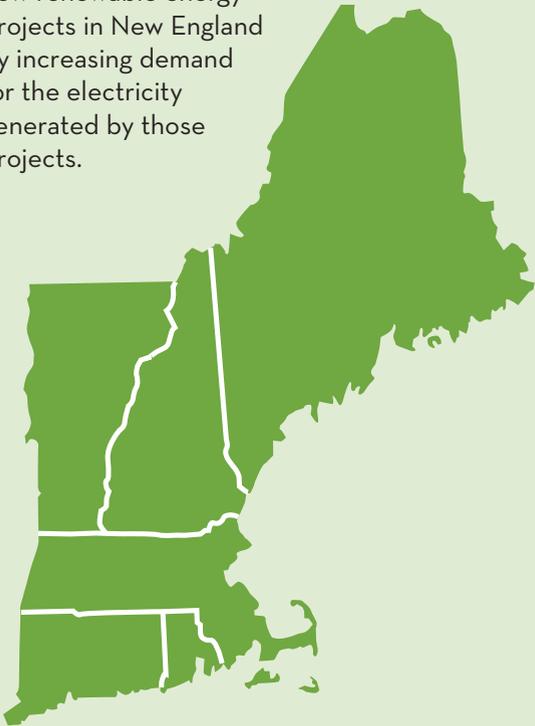


Opt Up to Worcester 100% Green!

Choose 100% renewable electricity from New England

By choosing the Worcester 100% Green option, you are helping to drive the development of new renewable energy projects in New England by increasing demand for the electricity generated by those projects.



TO CHOOSE
Worcester 100% Green
call Direct Energy at
1-866-968-8065
OR VISIT
WorcesterCommunityChoice.com

Frequently asked questions

Will National Grid still deliver electricity to my home or business?

Yes. Your primary relationship for electricity will remain with National Grid. National Grid will still be responsible for addressing power outages and billing you.

What do I do in case of power outages, service issues, and billing questions?

Call National Grid if your power is out or for service issues at 1-800-322-3223. Send your electricity bill payment to National Grid, or pay online at nationalgrid.com.

What will change as a result of participating in the Worcester Community Choice Electricity Aggregation?

You will see two changes on your National Grid electricity bill:

- The price used to calculate the supply charge portion of your bill will change to the Worcester Community Choice Electricity Aggregation price.
- Direct Energy will be listed as your electricity supplier.

If I participate, can I change my mind later and leave the program?

Yes, you may opt out of, or leave, the program at any time with no fee or penalty.

If I leave the program, can I join again later?

If you opt out of the program, you can join it again later, but you will not be guaranteed the program price when you re-enroll, until the City executes a new aggregation contract with an electricity supplier.

If I want to finish my current electricity supply contract, can I join later?

Yes, you may join the program after your current

contract ends. You will receive the program price at the time you join.

Are savings guaranteed?

No. Savings cannot be guaranteed because future National Grid Basic Service prices are unknown. The Worcester Community Choice Electricity Aggregation program prices are fixed until December 2022, but National Grid's fixed prices change every 6 months for residential and commercial customers, and every 3 months for industrial customers.

Will I receive a lower quality of service from National Grid if I participate in the program?

No. National Grid makes money from the delivery charges on your electricity bill. They do not profit from the supply charges, so they have no preference as to whether they are your electricity supplier or you choose a different supplier.

I am currently on National Grid's budget billing. Will that change?

No. Budget billing will continue to apply to your bill if you participate in the program.

I am eligible for a low-income discount. Will I continue to receive it?

Yes. If you are eligible for a low-income discount from National Grid, you will continue to receive it.

I have solar panels. Will I continue to receive net metering credits?

Yes. Your net metering credits will continue to appear on your National Grid electricity bill, and they will continue to be calculated based on National Grid's Basic Service price, not on Worcester's program price.

LEARN MORE AT
WorcesterCommunityChoice.com

Worcester Community Choice: A Green Municipal Electricity Aggregation Program

A group purchasing green
electricity program provided
by the City of Worcester for
residents and businesses



WorcesterCommunityChoice.com
1-833-926-1207

2020-2022

What kind of program is Worcester Community Choice Electricity Aggregation?

The program is a form of group electricity purchasing, known as electricity aggregation. Aggregations are authorized by Massachusetts state law and allow municipalities to choose the electricity supplier for their electricity customers rather than the local electric utility making that choice. Currently, approximately 140 cities and towns in Massachusetts have municipal aggregation programs.

In this program, Worcester uses the bulk buying power of the community to:

Increase community sustainability and reduce Worcester's carbon footprint: Participants will receive at least double the amount of locally produced renewable energy compared to the state-required minimum amount, at approximately the same average yearly price as National Grid's Basic Service.*

Provide stable electricity supply costs: Prices will remain fixed for longer than National Grid's Basic Service price (which changes every six months or less), making the program different from many commercial electricity supply offers in the marketplace.*

Protect consumers: The program is a City-vetted, consumer-friendly alternative to existing electricity supply offers that Worcester residents and businesses may be receiving in the mail or by phone. There will be no hidden costs, and participants will be able to leave the program at any time.

** Please note: While the program aims to be equal to or lower than the average of the regularly fluctuating National Grid prices, it cannot guarantee that it will be equal to or lower than National Grid's Basic Service price because future Basic Service prices are unknown.*

Program summary

Program prices (electricity supply portion of your electricity bill):

Electricity Supply Contract Term:
February 2020 - December 2022

Electricity Supplier: Direct Energy

Worcester Community Choice Options:

- **Worcester Standard Green** (default): 11.442 ¢/kWh
- **Worcester 100% Green:** 14.031 ¢/kWh

To compare to National Grid's current Basic Service prices, visit **WorcesterCommunityChoice.com** and click "Options & Prices."

Program prices will be used to calculate the supply charge portion of your National Grid electricity bill. National Grid's delivery charges will not be affected by participation in the program.

Worcester Community Choice Electricity Aggregation

LEARN MORE AT
WorcesterCommunityChoice.com



Doubling renewable energy percentage

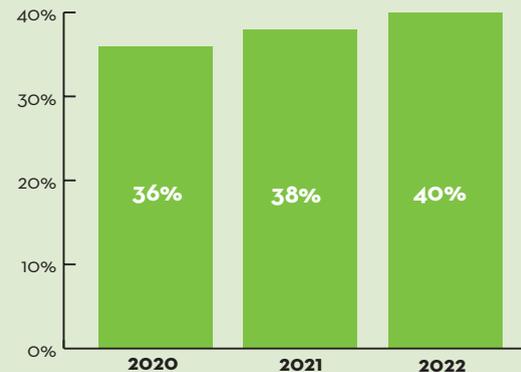
Worcester Standard Green: Program (default) price for 34 months - 11.442 ¢/kWh.

As a program participant, you will automatically be enrolled in Worcester Standard Green and receive 20% local renewable electricity on top of the state-required minimum!

Because the minimum amount of renewable electricity required by Massachusetts law increases each year, the total amount of renewable electricity in Worcester Standard Green will increase annually as follows:

- 36% of your electricity in 2020 will come from locally sourced renewable energy,
- 38% in 2021, and
- 40% in 2022.

Electricity from locally sourced renewable energy, 2020 - 2022:



Worcester 100% Green: Optional price for 34 months - 14.031 ¢/kWh.

You may opt up to Worcester 100% Green and receive 100% renewable electricity! To choose this option, call **Direct Energy at 1-866-968-8065** or visit **WorcesterCommunityChoice.com** and click "Opt Up."

Participating in the program

All eligible National Grid Basic Service electricity customers will be automatically enrolled with their February 2020 meter read, and program prices will first appear on March 2020 National Grid electricity bills. This automatic enrollment process is state law.

If you have **not** signed an agreement with an electricity supplier on your own, as is the case for most Worcester residents, you are a National Grid Basic Service customer. If you already have a contract with an electricity supplier at program launch, you will not be automatically enrolled, but you may still join the program.

Please be aware that an electricity supplier other than National Grid may charge early termination fees, so you should carefully review your current contract terms and conditions before enrolling. You can also enroll in the program after your current contract expires.

Can I Opt-Out? Participation in the program is not required. You will be able to opt out before being enrolled with your February 2020 electricity meter read, as well as any time after enrollment, with no fee or penalty. Once you opt out, the supply charges on your National Grid electricity bill will be calculated using National Grid's Basic Service price.

You have three ways to opt out before being automatically enrolled:

- 1) Sign and return the reply card that you receive in the mail.
- 2) Call Direct Energy at 1-866-968-8065.
- 3) Visit WorcesterCommunityChoice.com.

To join the program, opt up ▲ to 100% Green, opt down ▼ to Standard Green, or opt out:

Call **Direct Energy at 1-866-968-8065** or visit **WorcesterCommunityChoice.com**