

City of Worcester
2024 Municipal Aggregation Annual Report
July 1, 2025

Public Access to Plan / Ongoing Program Information

Location	Description
Municipal website	WorcesterMA.gov
Program website	GreenWorcesterElectricity.com
Communication vehicles/ Outreach activities	
Social media accounts	City of Worcester on Facebook City of Worcester on Instagram City of Worcester on X
Announcement to local/ regional media	City media list
Physical postings in municipal buildings	Bulletin boards in the City Hall
Municipal departments, boards, and committees	As appropriate.
Community organizations	As appropriate.
Cable access	The City of Worcester Government Channel's Live Streaming Video
Events	City Council update provided on 3/12. Program mentioned regularly to consumers as part the City's Smart Energy Advice program - Smart Energy Advice City of Worcester
Green Worcester Plan Annual Report	Annual report, published on the municipal website and social media, that includes program updates and data.
Energy Advocate Customer Interactions and Office Hours	One-on-one education with customers on understanding their electricity bills and third-party suppliers, including the benefits of the aggregation program.

Organizational Structure

Core Functions	Performing Entity		
	Municipality	Consultant	Supplier
Liaisons/Representatives/Agents			
Municipal Representative/ Agent before Department		X	
Liaison with DOER		X	
Liaison with Electric Distribution Companies		X	
Plan Elements			
Procurement of Supply		X	
Product Determination	X		
Other Funding/Costs	X		
Customer Enrollment			X
Customer Notifications/Outreach/ Education	X	X	
Ongoing Program Information	X	X	
Program Termination	X		
Annual Reports		X	
Customer Service			
	John Odell Chief Sustainability Officer odellj@worcesterma.gov 508-799-8325	MassPowerChoice 833-926-1207 support@GreenWorcesterElectricity.com	Direct Energy 866-968-8065

Equitable Treatment of Customer Classes

Plan Element					
Procurement of Supply (§ IV.B.2)	Product Rate Setting/Renewable Energy Content (§ IV.B.3)	Other Funding Sources/Costs (§ IV.B.4)	Customer Enrollment (§ IV.B.5)	Customer Notification (§ IV.B.6)	Ongoing Program Information (§ IV.B.7)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Table IV.B.1.c identifies the Plan elements for which there may be variances in the treatment between customer classes or subclasses. Those variances in treatment are described below.

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

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

Procurement of Supply

Procurement Steps	Timeline
Issue RFQs/RFPs	N/A
Evaluate/Select Bids	N/A
Negotiate/Execute Contracts	N/A

Representative Opt-Out Notification

Representative Opt-Out Notifications for 2024 can be found here:

- [English](#)
- [Chinese](#)
- [Portuguese](#)
- [Spanish](#)
- [Vietnamese](#)

Visitors to GreenWorcesterElectricity.com can find links to the notices on the website home page.

Representative Notification of Product Change

Worcester had no product changes in 2024.

Annual Product Information

	Worcester Standard Green (Default)	Worcester 100% Green (Opt-In)		
Rate Components (in \$/kWh)				
Supply & Renewable Energy Content	\$0.16135	\$0.17555		
Consultant Services	\$0.00075	\$0.00075		
Municipality Services	\$0.00100	\$0.00100		
TOTAL	\$0.16310	\$0.17730		
Renewable Energy Content (in % of total)				
Required	62%	62%		
Voluntary – All MA Class I RECs	40%	76%		
TOTAL	102%	138%		
Supplier Name	Direct Energy Services, LLC	Direct Energy Services, LLC		
Effective Dates	December 2023 – December 2025	December 2023 – December 2025		
2024 Participants and kWh				
Customer Class	Average # of participants	kWh	Average # of participants	kWh
Residential	30,138	178,153,284	176	984,226
Low-Income	4,459	29,167,001	6	30,434
Small Commercial & Industrial	5,490	46,145,604	25	89,446
Large Commercial & Industrial	157	29,057,092	0	0
TOTAL	40,244	282,522,981	206	1,104,106

Annual Product Rate Component Information

Rate Component	Revenue (in \$)
Supply and Renewable Content	\$45,778,909
Consultant Services	\$212,720
Municipality Services	\$283,627

Descriptions:

Supply and Renewable Content

The Supply and Renewable Content rate component covers the cost of the products and services necessary to provide firm power supply to program participants, including:

- electrical energy;
- capacity;
- reserves;
- ancillary services;
- transmission services;
- the cost of distribution system losses; and
- congestion management.

This rate component also covers the cost of Renewable Energy Certificates (RECs), including:

- the RECs needed to meet the requirements of state law; and
- the additional RECs specified by the City.

Consultant Services

The Consultant Services rate component covers the costs of administering the program, including:

- representing the City before the Department of Public Utilities, including securing regulatory approvals and maintaining regulatory compliance;
- conducting procurements for electricity supply as needed;
- providing customer support by telephone and email;
- providing public education, including through in-person events, printed communications (signs, banners, brochures), electronic communications (video, slides), and social media;
- developing and maintaining a comprehensive, branded program website, including ongoing updates to ensure regulatory compliance;
- receiving customer requests to enroll, change program options, or opt-out; forwarding those requests to the electricity supplier; and monitoring implementation;
- overseeing periodic automatic-enrollment mailings to new customers;
- monitoring electricity supplier performance;
- monitoring electricity market and regulatory developments; and
- preparing reports to the Department of Public Utilities and the City.

Annual Voluntary Renewable Energy Content Information

Category of Renewable Energy	MWh/Certificates	Tracking Mechanism
MA Class I	113,848 MWh	NEPOOL Generation Information System