts such market rate shall be enrolled in the Program, utilizing the Opt-In procedure, be deemed a Participating Consumer, and be entitled to receive supply at the market price quoted by the Competitive Supplier pursuant to the terms and conditions of this Agreement.

The Competitive Supplier shall notify the City of all market prices offered to VLC.

5.4 CONSUMERS SUPPLIED BY THIRD PARTIES; OPT-IN PROCEDURE

Consumers being served under other competitive supply programs offered by third parties are not eligible to participate in the Program and will not be automatically enrolled as Participating Consumers under this Agreement at the inception of the Program. If any such consumer terminates its third party supply agreement, they will then be eligible to participate in the Program.

Residential Consumer or Small Commercial Consumer: Any residential consumer or Small Commercial Consumer may affirmatively opt-in to the Program and shall be eligible to receive supply at the prices listed in Exhibit A pursuant to the terms and conditions of this Agreement. Promptly after receiving notice of the interest of any such residential consumer or Small Commercial Consumer, the Competitive Supplier shall enroll such consumer in the Program at the prices listed in Exhibit A, utilizing the Opt-In Procedure. Once enrolled in the Program, utilizing the Opt-In Procedure, such consumer shall be deemed a Participating Consumer and be entitled to receive supply at the price listed in Exhibit A and otherwise pursuant to the terms and conditions of this Agreement.

Large Commercial Consumer: Commercial consumers with demand equal to or exceeding ten (10) kilowatts, may affirmatively opt-in to the Program. Promptly after receiving notice of the interest of any such commercial consumer, the Competitive Supplier shall quote a price for participation in the Program at then prevailing market rates. If such consumer elects to opt-in at the quoted market rate, Competitive Supplier shall promptly enroll such consumer in the program. Once enrolled in the Program, utilizing the Opt-In Procedure, such consumer shall be deemed a Participating Consumer and be entitled to receive supply at the market price quoted by the Competitive Supplier and otherwise pursuant to the terms and conditions of this Agreement.

The Competitive Supplier shall notify the City of all market prices offered to eligible consumers under this section.

5.5 CONSUMERS THAT OPT OUT AND THEN OPT BACK IN

Any Eligible Consumer that elects to opt out of the Program may subsequently elect to opt back in. Promptly after receiving notice of the interest of such consumer in the Program, the Competitive Supplier shall quote a price for participation in the Program at then prevailing market rates. If the price is acceptable to such consumer, the Competitive Supplier will assist the Eligible Consumer with the Opt-In Procedure to enroll in the Program. Once enrolled, such consumer shall be deemed a Participating Consumer and be entitled to receive supply at the market price quoted by the Competitive supplier pursuant to the terms and conditions of this Agreement.

The Competitive Supplier shall notify the City of all market prices offered to consumers under this section.

5.6 ENROLLMENT

The Competitive Supplier shall be responsible for enrolling all Eligible Consumers through EDI transactions submitted to the LDC for all enrollments of Eligible Consumers during the term of this Agreement.

5.7 ERRORS OF LDC

In providing the notifications and conducting the activities set forth in this Article 5, the Competitive Supplier may reasonably rely upon information provided to it by the LDC for the purpose of performing its obligations. Competitive Supplier will not be responsible for any unknown errors or omissions contained in the information provided to it by the LDC in connection with its notification of Eligible Consumers, provided that the Competitive Supplier correct the error or omission promptly upon learning of it.

Notwithstanding the foregoing, to the extent that any such error or omission resulted in the omission of Eligible Consumers from initial notification by the Competitive Supplier, upon becoming aware of such omission, the Competitive Supplier shall promptly provide All-Requirements Power supply to such consumers on the same terms and conditions available to Eligible Consumers as of the date on which the Competitive Supplier receives notice of such omission.

ARTICLE 6 TERM OF CONTRACT AND TERMINATION

6.1 TERM

This Agreement shall commence on the Effective Date, *provided, however*, that Competitive Supplier's obligation to provide All-Requirements Power supply shall commence on the Service Commencement Date, and shall terminate with the Participating Consumers' first meter read date on or after Dec 1, 2022 unless terminated earlier under Section 6.2 below.

6.2 TERMINATION

This Agreement may be terminated at any time upon written notice:

- a) by either Party if the other Party fails to remedy or cure its breach of any material provision or material condition of this Agreement (excluding the failure to provide or arrange for All

Requirements Power Supply, which is addressed in Section 6.2(c)), within thirty (30) days following written notice to do so by the non-breaching Party; or

- b) by either Party if this Agreement or any material provision or material condition of this Agreement be finally adjudged invalid by any court or tribunal of competent jurisdiction, or if the Department or other Government Authority exercises any lawful jurisdiction so as to invalidate or disapprove this Agreement in whole or in significant part; or
- c) by the City in the event of the failure of the Competitive Supplier to provide or arrange for All-Requirements Power Supply to Participating Consumers unless and only to the extent that such failure is the direct result of *Force Majeure* or the City's material default of this Agreement; *provided, however*, that the City may terminate this Agreement if the Competitive Supplier's failure to provide or arrange All-Requirements Power Supply is entirely a direct result of actions or non-actions by any transmission service provider, the LDC, or the ISO-NE and such failure continues for ninety (90) days; or
- d) by the City in the event of the Bankruptcy of the Competitive Supplier or its Guarantor.

No delay by either Party in enforcing any of its rights hereunder shall be deemed a waiver of such rights; nor shall such a waiver of one default be deemed a waiver of any other subsequent default.

6.3 OBLIGATIONS UPON TERMINATION

Following termination of this Agreement, the Parties' obligations under this Agreement shall cease, except that each Party shall remain responsible for any liabilities that arose and shall retain all rights and privileges granted prior to the date of termination of this Agreement; including, e.g., the Competitive Supplier may collect all monies due from Participating Consumers for services rendered to such consumers through the date of termination; and further provided, the Competitive Supplier's obligation to indemnify the City under this Agreement shall survive.

The Parties expressly agree that the remedies available to the Competitive Supplier in the event of City default are limited to specific performance as described in this Article 6. In the event of any default by the City, therefore, the Parties expressly agree that Competitive Supplier waives and is not eligible to recover any monetary damages or other losses from the City.

In addition to the right to seek monetary damages and exercise all rights and remedies available to it as a result of a material default of the Competitive Supplier under this Agreement, and as previously set forth in Section 4.2, above, the City has the right, but not the obligation, to seek monetary damages from the Competitive Supplier on behalf of all or any Eligible Consumers or Participating Consumers. Accordingly, the Competitive Supplier specifically waives all rights it may have at law to claim that the City has no standing or otherwise lacks the authority to seek such monetary damages and exercise such rights and remedies on behalf of individual Eligible Consumers or Participating Consumers. Notwithstanding the foregoing, nothing herein is intended to create any rights under this Agreement in any third party.

6.4 SPECIFIC PERFORMANCE

Notwithstanding any other provision herein, the Parties agree that if the City, after receiving a default notice, and after the opportunity to cure that default within the cure periods described in section 6.2(a), fails to cure the default, Competitive Supplier shall be entitled to seek specific performance of this Agreement, and this shall be Competitive Supplier's sole and exclusive remedy for any default of the City.

ARTICLE 7 CONTINUING COVENANTS

The Competitive Supplier agrees and covenants to perform each of the following additional obligations during the term of this Agreement.

7.1 STANDARDS OF MANAGEMENT AND OPERATIONS

In performing its obligations hereunder, during the Term, the Competitive Supplier shall prudently and efficiently carry out its obligations under this Agreement; employ an adequate number of competently trained and experienced personnel to fulfill its responsibilities; deliver or arrange to deliver a safe and reliable supply of such amounts of electricity to the Point of Delivery as are required under this Agreement; comply with all applicable Governmental Rules and industry standards and practices for the supply of electricity to Participating Consumers; and, at all times with respect to Participating Consumers, implement the good Customer Service Policies and Practices as defined in Section 7.2, and employ all Commercially Reasonable efforts, skills, practices, systems and methods in performance of its obligations.

7.2 CUSTOMER SERVICE POLICIES AND PRACTICES

The Competitive Supplier shall provide, or cause to be provided, Customer Service Policies and Practices to Participating Consumers as described more fully in Exhibit C.

7.3 RESPONDING TO REQUESTS FOR INFORMATION

The Competitive Supplier shall, during normal business hours (as set forth in Exhibit C), respond promptly and without charge to reasonable requests of the City for information or explanation regarding the matters covered by this Agreement and the supply of electricity to Participating Consumers. If such matter identifies a particular consumer, and consumer consent is required by law, the City will secure such consent before requesting any information under this section. Competitive Supplier shall designate a service representative or representatives (the "Service Contacts") who shall be available for these purposes, and shall further identify the office address and telephone number of such Service Contacts. Such Service Contacts shall be initially identified in Exhibit D. The Competitive Supplier shall update the names of such Service Contacts as necessary during the Term of this Agreement. Whenever necessary to comply with this Article, the Service Contacts shall call upon other employees or consultants of the Competitive Supplier to obtain such information or explanation as may be reasonably requested. Nothing in this Section shall be interpreted as limiting the obligation of the Competitive Supplier to respond to complaints or inquiries from Participating Consumers, or to comply with any Governmental Rule.

7.4 ARRANGING FOR FIRM ALL-REQUIREMENTS POWER SUPPLY

Competitive Supplier shall make all appropriate arrangements with the ISO-NE, any relevant regional transmission organization, wholesale suppliers or any other entity to ensure an uninterrupted delivery of reliable, safe, and firm All-Requirements Power Supply (free and clear of any claims, liens and encumbrances) to the Point of Delivery, and shall make all appropriate arrangements and Commercially Reasonable efforts to cause the LDC to deliver such electricity (free and clear of any claims, liens and encumbrances) to Participating Consumers at the Point of Sale. In the event the

Competitive Supplier is unable to deliver sufficient electricity to the Point of Delivery to serve Participating Consumers, the Competitive Supplier shall promptly make all arrangements and Commercially Reasonable efforts for an alternative supply as may be necessary to continue to serve Participating Consumers under the terms of this Agreement without interruption, and shall bear any and all costs it may incur in carrying out these obligations. Competitive Supplier shall not be responsible to the City if, through no fault of Competitive Supplier, the LDC disconnects, curtails or reduces service to Participating Consumers.

7.5 NON-DISCRIMINATORY PROVISION OF SERVICE

Competitive Supplier shall supply electric energy to all Participating Consumers on a non-discriminatory basis; provided, however, that the prices and other terms of such supply may vary in accordance with Article 5 or the rate classifications as appear in Exhibit A. Competitive Supplier's prices, terms and conditions shall be in accordance with all applicable Governmental Rules. The Competitive Supplier may not deny service to a Participating Consumer for failure to pay the bills of a third party, including the LDC, any electric company (whether engaged in the distribution, transmission, supply, or generation of electricity) or of any other aggregator, marketer or broker of electricity, but may to the extent allowed by law and regulation, reasonably deny or reasonably condition new service, or terminate existing service, based upon any Participating Consumer's failure to pay bills from the Competitive Supplier. Provision of electric energy supply to Participating Consumers shall be subject to Competitive Supplier's reasonable credit policies described in Exhibit A, to the extent permitted by law and regulation.

7.6 APPROVAL OF GENERAL COMMUNICATIONS

Competitive Supplier shall draft and send messages and information to Eligible Consumers on matters arising under or related to this Agreement and/or the Program. Competitive Supplier shall, prior to sending any such messages or any direct mail, advertising, solicitation, bill insert, electronic mail, or other similar written or electronic communication (collectively, "General Communications") to Participating Consumers (but excluding individually drafted or tailored communications responding to a specific complaint or communication of an individual consumer), provide a copy of such General Communication to the City for its review for consistency with the City's purposes and goals and approval. The City shall have the right to disapprove such General Communications and suggest revisions if it finds the communication inconsistent with the purposes and goals of the City, factually inaccurate, or likely to mislead provided, however, that no approval shall be necessary for any communication regarding any emergency situation involving any risk to the public health, safety or welfare. The Competitive Supplier shall be solely responsible for costs associated with such communications.

7.7 Reserved

7.8 COMPLIANCE WITH LAWS

The Parties shall promptly and fully comply with all existing and future Governmental Rules of all Governmental Authorities having jurisdiction over the activities covered by this Agreement.

7.9 CONSENT

Whenever performance of an obligation of Competitive Supplier hereto requires the consent or approval of any Governmental Authority, such Competitive Supplier shall make all Commercially Reasonable efforts to obtain such consent or approval. If the Competitive Supplier seeks the City's

assistance and the City agrees to so assist, the Competitive Supplier shall pay the City's reasonable costs relating thereto.

ARTICLE 8 PRICES AND SERVICES; BILLING

8.1 SCHEDULE OF PRICES AND TERMS

Competitive Supplier agrees to provide All-Requirements Power Supply and other related services as expressly set forth herein in accordance with the prices and terms included in Exhibit A to this Agreement, which Exhibit is hereby attached and incorporated by reference into this Agreement.

8.2 OBLIGATION TO SERVE

Competitive Supplier has the sole obligation to obtain sources of supply, whether from generating facilities owned or controlled by its affiliates, through bilateral transactions, or the market, as may be necessary to provide All-Requirements Power Supply for all Participating Consumers. Competitive Supplier, except as explicitly limited by the terms included in Article 5, shall be obligated to accept all Participating Consumers, regardless of their location or energy needs, subject to Competitive Supplier's credit policies described in Exhibit A and to the extent permitted by law, and subject to the terms of any approval or other order of the Department with respect to this Agreement.

8.3 METERING

The Parties rely on LDC to furnish metering and the metered usage reports for all routine bills under this Agreement.

8.4 TERMS AND CONDITIONS PERTAINING TO INDIVIDUAL ACCOUNT SERVICE

The Competitive Supplier shall include the following provisions in its agreement with Participating Consumers:

8.4.1 Title

Title and risk of loss to All-Requirements Power Supply will transfer from Competitive Supplier to Participating Consumers at the Point of Sale. The prices quoted in Exhibit A shall be inclusive of, and the Competitive Supplier will be responsible for, any and all losses incurred on the local network transmission systems and distribution systems, as determined by the LDC.

8.4.2 Billing and Payment

Unless otherwise specified in an exhibit to this Agreement, or agreed to by the City and Competitive Supplier in writing, all billing under this Agreement shall be based on the meter readings of each Participating Consumer's meter(s) performed by the LDC, and Competitive Supplier shall cause the LDC to prepare and render bills to Participating Consumers on a monthly basis; and the billing and payment terms offered by the LDC to Basic Service customers shall apply to all billing under this Agreement. Any over-charge or under-charge will be accounted for in the next billing period for which actual meter data is available.

8.4.3 Regional and Local Transmission

The prices quoted in Exhibit A do not include current and future charges for distribution service costs collected by the LDC under its distribution service tariff or local transmission costs as may be

imposed by the regional power pool, ISO-NE, or individual electric utilities that have FERC transmission tariffs. These costs will be collected by the LDC in the same manner that such local transmission and distribution costs are collected from Basic Service customers.

8.4.4 Taxes

All sales, gross receipts, excise or similar taxes imposed with respect to the sale or consumption of All-Requirements Power Supply shall be included on the Participating Consumer's bill and shall be remitted to the appropriate taxing authority by Competitive Supplier. Participating Consumers will be responsible for all sales taxes. The Competitive Supplier shall properly process and apply Participating Consumers' requests for an exemption from tax collection after receiving appropriate documentation from such Participating Consumer.

ARTICLE 9 DEVELOPMENT OR OFFERING OF RENEWABLE ENERGY SOURCES

9.1 COMPLIANCE WITH RENEWABLE PORTFOLIO STANDARD

Competitive Supplier shall comply with the applicable provisions of G.L. c. 25A, §11F, §11F1/2, and any regulations, orders or policies adopted pursuant thereto.

9.2 GREEN OPTION

Competitive Supplier shall incorporate the Green Option program as described in Exhibit A into Supplier's provision of All Requirements Power Supply under this Agreement and offer such program to interested Eligible Consumers.

ARTICLE 10 CUSTOMER SERVICE PROTECTIONS

Competitive Supplier shall post a copy of this Agreement on its web site so that it is available to all Eligible Consumers and promptly provide a copy of this Agreement to any consumer that requests a copy. Competitive Supplier agrees that it shall comply with the provisions of 220 C.M.R. 11.00, 25.00, 26.00, 27.00, 28.00 and 29.00, as applicable to Competitive Suppliers, and any amendments thereto, and any code of conduct or policies the Department may adopt in accordance with M.G.L. c. 164, § 1F(7). The Competitive Supplier shall comply with the Customer Service Policies and Practices attached as Exhibit C and incorporated by reference into this Agreement, which Customer Service Policies and Practices shall include the Competitive Supplier's plan for maintaining "service quality standards," as that phrase is used in § 1F(7); for complying with the "affirmative choice" requirements of § 1F(8); and for handling consumer complaints, including any arbitration or dispute resolution procedures. The Competitive Supplier shall provide notice to the City of any consumer complaints received from a Participating Consumer, and grant the City the right to participate in resolution of the dispute, to the extent that such complaints relate directly to the Program, and to the extent permitted by Department regulations and other applicable law.

In addition, and in accordance with the M.G.L. c. 164, § 1F(2) and 220 CMR 11.05(2)(b)(19) as such may be amended, restated, and replaced from time to time, in event of a dispute regarding an invoice or Competitive Supplier's service under this Agreement, a Participating Consumer may contact the Department, which may refer the dispute to the Massachusetts Office for Dispute Resolution for

mediation of such dispute if the amount in dispute is greater than one hundred dollars (\$100.00) and the subject of the dispute is within the Department's statutory and regulatory authority.

ARTICLE 11 NON-DISCRIMINATION IN HIRING AND EMPLOYMENT

Competitive Supplier shall conduct its operations and activities under this Agreement in accordance with all applicable state and federal laws regarding non-discrimination in hiring and employment of employees.

ARTICLE 12 POWER SUPPLY INFORMATION AND ACCESS TO INFORMATION

12 **POWER SUPPLY INFORMATION**

12.1 Monthly Reports

- a) Once each month, Competitive Suppliers shall provide the following reports to the City's Consultant (or other designee, as the City may identify) listed in Appendix A: **Master Account List**, which shall include all accounts, active or inactive, that were ever enrolled in the program;
- b) **Master Opt Out File**, which shall list a) all consumers who opted out after receiving an Opt-Out Notice, but prior to enrollment and b) all consumers that have left the program for any reason after they were enrolled;
- c) **Monthly Refresh Mailing list**, which shall include all consumers on the Updated LDC basic service file obtained from the LDC each month, excluding only any consumer listed in the Master Opt Out file;
- d) **Monthly Usage Report**, which shall describe the usage reported to the Competitive Supplier by the LDC in the relevant LDC Meter Read Month;
- e) **Monthly Commissions Report**, which shall describe the commissions earned by the Consultant with respect to the usage in the relevant Monthly Usage Report.

All of the above reports shall be provided on or before the deadlines described in Appendix B and shall include the data described in Appendix B.

Competitive Supplier shall exercise reasonable care and use all Commercially Reasonable practices in reviewing, preparing and providing any information or data required under this Agreement. To the extent that Competitive Supplier determines that any information or data provided hereunder is in error, it shall promptly provide corrected information or data to the City or its consultant.

12.2 **POWER SUPPLY REPORT**

Within fifteen (15) days of the end of each quarterly reporting period, Competitive Supplier shall present to the City a copy of the current "Disclosure Label" required by the Department, pursuant to 220 CMR § 11.06, of all Competitive Suppliers to be disclosed to their Participating Consumers which includes information pertaining to Competitive Supplier's power supply and a reasonably

detailed description of the sources of Competitive Supplier's power supply used to serve Participating Consumers pursuant to this Agreement. Competitive Supplier shall post the "Disclosure Label" on its web site under City of Worcester Community Choice Aggregation program, and the City will also post it on its aggregation website.

12.3 BOOKS AND RECORDS

Competitive Supplier shall keep its books and records in accordance with any applicable regulations or guidelines of the Department, FERC, and any other Governmental Authority or six (6) years from the termination of this Agreement, whichever is the longer period.

12.4 COPIES OF REGULATORY REPORTS AND FILINGS

Upon reasonable request, Competitive Supplier shall provide to the City a copy of each public periodic or incident-related report or record relating to this Agreement that it files with any Massachusetts or federal agency regulating rates, service, compliance with environmental laws, or compliance with affirmative action and equal opportunity requirements, unless the Competitive Supplier is required by law or regulations to keep such reports or records confidential.

ARTICLE 13 RESOLUTION OF DISPUTES; CHOICE OF LAW

13.1 CHOICE OF LAW

This Agreement and the rights of the Parties shall be interpreted and determined in accordance with the laws of the Commonwealth of Massachusetts. The Parties agree that the venue shall be in any court of competent jurisdiction located in Worcester county, Massachusetts.

13.2 DISPUTE RESOLUTION

Unless otherwise expressly provided for in this Agreement, the dispute resolution procedures of this Section **13.2 shall be the exclusive mechanism to resolve disputes arising under this Agreement.** The Parties agree to use reasonable efforts to resolve any dispute(s) that may arise regarding this Agreement. Any dispute that arises under or with respect to this Agreement shall in the first instance be the subject of informal negotiations between the Parties involved in the dispute. The dispute shall be considered to have arisen when one Party sends the other Party a written notice of the dispute. The period for informal negotiations shall be fourteen (14) days from receipt of the written notice of dispute unless such time period is modified by written agreement of the Parties. In the event that the Parties cannot resolve a dispute by informal negotiations, either party may submit the dispute to non-binding mediation. Within fourteen (14) days following the expiration of the time period for informal negotiations, the Parties shall propose and agree upon a neutral and otherwise qualified mediator. In the event that the Parties fail to agree upon a mediator, the Parties shall request that the American Arbitration Association, Boston, Massachusetts, appoint a mediator. The mediation shall occur within sixty (60) business days from the appointment of the mediator, unless such time period is extended by written agreement of the Parties. The Parties shall not be required to mediate their dispute for longer than a single, 6-hour day. The decision to continue mediation shall be in the sole discretion of each Party. The Parties will bear their own costs of the mediation. The mediator's fees shall be shared equally by the Parties. In the event that the Parties cannot resolve a dispute by such mediation, either Party may seek judicial enforcement subject to the provisions of this Agreement. Notwithstanding the foregoing, injunctive relief may be immediately sought without resorting to alternative dispute

resolution to prevent irreparable harm that would be caused by a breach of this Agreement. Furthermore, nothing in this Article shall prevent a Party from terminating this Agreement in accordance with the terms thereof notwithstanding this Article or any then-pending dispute resolution process.

ARTICLE 14 INDEMNIFICATION

14.1 INDEMNIFICATION BY THE COMPETITIVE SUPPLIER

Competitive Supplier shall indemnify, defend and hold harmless the City and its officers, employees, officials, consultants, representatives and independent contractors (the “Indemnified Parties”), from and against any and all costs, liabilities, losses, judgments, damages, and expenses (including reasonable attorney’s fees), arising out of third-party claims, demands, causes of action, suits or other proceedings and incurred by, on behalf of or involving the Indemnified Parties to the extent such claims, demands, causes of action, suits or other proceedings arise from or in connection with (i) any material breach by Competitive Supplier of its obligations, covenants, representations or warranties contained in this Agreement, or (ii) Competitive Supplier’s actions or omissions in connection with its performance of this Agreement to the extent that such actions or omissions are asserted to have been negligent or not Commercially Reasonable. Competitive Supplier further agrees, if requested by the City in writing to do so, to investigate, handle, respond to, and defend any such claim, demand, cause of action, suit or other proceeding at Competitive Supplier’s expense. The indemnification obligation of Competitive Supplier set forth above is in addition to and not in limitation or in lieu of any other rights and remedies available to the City. This provision shall survive the expiration or earlier termination of this Agreement.

14.2 DUTY TO MITIGATE

Each Party shall mitigate any damages that it may incur as a result of the other Party’s performance or non-performance of this Agreement.

14.3 NO CLAIMS AGAINST THE CITY

The Competitive Supplier shall make no claims against the City, its officials or employees for any injury to any of the Competitive Supplier’s officers, employees, or contractors, or for damage to its equipment arising out of work contemplated by this Agreement.

ARTICLE 15 COMPETITIVE SUPPLIER'S REPRESENTATIONS AND WARRANTIES

As a material inducement to entering into this Agreement, the Competitive Supplier hereby represents and warrants to the City as of the Effective Date as follows:

- a) it is duly organized, validly existing and in good standing under the laws of the jurisdiction of its formation and is qualified to conduct its business in those jurisdictions necessary for it to perform its obligations under this Agreement;
- b) it has all authorizations from any Governmental Authority necessary for it to legally perform its obligations under this Agreement or, if such authorizations are not required by law on the Effective Date, it will obtain such authorizations in a timely manner prior to when any performance by it requiring such authorization becomes due;
- c) the execution, delivery and performance of this Agreement are within its powers, have been duly authorized by all necessary action and do not violate any of the terms or conditions in its governing documents or any contract to which it is a party or any applicable Governmental Rule;
- d) subject to the conditions precedent set forth in Article 2, this Agreement constitutes a legal, valid and binding obligation of the Competitive Supplier enforceable against it in accordance with its terms, and the Competitive Supplier has all rights such that it can and will perform its obligations in conformance with the terms and conditions of this Agreement, subject to bankruptcy, insolvency, reorganizations and other laws affecting creditor's rights generally and general principles of equity;
- e) no Bankruptcy is pending against it or to its knowledge threatened against it;
- f) none of the documents or other written information furnished by or on behalf of Competitive Supplier to the City pursuant to this Agreement contains any untrue statement of a material fact or omits any material fact required to be stated therein or necessary to make the statements contained herein or therein, in the light of the circumstances in which they were made, not misleading; and
- g) all information furnished by Competitive Supplier in response to the City's Request for Proposals for competitive electric supply services is true and accurate.

ARTICLE 16 INSURANCE

In order to help support the indemnifications provided in Article 14, and its other promises and covenants stated herein, Competitive Supplier shall provide and maintain throughout the term of this Agreement and any extension or renewal thereof the following insurance with companies that are authorized and licensed in the Commonwealth of Massachusetts to issue policies for the coverages and limits so required.

- (a) Workers' Compensation Insurance as required by the laws of the Commonwealth of Massachusetts and employer's liability insurance in the amount equal to the statutory limits.
- (b) Commercial General Liability Insurance, occurrence basis, in an amount not less than \$5,000,000 combined single limit. Commercial General Liability insurance shall include coverage for bodily injury liability, advertising injury liability, personal injury liability, broad form property damage liability, products/completed operations liability, broad form contractual liability. The insurance shall include a separation of interests clause, whereby

- the actions of one insured will not negate coverage for another insured. (c) Automobile Liability Insurance, covering all leased, owned, non-owned, and hired vehicles - Combined single limit in an amount not less than \$1,000,000.
- (d) Excess Liability Insurance, Umbrella Form – in an amount not less than \$5,000,000 combined single limit, which shall be following form, providing coverage over commercial general liability insurance, automobile liability insurance, and employer's liability under workers' compensation insurance.
 - (e) If any of the above insurance is written on a claims made basis, the policy retroactive date must always predate the effective date of this initial contract. Further it must provide for an extended period of indemnity of at least 36 months. Both requirements must be evidenced on the certificate of insurance.
 - (f) The City of Worcester shall be named as additional insureds on each such policy of Commercial General Liability Insurance, Excess Liability Insurance, Umbrella Form, and Automobile Liability Insurance.
 - (g) All certificates and policies shall contain the following provision:
 - “Notwithstanding any other provision herein, should any of the above policies be cancelled or materially amended before the expiration date thereof, the issuing company will mail thirty (30) days prior written notice thereof to the named certificate holder and to the City address listed in section 19.3 before such cancellation or amendment shall take place.”
 - (h) An original Certificate evidencing such insurance shall be furnished to the City at the execution of this Agreement. Such certificates shall not merely name the types of policy provided, but shall specifically refer to this Agreement and shall state that such insurance is as required by this Agreement.
 - (i) The Competitive Supplier shall also be required to provide to the City with its proof of insurance coverage endorsements or riders to the policies of commercial general liability insurance, automobile liability insurance, and excess liability insurance, umbrella form, which indicate that the City and its public officials and employees are included as additional insureds on each such policy. Upon request, the Competitive Supplier will provide the City a copy of insurance policies maintained to satisfy the requirements herein.
 - (j) No insurance shall be obtained from an insurer which:
 - (i) is not licensed to sell insurance in the Commonwealth of Massachusetts or is not authorized to provide insurance as an excess or surplus lines insurer, and
 - (ii) does not have a current A.M. Best's rating/financial size category of A minus/VIII or better.
 - (k) Failure to provide and continue in force such insurance as aforesaid shall be deemed a material breach of this Agreement and shall operate as an immediate termination thereof.

ARTICLE 17 CONFIDENTIALITY

Competitive Supplier acknowledges that the City is subject to certain laws pertaining to the use and release of documents and records prepared or received by a public body, including without limitation, M.G.L. c. 4, § 7, cl. 26; M.G.L. c. 66, § 10; and M.G.L. c. 30A, §§ 18-25, and that any document that is deemed a “public record” under such laws (hereinafter a “Public Record”) will be released to any requesting person without notice to any Party notwithstanding anything to the contrary in this Agreement.

Unless otherwise required by law, the Competitive Supplier shall disclose consumer data and/or account information (including but not limited to historic usage data, metering and billing and payment information) only to the limited extent required by this Agreement, necessary in order to fulfill its obligations pursuant to this Agreement, or otherwise ordered by a Court of competent jurisdiction or an agency of the Commonwealth with regulatory authority over the services relevant to this Agreement.

This Agreement once executed will be deemed a Public Record and treated as such.

ARTICLE 18 REGULATORY EVENT/NEW TAXES

18.1 REGULATORY EVENT

If, after the Effective Date, a Regulatory Event occurs or any New Taxes are imposed, and such event or taxes have a direct, material and adverse effect on the economic benefits to a Party of this Agreement, the affected Party shall send written notice to the other Party, setting forth the Regulatory Event or New Taxes and reasonably demonstrating the effect of the same on the affected Party. Upon delivery of such notice, the Parties shall use reasonable efforts to negotiate an amendment to this Agreement to mitigate such effect. Alternatively, if as a direct result of such a Regulatory Event or New Tax, Competitive Supplier incurs additional, material costs, Competitive Supplier shall provide a written notice to the City that documents: (a) the effective date of the Regulatory Event or New Tax; (b) a detailed explanation and reasonable demonstration of the material cost incurred as a result of the Regulatory Event or New Tax; (c) the timing of the cost impact to be incurred by the Competitive Supplier; (d) the proposed price increase per kWh to be passed on to Participating Consumers; (e) a proposed plan for coordinating with the LDC for an increase in the price per kWh that is billed by the LDC, designed to reimburse the Competitive Supplier for such cost impact. If the City and the Competitive Supplier cannot agree on the amendment to this Agreement or reimbursement contemplated by this section within thirty (30) days of such notice, or such longer time as the parties may agree, the matter shall be subject to dispute resolution in accordance with the procedures and remedies described in section 13.2.

ARTICLE 19 MISCELLANEOUS

19.1 NO ASSIGNMENT WITHOUT PRIOR WRITTEN APPROVAL

Competitive Supplier shall not assign its rights and privileges under this Agreement without the prior written approval of the City. Such approval may be denied at the reasonable discretion of the City if it determines that the proposed assignee does not have the financial ability, experience, and qualifications to fulfill all the obligations required herein. Notwithstanding the foregoing, the City may not unreasonably withhold its consent to an assignment to an affiliated entity under common control or management with Competitive Supplier or Competitive Supplier's corporate parent that has the financial ability, qualifications, and experience to fulfill all obligations of Competitive Supplier under this Agreement. The City may require that the assignee agree, in writing, in a form acceptable to the City, that it will be bound by the terms and conditions of this Agreement. By making any assignment under this Section, Competitive Supplier shall be deemed to have represented and warranted to the City that the assignee possesses such financial ability, qualifications, and experience. After its receipt of the City's final written approval and the Parties execution of all required documents, Competitive Supplier shall notify Participating Consumers of the approved assignment. The City may assign this Agreement without the prior consent of Competitive Supplier provided that the proposed assignee has at least the same creditworthiness as the City and such assignment would not in any way impair the rights and interests of Competitive Supplier under this Agreement. The rights and obligations created by this Agreement shall inure to the benefit of, and be binding upon, the successors and permitted assigns of, the respective Parties hereto.

19.2 NEW PRODUCTS/SERVICES; DIRECT MARKETING

Except as provided in this Section, Competitive Supplier shall not engage in any "direct marketing" to any City Consumer. "Direct marketing" shall mean marketing, selling or promoting to any City Consumer anything, product or service excluding the sale of electricity conducted under the Program in accordance with the terms and conditions of this Agreement. Notwithstanding the foregoing, "direct marketing" shall not include generic corporate marketing programs directed at all Competitive Supplier's consumers in general, as opposed to marketing efforts directed at City Consumers.

Prior to the introduction of any new product or service that Competitive Supplier desires to make available to Participating Consumers or other Eligible Consumers, Competitive Supplier agrees to (i) give the City advance written notice of such new product or service and (ii) discuss with the City the possible inclusion of such new product or service in the Program or another City aggregation program. For those products or services that the City wishes to consider including in this Program or any future aggregation, the Parties agree to negotiate in good faith the terms, conditions, and prices for such products and services. Any agreement of the Parties, including such terms, conditions and prices, shall be in writing.

19.3 NOTICES

All notices, demands, requests, consents or other communications required or permitted to be given or made under this Agreement shall be in writing and addressed to:

If to Competitive Supplier:

Direct Energy Services, LLC
12 Greenway Plaza, Suite 250
Houston, TX 77046
Att: Vice President, NAH – US Energy

With copy:

Direct Energy Services, LLC
12 Greenway Plaza, Suite 250
Houston, TX 77046
Att: Managing Counsel, NAH

If to City:

City of Worcester
Division of City Energy and Asset Management
455 Main Street, Room 108
Worcester, MA 01608

With a copy to:

City Manager
City of Worcester
455 Main Street
Worcester, MA 01608

Notices hereunder shall be deemed properly served (i) by hand delivery on the day and at the time on which delivered to the intended recipient at the address set forth in this Agreement; (ii) if sent by mail, on the third business day after the day on which deposited in the United States certified mail, postage prepaid, return receipt requested, addressed to the intended recipient at its address set forth in this Agreement; or (iii) if by Federal Express or other reputable express mail service, on the next business day after delivery to such express mail service, addressed to the intended recipient at its address set forth in this Agreement. Any Party may change its address and contact person for the purposes of this Section 19.3 by giving written notice thereof in the manner required herein.

19.4 CHANGES IN EMERGENCY AND SERVICE CONTACT PERSONS

In the event that the name or telephone number of any emergency or service contact for the Competitive Supplier changes, Competitive Supplier shall give the City prompt oral notice and written notice of such change within thirty six (36) hours of said change.

19.5 ENTIRE AGREEMENT; AMENDMENTS

This Agreement and the Related Documents constitute the entire agreement between the Parties hereto with respect to the subject matter hereof and supersedes all prior oral or written agreements and understandings between the Parties relating to the subject matter hereof. This Agreement may only be

amended or modified by a written instrument signed by all Parties hereto.

19.6 FORCE MAJEURE

If by reason of *Force Majeure* either Party is unable to carry out, either in whole or in part, its obligations herein contained, such Party shall not be deemed to be in default during the continuation of such inability, provided that: (i) the non-performing Party, within three (3) days after the event of the *Force Majeure*, gives the other Party hereto written notice describing the particulars of the event; (ii) the suspension of the performance is of no greater scope and of no longer duration than is required by the event of *Force Majeure*; (iii) no obligations of the Party which were to be performed prior to the occurrence causing the suspension of performance shall be excused as a result of the event; and (iv) the non-performing Competitive Supplier shall use all Commercially Reasonable efforts to remedy with all reasonable dispatch the cause or causes preventing it from carrying out its obligations and to mitigate the effects thereof. If any event of *Force Majeure* continues for a period of ninety (90) days or longer, either Party may terminate this Agreement by sending the other Party a written notice; *provided, however*, that neither the existence of such an event nor the termination of this Agreement on account thereof as aforesaid shall constitute a default of any Party and shall not give rise to any damages.

19.7 EXPENSES

Each Party hereto shall pay all expenses incurred by it in connection with its entering into this Agreement, including, without limitation, all of its attorneys' fees and expenses, except as otherwise expressly provided in this Agreement.

19.8 NO JOINT VENTURE

Competitive Supplier will perform all services under this Agreement as an independent contractor. Nothing herein contained shall be deemed to constitute either Party a partner, agent or legal representative of the other Party or to create a joint venture, partnership, agency or any relationship between the Parties. The obligations of the City and the Competitive Supplier hereunder are individual and are neither collective nor joint in nature.

19.9 JOINT WORK PRODUCT

This Agreement shall be considered the work product of the Parties hereto, and, therefore, no rule requiring construction of the Agreement against a Party alleged to be responsible for drafting the Agreement shall be applied against either Party.

19.10 NO THIRD PARTY BENEFICIARIES

This Agreement is by and between the Parties that have executed it. The Agreement is intended for the Parties' mutual benefit alone and is not intended to confer any express or implied benefits on any other person. To the fullest extent allowed by law, this Agreement is not intended to confer third party beneficiary status on any person.

19.11 COUNTERPARTS

This Agreement may be executed in counterparts, each of which shall be deemed an original and all of which shall constitute a single agreement. Facsimiles and or copies of signatures shall be deemed originals for purposes of the execution of this Agreement.

19.12 COST RECOVERY

The price for energy as described in Exhibit A includes the City's consultant commission described in Exhibit A to cover the cost of developing, implementing and operating the Aggregation. The Competitive Supplier shall include this cost adder in the Price for energy, and shall make the monthly commission payments on behalf of Participating Consumers, in the manner described in Exhibit A, and further acknowledges this obligation as a material obligation of this Agreement.

19.13 WAIVER

No waiver by either Party hereto of any one or more defaults by the other Party in the performance of any provision of this Agreement shall operate or be construed as a waiver of any future default, whether of like or different character. No failure on the part of either Party hereto to complain of any action or omission on the part of the other Party, no matter how long the same may continue, shall be deemed to be a waiver of any right hereunder by the Party failing to complain. A waiver of any of the provisions of this Agreement shall only be effective if unequivocal, and made in writing and signed by the Party who is making such waiver.

19.13 AGGREGATION PLAN

Competitive Supplier represents that it is fully familiar with the Aggregation Plan and has not discerned any conflicts between this Agreement and the Aggregation Plan. The Parties agree that the Aggregation Plan, in the form as it exists on the Effective Date, shall be construed harmoniously with this Agreement to the greatest practicable extent. Notwithstanding the foregoing, in the event of any conflict between this Agreement and the Aggregation Plan, the Agreement shall govern.

19.14 ADVERTISING LIMITATIONS

Competitive Supplier shall not use the name of the City, or make any reference to the City, in any advertising, publication, or other information to be distributed publicly for marketing or educational purposes, unless the City expressly agrees to such usage. Any proposed use of the name of the City must be submitted in writing for agreement and prior approval. Without limiting the generality of the foregoing, the Competitive Supplier shall have no right, license or interest in the City Seal or any City logo and shall in no event use the same for any purpose without the City's prior written permission. The Competitive Supplier and/or the Competitive Supplier's corporate affiliates own the exclusive rights to the trademarked logo and trade name used by Competitive Supplier. No right, license or interest in this trademark and/or trade name is granted to the City hereunder, and the City agrees that it shall not assert any right, license or interest with respect to such trademark and/or trade name.

19.15 PRESS RELEASES

The City reserves the right to issue press releases with respect to this Agreement and the Program in general without the prior review, approval, or agreement of the Competitive Supplier.

19.16 HEADINGS AND CAPTIONS

The headings and captions appearing in this Agreement are intended for reference only, and are not to be considered in construing this Agreement.

19.17 SURVIVAL OF OBLIGATION

Termination of this Agreement for any reason shall not relieve the City or the Competitive Supplier of any obligation accrued or accruing prior to such termination.

19.18 REMEDIES

A. General

Subject to the limitations set forth in this Section and Article 6, the City and the Competitive Supplier reserve, and shall have, all rights and remedies available to each of them at law or in equity with respect to the performance or non-performance of the other Party under this Agreement.

B. Limitations

NEITHER PARTY HERETO SHALL BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES, LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES, WHETHER BY STATUTE, IN TORT OR CONTRACT; PROVIDED HOWEVER, THIS LIMITATION SHALL NOT APPLY TO CLAIMS OF THE CITY AGAINST THE COMPETITIVE SUPPLIER FOR INDEMNIFICATION OF THIRD-PARTY CLAIMS UNDER ARTICLE 14 OR APPLICABLE LAW.

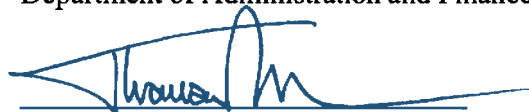
19.19 COMPLIANCE WITH LAWS

By entering into this Agreement, the Competitive Supplier specifically represents that it has exercised due diligence to review and has fully complied with all relevant regulations and orders of the FERC, the Department, the Massachusetts Attorney General, and the DOER and any other Governmental Authorities having jurisdiction over any element of the transactions contemplated by this Agreement.

[remainder of this page intentionally blank; signature page to follow]

IN WITNESS WHEREOF, the Parties hereto, intending to be legally bound, have caused this Agreement to be executed as a sealed instrument by their duly authorized representatives the day and year first above written.

Recommended:
Department of Administration and Finance



Thomas F. Zidelis,
Chief Financial Officer

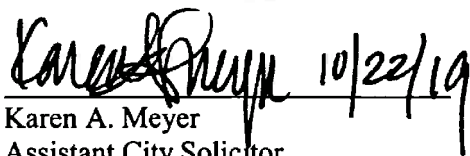
COMPETITIVE SUPPLIER

Direct Energy Services, LLC



Name: Predrag Popovic
Title: Vice President

Approved As To Form:



Karen A. Meyer
Assistant City Solicitor

CITY OF WORCESTER



Kathleen G. Johnson,
Assistant City Manager for Operations

Acting City Manager 10/22/19

EXHIBIT A – Prices and Terms

City of Worcester

PRICES AND TERMS

Price Structure

All prices are for **All-Requirements Power Supply** quoted in \$ per kWh, one combined price for all rate classes* and include a minimum of the RPS / APS supply mix required by MGL c 25A.

All prices include the costs required to comply with the adoption of an amendment to the **Clean Energy Standard** at 3.10 CMR 7.75 that is consistent with the draft regulation published October 4, 2019 as well as the adoption of the **Clean Peak Energy Portfolio Standard** at 225 CMR 21.00 that is consistent with the draft regulation published September 20, 2019. “

All prices are blended prices meaning one price for all rate classes.

Start date: meter reads on or after February 1, 2020

End date: meter reads on or after December 1, 2022

Standard Green Product: all participants are enrolled in this option unless they opt out. This product includes Voluntary MA Class I RECs equal to 20% of the load.

REC Requirements		Price
RPS/APS compliant supply	<i>Statutory requirement</i>	\$0.10509
MA Class I Voluntary RECs	20% of load	\$0.00833
Total	<i>Statutory requirement + 20% of load</i>	\$0.11342

Optional Greenest Product: to enroll in this option participants must affirmatively opt in. This product includes Voluntary MA Class I RECs equal to 84% of the load.

REC Requirements		Price
RPS/APS compliant supply	<i>Statutory requirement</i>	\$0.10509
MA Class I Voluntary RECs	100% of load minus statutory requirement	\$.03422
Total		\$0.13931

Voluntary RECs mean RECs that are in addition to any RECs that are required by MGL c 25A

*All customers, regardless of rate class, that are included within the load profile provided to all bidders prior to Effective Date, are eligible for the aggregation price.

Terms for System Supply Service

Renewable Energy in System Supply:

- 1. Renewable Portfolio Standard:** The Competitive Supplier shall include Renewable Energy in the All Requirements Power Supply mix in an amount no less than that required by any Governmental Authority, including laws, regulations or policies adopted pursuant to the provisions of G.L. c. 25A, section 11F and 11F1/2, starting with the requirement on the Start-Up Service Date, or pay all penalties imposed by any Governmental Authority related to Renewable Energy requirements.
- 2. Standard Product:** (See above)
- 3. Green Option:** Competitive Supplier shall identify the technology, vintage, and location of the renewable generators that are the sources of the RECs for the Standard and the Green Option. All such RECs shall be created and recorded in the New England Power Pool Generation Information System or be certified by a third party satisfactory to the City such as Green-e.

Eligible Consumer Opt-Out: Participating Consumers are free to opt-out of the Program. There are no fees, penalties or charges for Participating Consumers to opt-out or terminate service at any time.

Competitive Supplier's Standard Credit Policy: The Competitive Supplier shall not require a credit review for any Participating Consumer, nor shall the Competitive Supplier require any Eligible Consumer to post any security deposit as a condition for participation in the Program. Subject to applicable law, the Competitive Supplier may terminate service to a Participating Consumer and return such consumer to a Basic Service in the event that the Participating Consumer fails to pay to Competitive Supplier amounts past-due greater than sixty (60) days.

Consultant Commission: All prices quoted above include a commission fee equal to \$0.0009 (0.9 mil) per kWh of Participating Consumers' actual usage payable to Massachusetts Power Choice LLC., the City's consultant, for developing, implementing, and administering the Program. The Competitive Supplier shall include this commission fee in the Price for energy and to make the monthly commission payments on behalf of Participating Consumers, and acknowledges this obligation as a material obligation of this Agreement. The Competitive Supplier shall pay the commission fee in monthly installments fifteen (15) business days following the final meter read in any given LDC Read Month. This provision shall be binding upon the Parties and all permitted assigns and other successors-in-interest of the Parties. There shall be no other third-party beneficiaries to this Agreement.

Operational Adder: In addition to the prices quoted above, Competitive Supplier shall collect an Operational Adder (a fee), if so directed by the City. The City shall provide a minimum of 30-day notice to the Competitive Supplier requesting implementation of the Operational Adder, and may do so no more than two times in any 12 month period. The Operational Adder shall be implemented by the Supplier in the bills to Participating Consumers on the first meter read for each Participating Consumer occurring a minimum of 30 days following the City's notice, unless the City establishes a later meter read date in such notice. The Competitive Supplier agrees to include this Operational Adder in the Price for energy and to make the monthly payments to the City on behalf of Participating Consumers, and acknowledges this obligation as a material obligation of this Agreement. The Competitive Supplier shall pay the Operational Adder in monthly installments fifteen (15) business days following the final meter read in any given LDC Read Month. This provision shall be binding

upon the Parties and all permitted assigns and other successors-in-interest of the Parties.

EXHIBIT B - Monthly Report of Sales

In the month following every month of the Agreement, the Competitive Supplier shall provide the following five (5) reports to the Consultant listed in Appendix A, or as otherwise instructed by the City:

- 1) **Master Account List:** This list shall be updated monthly by the Competitive Supplier and shall include Information, as described in Table 1 below, regarding any consumer that ever enrolls in the aggregation and shall be provided no later than 10 Business Days following the close of any LDC Read Month.
- 2) **Master Opt Out File:** This File shall be updated monthly by the Competitive Supplier and shall include Information, as described in Table 1 below, regarding any consumer that opted out of the aggregation after receiving an Opt-Out Notice but prior to enrollment, as well as any consumer that enrolled in the aggregation and then left the aggregation for any reason, and shall be provided no later than 10 Business Days following the close of any LDC Read Month.
- 3) **Refresh Mailing List:** This mailing shall be created every month by the Competitive Supplier and shall include the information as described in Table 1 below regarding every consumer listed in the Updated LDC Basic Service File, described in Article 5, excluding only consumers in the Master Opt Out File. This mailing list shall be provided to the City's consultant listed in Appendix A, 3 business days prior to printing the monthly Refresh Mailing.
- 4) **Monthly Usage Report:** This monthly report shall be prepared by the Competitive Supplier, shall include the data listed in Table 2 below regarding any accounts for which the LDC provided meter read data to the Competitive Supplier since the previous Monthly Usage Report, or with respect to the first such report, data concerning any accounts for which the LDC provided meter read data to the Competitive Supplier since the Service Commencement Date, and shall be provided no later than 10 Business Days following the close of any LDC Read Month.
- 5) **Monthly Commission Report:** This monthly report shall be prepared by the Competitive Supplier, shall include the data listed in Table 2 below regarding commissions earned for any usage which the LDC provided meter read data to the Competitive Supplier, as described in the relevant Monthly Usage Report, and shall be provided no later than 15 Business Days following the close of any LDC Read Month.

Table 1: Data Fields to be included the following three monthly reports:

Master Account List	Master Opt Out List	Refresh Mailing List
Name of Aggregation	Name of Aggregation	Name of Aggregation
LDC Account Number	LDC Account Number	LDC Account Number
Name of Utility	Name of Utility	Name of Utility
Rate Class	Rate Class	Rate Class
Customer Name	Customer Name	Customer Name
Name Code	Name Code	Name Code
Service Street and number	Service Street and number	Service Street and number
Service City	Service City	Service City
Service State	Service State	Service State
Service Zip Code	Service Zip Code	Service Zip Code
Mailing Street and number	Mailing Street and number	Mailing Street and number
Mailing City	Mailing City	Mailing City
Mailing State	Mailing State	Mailing State
Mailing Zip Code	Mailing Zip Code	Mailing Zip Code
Opt-Out Notice Mailing Date	Opt-Out Notice Mailing Date	Opt-Out Notice Mailing Date
Acct Status (Active/Inactive)	Acct Status (Active/Inactive)	
Acct Start date	Acct Start date (if ever enrolled)	
Acct End date (if Inactive)	Acct End date (if ever enrolled)	
Tax Exempt (Yes/No)	Opt Out Method (return card, by phone, moved, by utility initiative, or other)	
Read Cycle	Opt Out Date	
Load Zone		
Opt In Date (if applicable)		

Table 2: Data Fields to be included the following two monthly reports:

Monthly Usage Report	Monthly Commission Report
Name of Aggregation	Name of Aggregation
LDC Account Number	LDC Account Number
Name of Utility	Name of Utility
Rate Class	Rate Class
Customer Name	Customer Name
Name Code	Name Code
Service Street and number	Service Street and number
Service City	Service City
Service State	Service State
Service Zip Code	Service Zip Code
Read Cycle	Read Cycle
LDC Read Month	LDC Read Month
Account Status (Active/Inactive)	Account Status (Active/Inactive)
Account Start date	Account Start date
Account End date	Account End date
Usage From Date	Usage From Date
Usage To date	Usage To date

Usage (kWh)	Usage (kWh)
ICAP (kW)	ICAP (kW)
Load Zone	Load Zone
Product (Standard / Green / Other)	Commission rate (\$/kWh)
Price	Commission paid (\$/ Month)

EXHIBIT C - Customer Service Policy and Practices

The detailed terms of service are more fully described in the Agreement executed on October 22, 2019, which is posted and available on the Direct Energy web site at the following link: www.directenergy.com/aggregations/cityofworchester. Competitive Supplier shall provide a copy of this Agreement to any participating Consumer that requests a copy.

It is the Policy of the Competitive Supplier to provide responsive customer service to all Participating Consumers and Eligible Consumers in accordance with the following:

- 1) Provide for Customer services that are reasonably accessible to all consumers during normal working hours and that allow consumers to transact business they may have with the Competitive Supplier; such customer service to include availability of Bilingual (Spanish) customer service representative; online customer chat line; customer emails responded to within one business day.
- 2) Provide a toll-free telephone number that will be established by Competitive Supplier and be available for consumers to contact Competitive Supplier during normal business hours (8:00 A.M. – 8:00 P.M. Eastern Standard Time or Eastern Daylight Saving Time, as applicable, Monday through Friday, and 8:00 A.M. – 5:30 P.M. Eastern Standard Time or Eastern Daylight Saving Time, as applicable, on Saturday) to resolve concerns, answer questions and transact business with respect to the service received from Competitive Supplier.
- 3) Process all customer transactions, including opt-ins, opt-outs, and election of optional products, within five (5) business days.
- 4) Include the offer to resolve any dispute with any consumer pursuant to the dispute resolution procedures described in 220 CMR 25.02 (4), or MGL c 164 (1) (F) (2).
- 5) All Participating Consumers will have the right to opt out of the Program at any time without fee, charge or penalty. Participating Consumers who opt out will have the right to return to the Program at a price that reflects market prices at the time of their return.
- 6) Competitive Supplier will assign a senior Customer Service Team representative, as described in Exhibit D, to be primary contact for the City of Worcester

EXHIBIT D – Service Contacts

As required by Section 7.3, the City may contact the following representatives of the Competitive Supplier with requests for information or clarification at the telephone numbers and or email addresses listed below:

Name	Tom Prisk
Title	Manager US North Energy
Office Address	12 Greenway Plaza, Suite 250, Houston, TX 77046
Telephone	713-877-3855
Email	tom.prisk@directenergy.com

Name	Brent Wilson
Title	Manager of Operations
Office Address	6502 S Yale Ave, Suite 900, Tulsa, OK 74136
Telephone	918-877-8249
Email	brent.wilson@directenergy.com

These Service Contacts may be updated from time to time without the need for an amendment of this Agreement.

EXHIBIT E – Worcester Aggregation Plan (not incorporated by reference)

City of Worcester, Massachusetts



Worcester Community Choice (Electric) Aggregation Plan

October 10, 2019

The City of Worcester (City) has developed the Worcester Community Choice Aggregation program (Program) to bring the benefits of electricity choice, cost stability and sustainable options to its residents and businesses.

The Program will be designed to give Program participants control over their electricity supply by offering a selection of supply options as well as the ability to leave the program and return to National Grid Basic Service at any time with no penalty or fee.

Table of Contents:

<u>I. PROGRAM FEATURES.....</u>	<u>2</u>
<u>II. SUPPORT FOR RENEWABLE ENERGY</u>	<u>2</u>
<u>III. PROCEDURAL REQUIREMENTS</u>	<u>3</u>
<u>IV. ELEMENTS OF THE PLAN.....</u>	<u>3</u>
<u>V. SUBSTANTIVE REQUIREMENTS.....</u>	<u>9</u>
<u>VI. PLANNED SCHEDULE</u>	<u>11</u>
<u>VII. CONCLUSION.....</u>	<u>11</u>
<u>EXHIBIT A.....</u>	<u>12</u>
<u>EXHIBIT B</u>	<u>13</u>
<u>EXHIBIT C.....</u>	<u>15</u>
<u>EXHIBIT D.....</u>	<u>16</u>



City of Worcester
City Energy and Asset Management Division ~ Worcester Energy Program
Worcester City Hall, 455 Main Street, Room 108, Worcester, Massachusetts 01608
Email: worcesterenergy@worcesterma.gov
Website: www.WorcesterEnergy.org



I. Program Features

The features the City's municipal aggregation program will include:

Choice: The City will give Program participants a choice in the price of their electricity supply and environmental characteristics. The prices will result from a competitive bidding process. The City will seek competitive prices, but savings cannot be guaranteed. Customers that prefer not to participate in the program will have the choice to opt out.

Consumer protection: The City's Program will include strong consumer protections, including the ability for any customer to leave the Program at any time with no penalty or fee. There will be no hidden charges of any kind.

Renewable power: The City will look to maximize the use of power from renewable resources such as wind and solar.

II. Support for Renewable Energy

The integration of renewable energy into the City's power supply is anticipated to be achieved via purchase of Renewable Energy Certificates (RECs) through three mechanisms.

1. A Greener Standard Offering

The Program will seek to provide a standard, or default, electricity offering that includes renewable energy content from new, renewable resources within New England, that is higher than the content included in National Grid Basic Service. The City will consider a variety of renewable energy resources and will choose the option that offers the best combination of renewable content and price. The City will establish the final percentage of renewables after it receives price bids.

2. An Even Greener Option

The Program will offer at least one option that is even greener than the standard offering. For example, this option may include a higher percentage of renewable content from new, renewable resources within New England. Or it may include a higher percentage of solar specifically. This option would be available at an additional cost to Program participants. By offering this option in addition to the standard offering, the City will give its residents and businesses the freedom to make individual choices about the price and environmental content of their power supply.

3. Incorporating Local Renewable Resources

As is possible and cost effective, the City may also choose to integrate electricity produced by local renewable energy projects, such as projects located within the City or other Massachusetts communities, into the City's power supply.

III. Procedural Requirements

The Municipal Aggregation Statute, G.L. c. 164, § 134, sets out the legal requirements for a municipal aggregation plan. Those requirements include procedural requirements, specified plan elements, and substantive requirements. The procedural requirements are discussed below, and the other requirements in the sections that follow.

1. Local Approval

The Municipal Aggregation Statute provides that a city may initiate the process to aggregate electrical load upon authorization by a majority vote of the city council with approval of the mayor. The City obtained such authorization by vote of its City Council on June 20, 2017. A copy of the City Council vote is attached as Exhibit A.

2. Consultation with the Department of Energy Resources

The aggregation statute also requires the City to consult with the Department of Energy Resources (DOER) in developing its aggregation plan. The City submitted a draft of its Aggregation Plan to DOER and City officials discussed the draft with DOER on March 12, 2019.

3. Citizen Review

The City made the Aggregation Plan available for review by its citizens by posting the plan for comment and holding a public meeting on February 20, 2019.

IV. Elements of the Plan

The Municipal Aggregation Statute requires that the Aggregation Plan contain the following elements:

- Organizational structure
- Operations
- Funding
- Details on rate setting and other costs to participants
- The method of entering and terminating agreements with other entities
- The rights and responsibilities of Program participants
- The procedure for termination of the Program

Each of those elements is discussed in turn below.

1. Organizational Structure and Responsibilities

The organizational structure of the aggregation Program will be as follows:

City Council: The City Council authorized the initiation of the aggregation, will be kept closely informed of the development of the Program, and will participate in the public hearing process.

City Manager: The City Manager will oversee the aggregation. The City Manager approved the aggregation plan with input from Worcester electricity customers, supervises the aggregation consultant, and will sign the supply contract.

Consultants: The City’s aggregation consulting team (hereinafter jointly referred to as “Consultant”) will manage the aggregation under the City Manager’s direction. Their responsibilities will include managing the supply procurement, developing and implementing the public education plan, interacting with the local distribution company, and monitoring the supply contract. The City has selected MassPowerChoice, LLC to provide these services for an initial term.

Competitive Supplier: The Competitive Supplier will provide power for the aggregation, provide customer support including staffing a toll-free number for customer questions, and fulfill other responsibilities as detailed in the Competitive Electric Service Agreement.

2. Operations

Following approval of the Plan by the MA Department of Public Utilities (DPU), the key operational steps will be:

- a. Issue a Request for Qualifications (RFQ) and Request for Proposals (RFP) and select winning competitive supplier.
- b. Implement the public information program, including notice of the 30-day opt-out period.
- c. Manage a robust campaign to encourage customers to choose an option that is much greener than the default option.
- d. Enroll customers and provide service, including required information disclosures.
- e. Annual reports to the DPU and DOER

a. Issue a Request for Qualifications and Request for Proposals and select winning competitive supplier

After the DPU approves the Aggregation Plan, the next step is to procure the electricity supply.

The City will issue an RFQ to leading competitive suppliers, including those currently supplying aggregations in Massachusetts and other states. The RFQ will require that the supplier satisfy key threshold criteria, including:

- Licensed by the DPU
- Strong financial background
- Experience serving the Massachusetts competitive market or municipal aggregations in other states
- Demonstrated ability, supported by references, to provide strong customer service

In addition, suppliers will be required to agree to the terms and conditions of a Competitive Electric Service Agreement (ESA), substantially in the form of the City’s model Competitive Electric Service Agreement. The agreement requires the supplier to:

- Provide all-requirements service
- Allow customers to exit the Program at any time with no penalty or fee
- Agree to specified customer service standards
- Comply with all requirements of the DPU and the local distribution company

The City will issue an RFP for price bids from suppliers that meet the threshold criteria and agree to the terms and conditions prescribed in the ESA. If none of the bids are satisfactory, the City will

reject all bids and repeat the solicitation as often as needed until market conditions yield a price that is acceptable to the City.

The City will solicit bids both for power supply that meets the Massachusetts Renewable Portfolio Standard (RPS) requirements and for a greener supply containing additional renewable energy over and above the RPS requirements. The City will seek bids that include a variety of renewable sources, and will choose the proposal that offers the best combination of environmental benefits and price.

The renewable energy in the power supply will be documented using RECs. The City will require that the RECs either be created and recorded in the New England Power Pool Generation Information System or other regional tracking system or be certified by a third party.

b. Implement public information program, including notice of the pre-launch opt-out period

Once a winning supplier is selected, the City will implement a public education program.

The delivery of a public education plan and associated materials are pivotal to ensuring clarity, participation, and enthusiasm for the aggregation. The City will use a variety of communication vehicles to communicate the plan's objectives, the primary terms and conditions of the contract, the right to opt out of the Program, and the availability of the optional product.

The public education plan will include both broad-based efforts and a 30-day opt-out notice to be mailed to every eligible customer on basic service.

i. Broad-based education efforts

The broad-based efforts will take advantage of traditional media, the Web, and social media to ensure as many people as possible learn about the aggregation. Planned elements include:

- An announcement introducing the Program and the competitive supplier, which will be sent to media contacts at local newspapers and other outlets identified as valuable by the City.
- Dedicated informational City Web pages that explain the Aggregation Plan, community benefits, the opt-out process, the environmental content of the power supply, and other helpful information. This website will be available during the initial educational outreach and also on an ongoing basis so that customers can find information about the Program for its duration.
- A toll-free customer information and support hotline.
- Interviews with the local cable access channel.
- An informational slide broadcast on the local cable access television channel.
- Announcements on the City's social media accounts.
- Informational documents that mirror the aggregation web site content and can be used as handouts during the community presentation. These materials will also be made available through the website as downloadable files and at City Hall.
- A community-wide presentation, open to all community members.
- A presentation targeted specifically for seniors.

The City will ensure that residents with limited English proficiency have access to Program information by translating the opt-out letter into key languages and making it available online and through community channels.

A detailed timeline for these efforts will be developed as the launch gets closer.

ii. Notice of the 30-day, pre-launch opt-out period

In addition to the broad-based education initiatives, a 30-day opt-out notice will be mailed to every eligible customer on basic service. The notice will be an official City communication, and it will be sent in an envelope clearly marked as containing time-sensitive information related to the Program. The notice will: (1) introduce and describe the Program; (2) inform customers of their right to opt out and that they will be automatically enrolled if they do not exercise that right; (3) explain how to opt out; and (4) prominently state all Program charges and compare the price and primary terms of the City's competitive supply to the price and terms of utility Basic Service.

The direct mailing will include an opt-out reply card and a postage-paid return envelope. The reply card will identify the date by which the return envelope must be postmarked in order for the customer to be opted out prior to being enrolled.

The opt-out notice and reply card will be designed by the City and printed and mailed by the competitive supplier, who will process the opt-out replies. A template opt-out notice is attached to this Plan as Exhibit B. The opt-out envelope is attached as Exhibit C. The opt-out reply card is attached as Exhibit D.

c. Manage campaign to encourage consumers to choose an even greener option

In addition to the overall public education program, the City will manage a robust campaign to encourage consumers to choose the even greener option. The campaign will use many of the same vehicles as the public information program, including the Program website and the City's social media accounts, and may also use additional vehicles such as signs and banners, door hangers, and videos.

d. Enroll customers and provide service, including information disclosure

After the completion of the 30-day opt-out period, the competitive supplier will enroll into the Program all Basic Service customers that did not opt out. The enrollments will commence no sooner than 36 days after the mailing of the opt-out notice. All enrollments and other transactions between the competitive supplier and the local distribution company, National Grid, will be conducted in compliance with the relevant provisions of DPU regulations, National Grid's *Terms and Conditions for Municipal Aggregators* (as amended or superseded from time to time), and the protocols of the Massachusetts Electronic Business Transactions Working Group.

Once customers are enrolled, the electricity supplier will provide all-requirements power supply service. The supplier will also provide ongoing customer service and process new customer enrollments, ongoing opt-outs, opt-back-ins, and customer selections of optional products. Prior to the expiration of the initial power supply agreement, the City intends to enter a new supply agreement on behalf of the Worcester Community Choice Aggregation customers.

As part of its ongoing service, the City will provide the disclosure information required by G.L. c. 164, § 1(F)(vi) and 220 C.M.R. § 11.06. Like the other Massachusetts aggregations, the City requests a waiver from the requirement that the disclosure label be mailed to every customer and seeks permission instead to provide the information through alternative means, including press releases, postings at City Hall, and postings on the Program website. As the DPU has found with other aggregations, this alternate information disclosure strategy will allow the City to provide the required information to its customers as effectively as through mailings.

e. Annual reports to the DPU and DOER

On an annual basis, the City will report to the DPU and DOER on the status of the Program, including all information requested by either agency.

3. Funding

The costs of the Program will be funded primarily through the supply contract.

The principal Program cost will be the competitive supplier's charges for the electricity supply. These charges will include the costs of RECs and will be established through the competitive solicitation for a supplier.

The administrative costs of the Program will be funded through a per kilowatt-hour Administrative Adder that will be included in the supply price and paid by the competitive supplier to the Consultant, as specified in the Competitive Electric Service Agreement. This fee will cover the services of the Consultant, including developing the Aggregation Plan, managing the DPU and DOER approval process, managing the electrical supply and renewable energy procurement, developing and implementing the public education plan, managing a robust opt-in campaign, providing customer support, interacting with the local distribution company, monitoring the supply contract, and providing ongoing reports. This charge has been set for the initial term of the Consultant's contract at \$0.0009 per kilowatt-hour.

In addition, the City may direct the competitive supplier to include in the supply price an Operational Adder of up to \$0.001 per kilowatt-hour to be payable by the competitive supplier to the City. Funds collected through the Operational Adder shall be used to support the operational costs of the Program, including, for example, 1) personnel costs associated with a Sustainability Project Manager position whose responsibilities would be to assist with the aggregation Program; 2) additional REC purchases and related obligations such as escrow accounts and other sureties; and 3) other forms of support for local energy projects that create benefits for Program participants. If the City chooses to implement the Operational Adder, the Program website and opt-out letter will note that the supply price includes that Adder.

4. Rate Setting and Other Costs to Participants

As described above, the Program's electricity supply charges will be set through a competitive bidding process and will include the Administrative Adder and may include an Operational Adder. Prices, terms, and conditions will vary by product and may differ among customer classes. For each customer class, prices will be fixed for periods at least as long as the basic service price period for the class.¹ When prices change, the City will notify consumers by issuing a media release and posting a notice on the City web site.

If there is a change in law that results in a direct, material increase in costs during the term of the ESA (see Article 18 of the ESA), the City and the competitive supplier will negotiate a potential change in the Program price. At least 30 days prior to the implementation of any such change, the City will notify consumers of the change in price by issuing a media release and posting a notice in City Hall and on the Program website.

¹ Basic Service pricing periods vary by customer class. For residential and small business customers, the prices change every six months. For medium and large business customers, prices change quarterly.

The Program affects only customers' electricity supply charges. Delivery charges will be unchanged and will continue to be charged by the local distribution company in accordance with tariffs approved by the DPU.

Participants will continue to receive one bill from their local distribution company that includes both the electricity supply charge and their local distribution company's delivery charges. Required taxes will be billed as part of the electricity supply charge. Customers are responsible for identifying and requesting an exemption from the collection of any tax by providing appropriate documentation to the competitive supplier.

5. Method of Entering and Terminating Agreements with Other Entities

The City's process for entering, modifying, enforcing, and terminating all agreements associated with the Aggregation Plan will comply with the City's charter, federal and state law and regulations, and the provisions of the relevant agreement.

When the City has decided that it is timely to solicit bids for a new electric service agreement, the procurement steps will be as follows:

- The City's consultants will prepare and issue an RFQ on behalf of the City
- The City will receive and evaluate qualifications
- The City's consultants will issue an RFP for prices
- The City will receive and evaluate bids and, if acceptable, execute a contract with the winning bidder. The City Manager will be responsible for executing the supply contract.

If the prices bid on any given bid date are not satisfactory, the City will wait to see if market conditions improve and then repeat the process.

6. Rights and Responsibilities of Program Participants

All participants will have the right to opt out of the Program at any time without charge. They may exercise that right by any of the following: 1) calling the competitive supplier's toll-free number; 2) contacting National Grid and asking to be returned to basic service; or 3) enrolling with another competitive supplier.

All participants will have the consumer protection provisions of Massachusetts law and regulations, including the right to question billing and service quality practices. Customers will be able to ask questions of and register complaints with the City, the Consultant, the Competitive Supplier, National Grid, and the DPU. As appropriate, the City and Consultant will direct customer complaints to the competitive supplier, National Grid, or the DPU.

Participants will be responsible for paying their bills and for providing access to metering and other equipment necessary to carry out utility operations.

7. Extension or Termination of Program

Prior to the end of the term of the initial Competitive Electric Service Agreement, the City will solicit bids for a new supply agreement and plans to continue the Program with the same or a new competitive supplier.

Although the City is not contemplating a termination date, the Program could be terminated upon the termination or expiration of the Competitive Electric Service Agreement without any extension, renewal, or negotiation of a subsequent supply contract, or upon the decision of the City Manager to dissolve the Program effective on the end date of any outstanding supply agreement. In the event of termination,

customers would be returned to the local distribution company's basic service via Electronic Data Interchange (EDI) by the competitive supplier in accordance with the rules set forth in the Electronic Business Transactions (EBT) Working Group Report unless the customers choose an alternative competitive supplier.

The City will notify the local distribution company of the planned termination or extension of the Program. In particular, the City will provide notice to the local distribution company: (1) 90 days prior to a planned termination of the Program; (2) 90 days prior to the end of the anticipated term of the Program's ESA; and (3) four business-days after the successful negotiation of a new electricity service agreement.

The City will notify consumers of Program termination by issuing a media release and posting a notice on the City web site. In addition, consumers will receive notice of a supplier change on their bill from the local distribution company.

The City will notify the Director of the Department's Consumer Division 90 days prior to a planned termination of the program. Such communication shall include copies of all media releases, city clerk and website postings, and all other communications the city intends to provide to customers regarding the termination of the program and the return of participants to basic service.

V. Substantive Requirements

The Municipal Aggregation Statute also requires that the aggregation plan satisfy three substantive requirements:

- Universal access
- Reliability
- Equitable treatment of all customer classes

The City's Program will satisfy all three requirements, as discussed below.

1. Universal Access

The Aggregation Plan provides for universal access by guaranteeing that all customer classes will be included in the Program under equitable terms.

Most importantly, all customers will have access to the Program. All eligible² Basic Service customers will be automatically enrolled in the Program unless they choose to opt out.

As new customers move into the City, they will have an opportunity to join the Program. New customers will initially be placed on Basic Service. They will then receive an opt-out notice and will be enrolled in the aggregation unless they choose to opt out within the 30-day opt-out period. New customers will be offered the same price as the existing customers, with the exception of new Very Large Commercial and Industrial Customers ("VLC&I Customers"). New VLC&I Customers are defined as any customer that is on the

² Eligible customers shall include (1) basic service customers; (2) basic service customers who have indicated that they do not want their contact information shared with competitive suppliers for marketing purposes; and (3) customers receiving basic service plus an optional green power product that allows concurrent enrollment in either basic service or competitive supply. Eligible customers shall not include: (1) basic service customers who have asked their electric distribution company to not enroll them in competitive supply; (2) basic service customers enrolled in a green power product program that prohibits switching to a competitive supplier; and (3) customers receiving competitive supply service. Order on Eligible Customers, D.P.U. 16-10, at 19 (2017).

utility's largest rate class and has historical or projected consumption in excess of 1,000,000 kWh per year. These customers, if any, will be offered a price that reflects market prices at the time of enrollment.

All customers will have the right to opt out of the Program at any time. Customers that opt out will have the right to return to the Program, but are not guaranteed to receive the standard contract price; the competitive supplier has the right to offer those customers at a price that reflects market prices at the time of their return. If these customers are still part of the Program when the City enters into a new supply contract, they will receive the standard contract pricing under the new contract.

From 2015 to 2018, National Grid offered a time-of-use pricing program to some Basic Service customers in Worcester. The program was known as Smart Energy Solutions Pilot program (Pilot). As of the date of this Plan, the Pilot has been suspended. As a result, the City does not currently intend to offer time-of-use pricing in the Program. However, if National Grid resumes the Pilot, the City will work with National Grid and seek to offer time of use pricing to Program participants.

2. Reliability

Reliability has both physical and financial components. The Program will address both through the Electric Service Agreement (ESA) with the competitive supplier. From a physical perspective, the ESA commits the competitive supplier to provide all-requirements power supply and to use proper standards of management and operations (ESA, Article 2.) The local distribution company will remain responsible for delivery service, including the physical delivery of power to the consumer, maintenance of the delivery system, and restoration of power in the event of an outage. From a financial perspective, the ESA requires the supplier to pay actual damages for any failure to provide supply at the contracted rate (i.e., to pay the difference between the contract rate and the utility supply rate). The ESA also requires the competitive supplier to maintain insurance (ESA, Article 16). Accordingly, the Program satisfies the reliability requirement of the statute.

3. Equitable Treatment of all Customer Classes

The Aggregation Statute requires "equitable" treatment of all customer classes. The DPU has determined that this does not mean that all customers must be treated "equally," but rather that similarly-situated classes be treated "equitably." In particular, the DPU has allowed variations in pricing and terms and conditions among customer classes to account for the disparate characteristics of those classes.

The Program makes four distinctions among groupings of customers. First, the Program may distinguish among customer classes (residential, small business, large business) by soliciting separate pricing for each of those classes. The Program will use the customer classes that the local distribution company uses for its Basic Service pricing.

Second, the Program will distinguish among customers receiving different products, for example, the standard product and the optional greener product. Customers will be charged the price associated with the product they receive.

Third, as described above under "Universal Access," among New Customers the Program may distinguish between a) New VLC&I Customers, and b) all other New Customers. The Program will offer New Customers other than New VLC&I Customers the standard contract pricing. However, the Program will offer new VLC&I Customers pricing based on market prices at the time the customer seeks to join the aggregation.

Finally, consistent with DPU rulings, among customers that are served by a competitive supplier at the time of Program launch and later seek to join the aggregation, the Program will distinguish between a) residential and small commercial and industrial (C&I) customers, and b) medium, large, and very large

C&I customers. Residential and small C&I customers will be offered standard contract pricing. Medium, large, and very large C&I customers will be offered market based prices that will reflect market conditions at the time the customer seeks to join the aggregation. If these medium, large, and very large C&I customers are still part of the aggregation when the City enters a new supply contract, they will receive the standard contract pricing under the new contract.

VI. Planned Schedule

Milestone	Day Estimate
RFQ for competitive supplier issued	Day 1
RFP for final supply prices issued	Day 35
Electricity Supply Agreement executed	Day 49
Broad-based educational campaign begins, including the announcement of supply contract and pricing and the launch of Program web site, and including an opt-in campaign for greener power.	Day 50
Opt-out notice mailed to customers	Day 56
Opt-out postmark deadline	Day 89
Service begins as of each customer's next meter read date	Day 97

The planned schedule is presented for illustrative purposes. The final schedule will be established when the City receives DPU approval.³

VII. Conclusion

The Worcester Community Choice Aggregation Program meets all of the requirements of the municipal aggregation statute, including providing universal access and a reliable power supply and treating all customer classes equitably. The City looks forward to the approval of this plan by the DPU so that the City can launch the Program and bring the benefits of electricity choice, cost stability and sustainable options to its residents and businesses.

³ The planned schedule is designed to give the competitive supplier sufficient time to satisfy EDI testing requirements. However, the schedule will be adjusted if additional time is needed to meet those requirements.

EXHIBIT A

City Council Resolution Authorizing Aggregation

cm2017jun16111258

CITY OF WORCESTER

ORDERED: That

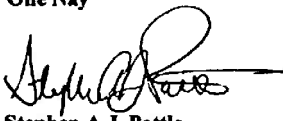
That City Council does hereby authorize the commencement of a Municipal Electric Aggregation and allow City staff to proceed with developing the Aggregation Plan.

In City Council

June 20, 2017

Order adopted by a yea and nay vote of Ten Yeas and One Nay

A Copy. Attest:


Stephen A.J. Pottle
Assistant City Clerk

Approved:


Joseph M. Petty
Mayor

EXHIBIT B

Opt-out letter



CITY OF WORCESTER CITY ELECTRICITY AGGREGATION PROGRAM NOTIFICATION LETTER

<MONTH> <DAY>, 20XX

Dear Worcester Electricity Service Customer,

I am writing to tell you about the launch of an exciting new City electricity program, the Worcester Community Choice Electricity Aggregation, or WCCA. The WCCA will provide greater control over the price and environmental characteristics of your electricity supply.

If you received this letter and you do nothing, you will be AUTOMATICALLY enrolled in the WCCA with your <MONTH> 20XX meter read in the Standard Offering at a price of XX ¢/kWh.

If you choose to opt-out, to avoid automatic enrollment in the program, your opt-out request must be postmarked by <MONTH> <DAY>, 20XX.

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

The program is a form of group electricity purchasing known as electricity aggregation. If you participate in the WCCA, 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 offers three options:

- The **Standard 5% option** includes 5% above the minimum amount of renewable electricity required by state law.
- The **50% Green and 100% Green** options provide 50% and 100% renewable electricity, respectively, for an additional charge.

The purchased renewable energy (Class 1 RECs) will fuel more local renewable projects in the New England region. You will be automatically enrolled in the Standard option (a state law requirement), but you may choose the other two options as well. Please see the back of this letter for more information and prices.

The program price is fixed until <MONTH> 20XX. 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: Aggregations seek to provide a price that is lower than the average National Grid Basic Service price over the course of the year. However, there is no guarantee of savings compared with National Grid's Basic Service prices because future 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 <SUPPLIER NAME> 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 notificación contiene información importante y urgente de la Municipalidad de Worcester sobre su servicio de electricidad. La notificación está disponible en español en línea en masspowerchoice.com/worcester/letter_spanish.pdf. Para cualquier pregunta, llame al 1-8XX-XXX-XXXX.

Thông báo này chứa thông tin quan trọng, nhạy cảm với thời gian từ Thành phố Worcester về dịch vụ điện của bạn. Thông báo có sẵn bằng tiếng Việt trực tuyến vào lúc masspowerchoice.com/worcester/letter_vietnamese.pdf. Đối với bất kỳ câu hỏi nào, hãy gọi số 1-8XX-XXX-XXXX.

Este aviso contém informações importantes e sensíveis ao tempo da Cidade de Worcester sobre seu serviço de eletricidade. O aviso está disponível em português on-line em masspowerchoice.com/worcester/letter_portuguese.pdf. Para qualquer dúvida, ligue para 1-8XX-XXX-XXXX.

本通知包含伍斯特市有关电力服务的重要时间敏感信息。该通知可通过 masspowerchoice.com/worcester/letter_chinese.pdf 在线获取。如有任何疑问，请致电 1-8XX-XXX-XXXX。



CUSTOMER SUPPORT

1-8XX-XXX-XXXX

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 the program begins, do one of the following before <MONTH> <DAY>, 20XX:

- Sign & return the enclosed reply card (must be postmarked by <MONTH> <DAY>, 20XX), call <SUPPLIER> at 1-8XX-XXX-XXXX, or opt out online at WorcesterCommunityChoice.com.

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

- Call <SUPPLIER> at 1-8XX-XXX-XXXX, or opt out online at WorcesterCommunityChoice.com.

PROGRAM OPTIONS & PRICING

- If you do nothing, you will be automatically enrolled in the Standard 5% option.
- If you wish to choose 50% or 100% Green instead of Standard, please call <SUPPLIER NAME> directly at 1-8XX-XXX-XXXX.
- If you opt out, you will remain on National Grid's Basic Service price, which changes regularly. You can then also procure your electricity supply from a competitive supplier of your choice. 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.

Compare to what you have now ▼

	Standard 5% (Default)	50% Green (Option)	100% Green (Option)	National Grid's Basic Service**
Renewable Energy Content	Meets minimum Massachusetts renewable electricity requirements (14% for 2019)	50% renewable electricity (36% in addition to the 14% that meets minimum Massachusetts renewable energy requirements)	100% renewable electricity (86% in addition to the 14% that meets minimum Massachusetts renewable energy requirements)	Meets minimum Massachusetts renewable electricity requirements (14% for 2019)
Residential	X.XXX €/kWh*	X.XXX €/kWh*	X.XXX €/kWh*	X.XXX €/kWh
Commercial	X.XXX €/kWh*	X.XXX €/kWh*	X.XXX €/kWh*	X.XXX €/kWh
Industrial	X.XXX €/kWh*	X.XXX €/kWh*	X.XXX €/kWh*	X.XXX €/kWh
Price Period	<MONTH> 2019 meter read – <MONTH> 20XX meter read	<MONTH> 2019 meter read – <MONTH> 20XX meter read	<MONTH> 2019 meter read – <MONTH> 20XX meter read	<MONTH> <DAY>, 20XX – <MONTH> <DAY>, 20XX, for residential and commercial accounts*** <MONTH> <DAY>, 20XX – <MONTH> <DAY>, 20XX, for industrial accounts***

* Program prices include a \$0.0009/kWh administration fee and a \$0.00XX/kWh operational fee that will support energy initiatives in the City of Worcester and aggregation program management. 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 <MONTH> <DAY>, 20XX, for residential and commercial accounts and on <MONTH> <DAY>, 20XX, 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 [SUPPLIER NAME]. Visit WorcesterCommunityChoice.com for information on where to submit your documentation.

What will happen after [MONTH] 20XX? The City's contract with [SUPPLIER NAME] will end with meter reads in [MONTH] 20XX. 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 [SUPPLIER NAME] ends will be automatically enrolled in the new contract and will continue their participation in the WCCA.

If you have any additional questions, please do not hesitate to contact customer support at support@worcestercommunitychoice.com or 1-8XX-XXX-XXXX. Our City consultants will be happy to help you.

Edward M. Augustus, Jr.
City Manager



Community Choice Aggregation

▲ IMPORTANT NOTICE

[MUNI TOLL-FREE NUMBER]

TTY [TELEPHONE NUMBER]

[MUNI WEBSITE]

The Massachusetts Department of Public Utilities directs that we include the following message in all of these different languages. The message states: “Important notice enclosed from [MUNI NAME] about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help.”

Spanish

Aviso importante adjunto de [MUNI NAME] sobre su servicio de electricidad. Traduce el aviso de inmediato. Llame al número o visite el sitio web, arriba, para obtener ayuda.

Polish

Ważna uwaga dołączona do [MUNI NAME] na temat usług energetycznych. Przetłumacz natychmiast powiadomienie. Zadzwoń pod numer lub odwiedź powyższą stronę internetową, aby uzyskać pomoc.

Portuguese

Aviso importante incluído em [MUNI NAME] sobre o seu serviço de eletricidade. Traduzir o aviso imediatamente. Ligue para o número ou visite o site acima para obter ajuda.

Nepali

महत्त्वपूर्ण सूचना [MUNI NAME] बाट तपाईंको बिजुली सेवा को बारे मा संलग्न। सूचना तुरुन्त अनुवाद गर्नुहोस्। मद्दतको लागि नम्बरमा कल गर्नुहोस् वा वेबसाइट हेर्नुहोस्।

Chinese (Simplified)

[MUNI NAME]随附关于您的电力服务的重要通知。立即翻译通知。拨打该号码或访问上面的网站寻求帮助。

Marathi

आपल्या वीज सेवेबद्दल [MUNI NAME] कडून महत्वाची सूचना. सूचनेचे त्वरित भाषांतर करा. मदतीसाठी नंबरवर काल करा किंवा वरील वेबसाइटला भेट द्या.

Chinese (Traditional)

[MUNI NAME]随附關於您的電力服務的重要通知。立即翻譯通知。撥打該號碼或訪問上面的網站尋求幫助。

Yoruba

Akiyesi pataki ti paade lati [MUNI NAME] nipa iṣẹ ina rẹ. Tumọ akiyesi iṣẹkẹṣẹ. Pe nomba naa tabi ṣabẹwo si oju opo wẹẹbu, loke, fun iranlọwọ.

Haitian

Anons enpòtan ki anrejistre [MUNI NAME] sou sèvis elektrisite ou. Tradwi avi a imedyatman. Rele nimewo a oswa vizite sit entènèt la, pi wo a, pou èd.

Igbo

Ozi dị mkpa sitere na [MUNI NAME] banyere orụ eletrik gị. Tugharia okwa ozugbo. Kpọọ nomba ma ọ bụ gaa na weebụsaịtị, n'elu, maka enyemaka.

Vietnamese

Thông báo quan trọng kèm theo từ [MUNI NAME] về dịch vụ điện của bạn. Dịch thông báo ngay lập tức. Gọi số hoặc truy cập trang web, ở trên, để được giúp đỡ.

Amharic

ስለ ኤሌክትሪክ አገልግሎትዎ ከ [MUNI NAME] አስፈላጊ ማስታወሻ ተጽፏል። ማሳሰቢያውን ወዲያውኑ ይተርጉሙ። ቁጥሩን ይደውሉ ወይም ለእገዛ ከዚህ በላይ ያለውን ድር ጣቢያ ይጎብኙ።

Russian

Важное уведомление, приложенное от [MUNI NAME] о вашей услуге электроснабжения. Переведите уведомление немедленно. Позвоните по номеру или посетите веб-сайт выше, чтобы получить помощь.

Somali

Ogeysiis muhiim ah oo laga soo qaatay [MUNI NAME] kuna saabsan adeeggaaga korantada. U turjun ogeysiiska isla markaaba. Wac lambarka ama booqo websaydhka, kor, si aad u hesho caawimaad.

Arabic

إشعار هام مرفق من [MUNI NAME] حول خدمة الكهرباء الخاصة بك. ترجم الإشعار على الفور. اتصل بالرقم أو تفضل بزيارة الموقع أعلاه للحصول على المساعدة.

Japanese

[MUNI NAME]からのあなたの電気サービスに関する重要な通知。すぐに通知を翻訳してください。電話をかけるか、上記のWebサイトにアクセスしてください。

Khmer

សេចក្តីជូនដំណឹងសំខាន់ដែលភ្ជាប់ពី [MUNI NAME] អំពីសេវាកម្មអគ្គិសនីរបស់អ្នក។ បកប្រែសេចក្តីជូនដំណឹងភ្លាមៗ។ សូមទូរស័ព្ទមកលេខនេះឬចូលមើលគេហទំព័រខាងលើ ដើម្បីរកជំនួយ។

Gujarati

તમારી વીજળી સેવા વિશે [MUNI NAME] થી બંધ થયેલ મહત્વપૂર્ણ સૂચના. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે નંબર પર ક Call કરો અથવા વેબસાઇટની મુલાકાત લો.

French

Avis important joint de [MUNI NAME] concernant votre service d'électricité. Traduisez immédiatement l'avis. Appelez le numéro ou visitez le site Web ci-dessus pour obtenir de l'aide.

Swahili

Ilani muhimu iliyofungwa kutoka kwa [MUNI NAME] kuhusu huduma yako ya umeme. Tafsiri ilani mara moja. Piga simu nambari au tembelea wavuti, hapo juu, kwa msaada.

Italian

Avviso importante allegato da [MUNI NAME] sul servizio di elettricità. Traduci immediatamente l'avviso. Chiama il numero o visita il sito Web, sopra, per assistenza.

Hindi

आपकी बिजली सेवा के बारे में [MUNI NAME] से संलग्न महत्वपूर्ण सूचना। नोटिस का तुरंत अनुवाद करें। नंबर पर कॉल करें या मदद के लिए ऊपर दी गई वेबसाइट पर जाएं।

Korean

전기 서비스에 대한 [MUNI NAME]에 동봉된 중요 고지. 통지를 즉시 번역하십시오. 전화를 걸거나 위 웹 사이트를 방문하여 도움을 받으십시오.

Thai

ประกาศสำคัญที่แนบมาจาก [MUNI NAME] เกี่ยวกับบริการไฟฟ้าของคุณ แปลคำบอกกล่าวทันที โทรไปที่หมายเลขหรือเยี่ยมชมเว็บไซต์ด้านบนเพื่อขอความช่วยเหลือ

Greek

Σημαντική επισήμανση που επισυνάπτεται από το [MUNI NAME] σχετικά με την υπηρεσία ηλεκτρικής ενέργειας. Μεταφράστε την ειδοποίηση αμέσως. Καλέστε τον αριθμό ή επισκεφθείτε τον ιστότοπο, για βοήθεια.

Lao

ແຈ້ງການ ສຳ ຄັນທີ່ມາຈາກ [MUNI NAME] ກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແບແຈ້ງການໂດຍດ່ວນ. ໂທຫາເບີຫາລືເຂົ້າເບິ່ງເວບໄລັກ, ຂ້າງເທິງ, ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອ.

EXHIBIT C

Opt-out envelope


	CITY OF WORCESTER C/O [SUPPLIER NAME] [SUPPLIER ADDRESS] [CITY], [STATE] [ZIP]	Presorted Standard U.S. Postage PAID XXXX XXXXX
Time-sensitive notice sent on behalf of the City regarding your electricity rates.		

EXHIBIT D

Opt-out reply card

OPT-OUT REPLY CARD

WORCESTER
COMMUNITY CHOICE AGGREGATION

OPT-OUT INSTRUCTIONS

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

If you **DO NOT** wish to participate, you **MUST**:

1. Sign and date this card.
2. Place the card in the enclosed envelope.
3. Drop the envelope in the mail.

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 <MONTH> <DAY>, 2018, to opt out of the program before being enrolled automatically. You may also opt out anytime after enrollment by phone or online at WorcesterChoice.com. There is no fee to opt out.

X _____
Signature Date