

Pepperell Electricity Choice

Exemplar Opt-Out Mailing Materials

March 9, 2023 - *Draft*

Language Access Document cover sheet

Opt-out letter

- **MA Class I version** - assumes additional renewable energy purchased on a voluntary basis is from “premium” renewable energy projects in the New England region (MA Class I RECs).

Opt-out reply card

External envelope

Alternative versions of the letter:

- **National Wind and MA Class I RECs version** – Assumes additional renewable energy purchased on a voluntary basis is a blend of MA Class I RECs and wind RECs (National Wind RECs) from outside of New England
- **Very Large Commercial Customer version** – To be sent to any very large customers that are eligible for a market price instead of the program price at the time of enrollment.



Pepperell Community Electricity



IMPORTANT NOTICE



844-202-6299



TTY 771 or 800-439-2370 / Español 866-930-9252



PepperellCommunityElectricity.com

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 Pepperell about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help."

<p>SPANISH/ESPAÑOL Incluye importante notificación de Pepperell</p> <p>sobre su servicio eléctrico. Traduzca la notificación inmediatamente. Si necesita ayuda, llame al número o visite el sitio web indicado anteriormente.</p>	<p>POLISH/POLSKI Załączono ważne powiadomienie od Pepperell</p> <p>dotyczące usług w zakresie dostaw energii elektrycznej. Prosimy o niezwłoczne przetłumaczenie tego powiadomienia. W celu uzyskania pomocy należy zadzwonić pod wyżej podany numer telefonu lub odwiedzić wyżej wymienioną stronę internetową.</p>
<p>PORTUGUESE/PORTUGUÊS Aviso importante incluído do Pepperell</p> <p>sobre seu serviço de eletricidade. Traduzir o aviso imediatamente. Ligar para o número ou visitar o site, acima, para obter ajuda.</p>	<p>NEPALI/नेपाली तपाईंको विद्युतीय सेवा बारे Pepperell</p> <p>बाट संलग्न गरिएको महत्त्वपूर्ण सूचना । सूचनालाई तत्कालै अनुवाद गर्नुहोस् । मद्दतको लागि, माथि दिइएको नम्बरमा फोन गर्नुहोस् वा वेबसाइटमा जानुहोस् ।</p>
<p>CHINESE (SIMPLIFIED)/中文 随附来自 Pepperell</p> <p>的重要通知, 有关您的供电服务。请立刻翻译此通知。如果您需要帮助, 请通过上面提供的信息致电或者访问网站。</p>	<p>MARATHI/मराठी कडून महत्त्वाची सूचना संलग्न केली आहे Pepperell</p> <p>आपल्या विद्युत सेवेसंबंधी. या सूचनेचा अनुवाद त्वरित करावा. मदतीसाठी वरील क्रमांकावर फोन करा किंवा वेबसाईटला/संकेतस्थळास भेट द्या.</p>
<p>CHINESE (TRADITIONAL)/中文 隨附以下重要通知 Pepperell</p> <p>事關您的電力服務。請立即翻譯通知。如需協助, 請致電上述號碼或瀏覽網站。</p>	<p>YORUBA/YORÙBÁ Àkíyèsí pàtàkì tí a fi sínú rè látí òdò Pepperell</p> <p>nípa isẹ́ iná mọ̀nà mọ̀nà rẹ̀. Tùmọ̀ àkíyèsí nàà lẹ̀sẹ̀kẹ̀sẹ̀. Pe nọ̀nbà nàà tàbí bẹ̀ ààyè lórí ayélujára, lókè, wò fún ìràn l'ọwọ̀.</p>
<p>HAITIAN/KREYÒL Wap jwenn yon avi enpòtan ki soti nan Pepperell</p> <p>osijè sèvis elektrisite w. Tradwi avi a imedyatman. Rele nimewo a oswa vizite sit entènèt ki anwo a, pou w jwenn èd.</p>	<p>IGBO/NDI IGBO Ọkwa dị mkpa e zitere na Pepperell</p> <p>gbasara ọrụ ọkụ eletrik gị. Tugharịa ọkwa ozigbo. Kpọọ nomba à ma ọ bụ gaa na webusaitị, dị n'elu, maka enyemaka.</p>

VIETNAMESE/TIẾNG VIỆT Có đính kèm thông báo quan trọng từ Pepperell về dịch vụ điện của quý vị. Hãy phiên dịch thông báo này ngay. Xin gọi số điện thoại hoặc vào mạng lưới của chúng tôi, bên trên, để được giúp đỡ.	AMHARIC/አማርኛ የኤሌክትሪክ አገልግሎትዎን በተመለከተ ከ Pepperell የተሰጠ ጠቃሚ ማስታወቂያ ከዚህ ጋር በአገሪት ተያይዟል። ማስታወቂያውን በአስቸኳይ ያስተርጉሙት። እዛ ለማግኘት፣ ከላይ በተገለጸው ስልክ ቁጥር ይደውሉ ወይም ድረ ገጹን ይጎብኙ።
RUSSIAN/РУССКИЙ Прилагается важное сообщение от Pepperell касательно вашего снабжения электроэнергией. Переведите это сообщение безотлагательно. Если вам нужна помощь, позвоните по указанному номеру или зайдите на вебсайт.	SOMALI/SOOMAALI Ogeysiin muhiim ah oo ku lifaaqan oo ka timid Pepperell oo ku saabsan adeegaaga korontada. Fasir ogeysiinta isla markaas. U soo wac lambarka ama u booqo websaydka, koreeyo, wixii caawin ah.
ARABIC/عربي ملاحظة هامة متضمنة من Pepperell حول خدمة الكهرباء خاصتك. يرجى ترجمة الملاحظة فوراً. اتصل بالرقم أو قم بزيارة الموقع أعلاه للحصول على المساعدة.	JAPANESE/日本語 Pepperell からの電力供給に関する重要なお知らせが添付されています。このお知らせをすぐに翻訳してください。ご質問がある場合は、上記の電話番号までお電話いただくか、ウェブサイトをご覧ください。
KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ បានភ្ជាប់មកពី Pepperell អំពីសេវាអគ្គិសនីរបស់អ្នក។ បកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ ហៅទៅលេខ ឬទស្សនាគេហទំព័រខាងលើ សំរាប់ជំនួយ។	GUJARATI/ગુજરાતી ના તરફથી મહત્વપૂર્ણ નોટિસ બીડેલ છે Pepperell તમારી વીજળી સેવા વિશે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે ઉપરના નંબર પર કોલ કરો અથવા વેબસાઇટની મુલાકાત લો.
FRENCH/FRANÇAIS Avis important ci-joint de Pepperell à propos de votre service d'électricité. Traduisez immédiatement l'avis. Appelez le numéro ou visitez le site Web ci-dessus pour obtenir de l'aide.	SWAHILI/KISWAHILI Notisi muhimu ambayo imeambatishwa kutoka kwa Pepperell kuhusu huduma ya umeme unayopokea. Ifasiri notisi papo hapo. Piga simu kwa nambari au zuru tovuti, hapo juu, ili kupata usaidizi.
ITALIAN/ITALIANO Comunicazione importante in allegato da Pepperell riguardante il suo servizio di elettricità. Tradurre il comunicato immediatamente. Se ha bisogno di assistenza chiami il numero o visiti il sito internet sopra indicato.	HINDI/हिंदी यह महत्वपूर्ण सूचना Pepperell की ओर से आपकी बिजली सेवा के बारे में है। सूचना का तुरंत अनुवाद करें। मदद के लिए ऊपर के नंबर पर कॉल करें या वेबसाइट पर जाएं।
KOREAN/한국어 귀하의 전기 서비스와 관련하여 Pepperell 에서 보낸 중요한 통지 사항이 동봉되어 있습니다. 통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화 번호로 연락하거나 웹사이트를 방문해 주십시오.	THAI/ไทย ประกาศสำคัญที่แนบมาจาก Pepperell เกี่ยวกับบริการไฟฟ้าของคุณ แปลประกาศทันที โทรไปยังหมายเลข หรือไปที่เว็บไซต์ด้านบน เพื่อขอความช่วยเหลือ
GREEK/ΕΛΛΗΝΙΚΑ Εσκλείεται σημαντική ειδοποίηση από Pepperell που αφορά τον πάροχο ηλεκτρικής σας ενέργειας. Μεταφράστε την ειδοποίηση αμέσως. Καλέστε τον αριθμό ή επισκεφτείτε την παραπάνω ιστοσελίδα για βοήθεια.	LAO/ລາວ ແຈ້ງການທີ່ສໍາຄັນນໍາມາຈາກ Pepperell ກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການນີ້ໂດຍທັນທີ. ສໍາລັບການຊ່ວຍເຫຼືອ ໂທຫາເບີໂທ ຫຼື ເຂົ້າໄປເບິ່ງໃນເວັບໄຊຕ໌ ຢູ່ຂ້າງເທິງ.



TOWN OF PEPPERELL, MA

Town Electricity Aggregation Program
Notification Letter



[MONTH] [DAY], 202X

Dear Pepperell Electricity Customer,

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

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

MORE INFORMATION AND SELF SERVICE:

Visit PepperellCommunityElectricity.com

ASK QUESTIONS:

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

DEADLINE FOR OPTING OUT:

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

**Your electricity account will be AUTOMATICALLY enrolled in Pepperell Community Electricity
for a price of XX.XXX ¢/kWh, unless you choose not to participate.**

The automatic enrollment model is in accordance with Massachusetts state law.

Why participate in Pepperell Community Electricity:

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

Three options in Pepperell Community Electricity:

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

Changes to your electricity bill:

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

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

If you do not wish to participate:

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

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

More details on the back ▶


It’s your choice

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

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

Three options in Pepperell Community Electricity:

If you do not wish to participate:

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

* Program prices include a \$0.001/kWh administration fee. Program prices could increase as a result of a change in law that results in a direct, material increase in costs during the term of the electricity supply agreement.

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

Additional information

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

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

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

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

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

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

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

OPT-OUT REPLY CARD



X _____
Signature Date

Opt-Out Instructions

If no action is taken, you will automatically be enrolled in Pepperell Community Electricity.

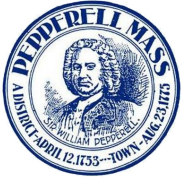
If you DO NOT wish to participate, you MUST opt out.

To opt out by mail:

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

This card must be signed by the Customer of Record whose name appears in the address on this card. You may also opt out online at **PepperellCommunityElectricity.com** or by phone at **1-844-202-6299**.

Your opt-out request must be made by, or the envelope must be postmarked by, **[MONTH] [DAY], 202X**, to opt out of the program before being enrolled automatically. If you choose to participate, you may opt out at any time in the future with no fee or penalty.



TOWN OF PEPPERELL

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 Town of Pepperell
regarding your electricity supply price.**



TOWN OF PEPPERELL, MA

Town Electricity Aggregation Program
Notification Letter



[MONTH] [DAY], 202X

Dear Pepperell Electricity Customer,

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

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

MORE INFORMATION AND SELF SERVICE:

Visit PepperellCommunityElectricity.com

ASK QUESTIONS:

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

DEADLINE FOR OPTING OUT:

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

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

Why participate in Pepperell Community Electricity:

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

Three options in Pepperell Community Electricity:

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

Changes to your electricity bill:

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

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

If you do not wish to participate:

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

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

More details on the back ▶


It’s your choice

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

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

Three options in Pepperell Community Electricity:

If you do not wish to participate:

	<div><div>1</div><div>Your account will be enrolled here ▼</div><div>2</div><div>3</div></div>			
	Pepperell Standard (automatic)	Pepperell 100% Renewable (option)**	Pepperell Basic (option)	National Grid's Basic Service (opt out)
	Renewable electricity From premium resources in the New England region (MA Class I RECs), added by Pepperell	XX%	XX%	-
	From wind projects outside of New England, added by Pepperell	XX%	XX%	-
	From premium resources in the New England region (MA Class I RECs), required by state law	XX%	XX%	XX%
	Other renewable or clean energy required by state law	XX%	XX%	XX%
Prices	XX.XXX ¢/kWh*	XX.XXX ¢/kWh*	XX.XXX ¢/kWh*	XX.XXX ¢/kWh - Residential XX.XXX ¢/kWh - Commercial XX.XXX ¢/kWh - Industrial
Price period	[MONTH] 202X - [MONTH] 202X	[MONTH] 202X - [MONTH] 202X	[MONTH] 202X - [MONTH] 202X	Residential and Commercial: [MONTH] [DAY], 202X – [MONTH] [DAY], 202X. Industrial: [MONTH] [DAY], 20XX – [MONTH] [DAY], 202X.
Exit terms	Leave any time. No exit charge.	Leave any time. No exit charge.	Leave any time. No exit charge.	Leave any time. No exit charge. However, industrial customers only (rates G-2 and G-3) on the fixed price Basic Service option may receive a billing adjustment, which may be either a credit or a charge.

* Program prices include a \$0.001/kWh administration fee. Program prices could increase as a result of a change in law that results in a direct, material increase in costs during the term of the electricity supply agreement.

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

Additional information

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

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

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

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

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

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

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



TOWN OF PEPPERELL, MA

Town Electricity Aggregation Program
Notification Letter



[MONTH] [DAY], 202X

Dear Pepperell Electricity Customer,

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

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

MORE INFORMATION AND SELF SERVICE:

Visit PepperellCommunityElectricity.com

ASK QUESTIONS:

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

DEADLINE FOR OPTING OUT:

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

**Your electricity account will be AUTOMATICALLY enrolled in Pepperell Community Electricity
for a price of XX.XXX ¢/kWh, unless you choose not to participate.**

The automatic enrollment model is in accordance with Massachusetts state law.

Why participate in Pepperell Community Electricity:

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

Three options in Pepperell Community Electricity:

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

Changes to your electricity bill:

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

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

If you do not wish to participate:

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

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

More details on the back ▶

It’s your choice


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

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

The table below shows market pricing for the account number listed on the opt-out reply card. Market pricing within Pepperell Community Electricity is provided for commercial and industrial customers. Market pricing applies only to the electricity supply contract in place at the time of enrollment. Once enrolled, this account would receive standard program pricing for future contracts.

Three options in Pepperell Community Electricity:

If you do not wish to participate:

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

* Program prices include a \$0.001/kWh administration fee. Program prices could increase as a result of a change in law that results in a direct, material increase in costs during the term of the electricity supply agreement.

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

Additional information

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

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

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

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

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

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

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