

# Wayland Electricity Choice

## Municipal Aggregation Plan

January 29, 2024

The Town of Wayland (Town) developed the Wayland Electricity Choice program (Program) to bring the benefits of renewable energy and electricity choice to its residents and businesses and to help the Town achieve its sustainability goals. The Program will integrate additional renewable energy into the power supply and will offer a selection of supply options as well as the ability to leave the Program and return to utility Basic Service at any time with no penalty or fee.

### I. Key Features

The key features of the Town's municipal aggregation Program will include:

**Renewable electricity:** The Town will seek to increase the use of power from renewable resources such as wind and solar.

**Price stability:** The Town will seek to provide greater price stability when compared with utility Basic Service prices by entering into a series of competitively-bid electricity supply contracts for fixed- price periods such as one-to-three years.

**Competitive pricing.** The Town will also seek to provide competitive prices and possible cost savings, but savings cannot be guaranteed.

**Automatic enrollment and opting out:** Eligible customers<sup>1</sup> will be automatically enrolled in the Program unless they opt out. Customers can opt out of the Program at any time, either before enrollment or after, with no fee.

### II. Electricity Choices

The Town will give Program participants a choice in the percentage of renewable energy and price of their electricity supply by offering multiple Program Options. Because the integration of renewable energy into the Town's power supply is a driving motivation for the Program, the Town will offer a level of renewable energy above the state minimum requirement, known as the Renewable Portfolio Standard (RPS), in two of the Program Options. Specifically:

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<sup>1</sup> 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).

## 1. Wayland Standard Green<sup>2</sup>

Program will provide a Standard, or default, choice that includes a higher renewable energy content than is included in utility Basic Service. The additional renewable energy content will come from additional Renewable Energy Certificates (RECs)<sup>3</sup> over and above the RPS requirement. The additional RECs may be Class I RECs, or other types of RECs, or a combination. Wayland Standard Green will have a lower percentage of additional Class I RECs than Wayland 100% Green and will have a higher percentage of additional RECs than Wayland Economy.

The percentage and type of RECs will be established by the Town Manager with policy direction from the Select Board. The Town Manager will do so after conducting a competitive procurement and receiving price bids and in consideration of factors including: cost; environmental impact; location of the renewable generators; and Massachusetts renewable energy requirements. The percentage and type of RECs may change after they are initially established. Program participants will be notified before any such change. The percentage and type of RECs will be disclosed in the Opt-Out Notification, Program website, and other communications regarding the Program.

## 2. Wayland 100% Green

In order to give residents and businesses more freedom to make individual decisions about the price and environmental impact of their power supply, the Program will offer an additional choice that includes 100% renewable energy, including both the state-required RECs and RECs added voluntarily. The additional renewable energy content will come from additional RECs over and above the RPS requirement. The additional RECs may be Class I RECs, or other types of RECs, or a combination. The percentage and type of RECs will be established and disclosed using the same process and factors as for Wayland Standard Green.

## 3. Wayland Economy

The Town will also offer a Wayland Economy choice that includes no additional renewable energy above state minimum requirements. This choice is expected to provide an option with greater price stability than utility Basic Service, and may result in lower prices overall during the time of the contract than utility Basic Service, although savings cannot be guaranteed. The Town will conduct a competitive procurement and establish the price after it receives price bids.

## 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 town may initiate the process to aggregate electrical load upon authorization by a majority vote of town meeting. The Town obtained such authorization by vote at its Town

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<sup>2</sup> Program options with the word “Green” in the name contain renewable energy content (RECs) above the minimum required by state law.

<sup>3</sup> A REC represents the environmental attributes associated with electricity generation. RECs are part of an accounting system that enables generators to sell, and customers to buy, renewable electricity.

Meeting on May 15, 2021. A copy of the Town Meeting vote is provided as Attachment A to Exhibit 3 of the Town's Petition for Approval of Municipal Aggregation Plan (Petition).

## 2. Consultation with the Department of Energy Resources

The aggregation statute also requires the Town to consult with the Department of Energy Resources (DOER) in developing its aggregation plan (Plan). The Town submitted a draft of its Plan to DOER, and Town officials discussed the draft with DOER on November 14, 2022. DOER's consultation letter is provided as Attachment B to Exhibit 3 of the Town's Petition.

## 3. Citizen Review

The Town made the Plan available for review by its citizens by posting the Plan for comment and holding a public meeting on October 17, 2022. Comments received are attached as Attachment G to Exhibit 3 of the Petition.

## IV. Elements of the Plan

The Municipal Aggregation Statute requires that the 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

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

**Select Board and Town Manager:** The Program will be overseen by the Select Board and the Town Manager, with the assistance of the Town's Energy and Climate Committee or successor committee(s). The Select Board will set the policy direction. The Town Manager will approve the plan, manage the consulting team, and sign the electric supply agreement.

**Consultant:** The Town's aggregation consultant (Consultant) will manage the aggregation under the Town Manager's direction, with the assistance of the Town's Energy and Climate Committee or successor committee(s). The Consultant's responsibilities will include managing the supply procurement, developing and implementing the public education plan, interacting with the local distribution company, monitoring the supply contract, maintaining the aggregation website, providing customer service, and producing required reports. The Town 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 (ESA).

## 2. Operations

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

- a. Issue a Request for Qualifications (RFQ) and Request for Prices (RFP) and select winning competitive supplier
- b. Implement the public education effort for the Plan, including notice of the specific features and prices for Program options and of the opt-out period, and resources to obtain additional information and implement consumer choices
- c. Enroll customers and provide service, including required information disclosures
- d. Submit 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 Plan, the next step is to procure the electricity supply.

The Town 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 Town's model ESA. The agreement requires the supplier to:

- Provide all-requirements service
- Allow customers to exit Program 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 Town will not enter into an ESA with a competitive supplier unless the ESA is fully consistent with its Department-approved Plan.

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

The Town will solicit bids for power supply that meets the Massachusetts Renewable Portfolio Standard (RPS) requirements and for a supply containing additional renewable energy over and above the RPS requirements. The Town will seek a variety of bids that include renewable electricity from different sources, and will choose the proposal that offers what the Town determines to be the best combination of environmental benefit and price.

The renewable energy in the power supply will be documented using RECs. The RECs used for RPS compliance will be created and recorded in the New England Power Pool Generation Information System (NEPOOL GIS). RECs in excess of the RPS requirements will be certified as having been retired and not re-sold, either through the NEPOOL GIS, another regional tracking system, or third-party certification.

**b. Implement public education effort, including notice of the pre-launch opt-out period**

Once a winning supplier is selected, the Town will implement a comprehensive public education effort.

The delivery of a public education effort and associated materials are pivotal to ensuring clarity, participation, and enthusiasm for the aggregation. The Town will use a variety of channels to communicate the Program's objectives, the primary terms and conditions of the contract, the right to opt out of the Program, and the Program options.

The public education plan will include both broad-based efforts and an opt-out notice to be mailed to every eligible customer.

Please see Attachment A for the Town's Education and Outreach Plan (Education Plan), which sets forth in detail the efforts the Town will undertake.

*Opt-Out Notice*

As a part of the Town's public education and outreach efforts, an Opt-Out Notice will be mailed to every eligible customer after the electricity supply contract is signed and before Program launch. The notice will be an official Town 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 eligible 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 Town's competitive supply to the price and terms of utility Basic Service.

The direct mailing will include a language access document, an Opt-Out Reply Card, and a postage-paid return envelope, and a Product Summary Form. The language access document will provide instructions in 26 languages to have the Opt-Out Notice translated. The Opt-Out 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 Opt-Out Reply Card will be designed by the Town and printed and mailed by the Competitive Supplier, who will process the opt-out replies. An exemplar Opt-Out Notice is provided with this Plan as Attachment B-1. An exemplar language access document cover sheet is provided as Attachment B-2. An exemplar Opt-Out Reply Card is provided as Attachment B-3. An exemplar Opt-Out Reply Card return envelope is provided as Attachment B-4. An exemplar Product Summary Form is provided as Attachment B-5.

**c. Enroll eligible customers that do not opt out and provide service, including information disclosure**

After the completion of the opt-out period, the Competitive Supplier will enroll into the Program all eligible customers that did not opt out. Customers whose Opt-Out Notices are returned to the Competitive Supplier as undeliverable will not be automatically enrolled.

The enrollments shall commence no sooner than 37 days after the mailing of the Opt-Out Notice. All enrollments and other transactions between the Competitive Supplier and the local distribution company, Eversource, will be conducted in compliance with the relevant provisions of DPU regulations, Eversource's *Terms and Conditions for Competitive Suppliers*, 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. As below under Section V.2. Reliability, Eversource remains responsible for and is the contact entity related to outages and other local delivery issues. Prior to the expiration of the initial power supply agreement, the Town intends to enter a new supply agreement on behalf of Program participants.

As part of its ongoing service, the Town will provide the disclosure information required by G.L. c. 164, § 1(F)(vi) and 220 C.M.R. § 11.06. The Town has requested 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 Town Hall, and postings on the Program website. Please see Attachment A for the Education Plan which provides greater detail about the Town's alternative disclosure strategy.

In a prominent location on the Town's website, the Town will provide an appropriate link to the dedicated Program website, in addition to basic information about the Plan. Once completed, all Plan documents and education materials will be available and updated on the Program website.

**d. Submit reports to the DPU and DOER**

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

**3. Funding**

The costs of the Program will be funded primarily through the supply charges paid by Program participants through the supply contract.

The principal Program cost will be the Competitive Supplier's charges for the power 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 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 Plan and Education Plan, managing public outreach efforts, managing the DPU approval process, managing the supply procurement, implementing 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 \$0.001 per kilowatt-hour.

In addition, the Town 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 Town. 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 staff position, one of the responsibilities of which is to assist with the Program; and 2) REC purchases.

The determination of whether to collect the Operational Adder will be made by the Town Manager, with guidance from the Select Board. The criteria will be the cost of electricity and the incremental value that the Town could create for Program participants through the use of Operational Adder funds. The Town Manager will make this determination in connection with entering the initial ESA and each subsequent ESA.

If the Town collects the Operational Adder, the rate will be established by the Town Manager and, insofar as the Operational Adder is used for personnel costs, based on 1) an assessment of the percentage of staff time that will be spent on the Program; 2) the cost of that time, i.e., salary, benefits, and overhead; and 3) a projection of revenue based on a projection of Program sales. The Town Manager will review the Operational Adder annually, and adjust the rate as appropriate.

Town staff funded by the Operational Adder will perform Program tasks that are not performed by the Consultant, including posting Program information in Town buildings and on the Town website and social media accounts; answering questions from residents and business that contact the Town directly; distributing Program information

to other Town departments; and performing public education over and above the public education provided by the Consultant. The Town Manager will oversee the work of such staff, and ensure that there is no overlap with the consultant and that Operational Adder funds are used only to support activities that are related to the Program.

#### 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 the operational adder, if any. Prices, terms, and conditions will vary by product and may differ by customer class. For each customer class, prices will be fixed for periods at least as long as the Basic Service price period for the class.<sup>4</sup>

The Town will notify customers of any change in product price or renewable energy content consistent with all notification requirements for the competitive supply market required by the Department of Public Utilities that are applicable to municipal aggregations. At a minimum, the Town will notify Program participants of any change in Program price or renewable content (including a change at the start of a new supply contract) through a direct mail notice at least 30 days prior to any such change. The notice will contain the new Program price, term, fees, and renewable energy content, and will contain the applicable Basic Service rate and inform participants that they may opt out of the Program at any time and return to Basic Service at no charge. The Town will also issue a media release, post a notice in Town Hall, and post a notice on the Town website and the Program website.

If there is a change in law (i.e., "regulatory event" or "new taxes" per Article 18 of the ESA) that results in a direct, material increase in costs during the term of the ESA (see Article 18 of the ESA), the Town 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 Town will notify Program participants through a direct mail notice and by issuing a media release and social media posts and posting a notice in Town Hall and on the Program website. The Town will notify the DPU Consumer Division prior to the implementation of any change in Program price related to a change in law. Such communication shall occur no less than ten business days prior to the consumer notification and include copies of the direct mail notice, all media releases, Town Hall and website postings, and other communications the Town intends to provide to customers regarding the change in price.

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. Also, low-income discounts provided by the local distribution company will continue to be applied.

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

When the Town has decided that it is timely to solicit bids for a new electric service agreement, the procurement

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<sup>4</sup> 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.

steps will be as follows:

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

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

If the Town determines that it requires the services of an aggregation consultant after the expiration of the existing agreement with MassPowerChoice, the Town will solicit proposals for, and evaluate, potential aggregation consultants using a competitive procurement process or alternative procedure which the Town determines to be in the best interest of its consumers and consistent with all applicable local, state, and federal laws and regulations.

## 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) submitting the opt-out form on the Program website; 3) contacting their local distribution company and asking to be returned to Basic Service; or 4) 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 Town, the Consultant, the Competitive Supplier, the local distribution company, and the DPU. As appropriate, the Town and Consultant will direct customer complaints to the Competitive Supplier, their local distribution company, or the DPU.

Participants will be responsible for paying their bills, for providing access to metering and other equipment necessary to carry out utility operations, and for complying with all applicable laws, regulations, and tariffs.

## 7. Extension or Termination of Program

At least 90 days prior to the end of the term of the initial Competitive Electric Service Agreement, the Town will solicit bids for a new supply agreement and plans to continue the Program with the same or a new competitive supplier.

At least thirty days prior to the effective date of a new ESA, Program participants will be informed of the ESA and any price or Program changes through the notification process described in § IV.4.

If the Town seeks to change the voluntary renewable energy content for any option, it will notify Program participants of the change as described above. Customers enrolled in an opt-in option that will change voluntary renewable content will be informed that they must affirmatively re-enroll in the new option (or affirmatively enroll in another option or opt-out) or they will be returned to Basic Service. Customers enrolled in Wayland Standard Green (or an opt-in option where the renewable energy content does not change) will be notified that they will be re-enrolled in their current option unless they opt out.

Although the Town 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 Town Manager with the approval of the Select Board to dissolve the Program effective on the end date of any outstanding supply agreement or for other legal or contractual reason. In the event of termination, customers would be returned to their 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 Town will notify the local distribution company of the planned termination or extension of the Program. In particular, the Town 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 Town will notify consumers of Program termination by issuing a media release and posting a notice on the Town website. In addition, consumers will receive notice of a supplier change on their bill from their local distribution company.

The Town will notify the Director of the DPU's Consumer Division 90 days prior to a planned termination of the Program. Such communication shall include copies of all media releases, town clerk and website postings, and all other communications the town 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 Plan satisfy three substantive requirements:

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

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

### 1. Universal Access

The 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 eligible customers will be automatically enrolled in the Program unless they choose to opt out.

As new eligible customers move into the Town, they will have an opportunity to join the Program. New eligible 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 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 utility's largest rate class and has historical or projected consumption in excess of 1,000,000 kWh per year. The Competitive Supplier may offer VLC&I Customers either the same price as the existing customers or 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 at no charge. Customers that opt out will have the right to return to the Program at any time. The Competitive Supplier may offer these customers the Program price or a price that reflects wholesale market prices at the time of their return.

## 2. Reliability

Reliability has both physical and financial components. The Program will address both through the 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 7). The local distribution company, Eversource, 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 by soliciting separate pricing for each of those classes. The Program will use the customer classes used by the local distribution company for Basic Service.

Second, the Program will distinguish among customers receiving different Program Options. Customers will be charged the price associated with the Program Option 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 Competitive Supplier may offer new VLC&I Customers pricing based on wholesale 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. For medium, large, and very large C&I customers the Competitive Supplier may offer either standard contract pricing or market-based prices which will reflect wholesale market prices at the time the customer seeks to join the aggregation.

Enrollment procedures and pricing are summarized in the tables below:

### Enrollment procedures

Enrollment scenario	Residential	Small C&I	Medium C&I	Large C&I	Very Large C&I
<b>Eligible customer at Program initiation</b>	An Opt-Out Notice will be mailed to all eligible customers before Program launch. After the completion of the opt-out period, the Competitive Supplier will enroll eligible				

	customers that did not opt out. The enrollments shall commence no sooner than 37 days after the mailing of the Opt-Out Notice.
<b>New eligible customers identified after Program initiation</b>	An Opt-Out Notice will be mailed to all new eligible customers moving into town after Program initiation. After the completion of the opt-out period, the Competitive Supplier will enroll eligible customers that did not opt out. The enrollments shall commence no sooner than 37 days after the mailing of the Opt-Out Notice.
<b>Customers who opt out and subsequently wish to enroll during the same contract term</b>	Customers may request enrollment by contacting Program customer support or the Competitive Supplier, who will provide the current market-based price.
<b>Competitive supply customers at Program initiation who wish to enroll in the Program after their competitive supply contract ends</b>	Customers may request enrollment by contacting Program customer support or the Program’s electricity supplier.

**Pricing procedures**

<b>Enrollment scenario</b>	<b>Residential</b>	<b>Small C&amp;I</b>	<b>Medium C&amp;I</b>	<b>Large C&amp;I</b>	<b>Very Large C&amp;I</b>
<b>Eligible customer at Program initiation</b>	Standard contract pricing for each product				
<b>New eligible customers identified after Program initiation</b>	Standard contract pricing for each product				The Competitive Supplier may offer either the Program price or a market-based price based on current wholesale prices at the time the customer seeks to join the aggregation
<b>Customers who opt out and subsequently wish to enroll during the same contract term</b>	The Competitive Supplier may offer either the Program price or a price that reflects wholesale market prices at the time the customer seeks to rejoin the aggregation				

<b>Competitive supply customers at Program initiation who wish to enroll in the Program after their competitive supply contract ends</b>	Standard contract pricing for each product	The Competitive Supplier may offer either the Program price or a market-based price that reflects wholesale market prices at the time the customer seeks to join the aggregation
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## VI. Planned Schedule

Milestone	Day Estimate
RFQ for competitive supplier issued	Day 1
RFP for final supply prices issued	Day 30
Electricity Supply Agreement executed	Day 44
Broad-based educational campaign begins, including the announcement of supply contract and pricing and an update of Program web site.	Day 45
Opt-Out Notice mailed to customers	Day 55
Opt-out postmark deadline	Day 88
Earliest date Program enrollment may begin	Day 92

The planned schedule is presented for illustrative purposes. The final schedule will be established when the Town receives DPU approval.<sup>5</sup>

<sup>5</sup> 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.

# Wayland Electricity Choice

## Education and Outreach Plan

January 29, 2024

This document presents a draft public Education and Outreach Plan for the Wayland Electricity Choice Program (Program). This Education and Outreach Plan was developed in consultation with the Wayland Energy and Climate Committee and these outreach efforts have been customized to ensure that the population of Wayland has as much access as is possible to Program information and resources.

Wayland will be able to finalize the strategy once the Program launch date and pricing have been established, which cannot happen until after the Department of Public Utilities (DPU) approves the Town's aggregation plan and the Town selects an electricity supplier (Competitive Supplier) for the Program.

### I. Education and outreach schedule

#### A. Aggregation plan development period

While developing its aggregation plan, the Town endeavored to begin engaging the community with the Program by announcing a public comment period of 30 days and soliciting comments (see Petition, Attachment G for copies of comments received). A public presentation of the plan was made during that 30-day period on October 17, 2022 (see Petition for Approval of Municipal Aggregation Plan (Petition), Attachment F for a copy of the presentation). The formal announcement, public comment period, and public presentation of the plan were publicized as follows:

- Posted on the Town website home page
- Posted at Town Library and Council on Aging
- Posted on a bulletin board in Town Hall
- Posted on the Wayland Electricity Choice aggregation website, [WaylandElectricityChoice.com](http://WaylandElectricityChoice.com)
- Posted on the Energy and Climate Committee website
- Sent out to the local print newspaper, the *MetroWest Daily News*, as well as the *Wayland Town Crier/Wicked Local*, which is online, and posted to the Wayland Patch, to the extent such media outlets are available.
- Via announcement at a Select Board meeting
- Via social media posts on the official Town Facebook account
- Sent out via active electronic communication channels in Wayland, such as the Wayland ENews, Wayland Voters Network, the Wayland Community Forum Facebook group, and the *EnergizeWayland* newsletter.

- Posted on the Energize Wayland website (EnergizeWayland.org).

The Town also developed initial Program branding and an initial handout, launched an informational website, which is available at [WaylandElectricityChoice.com](http://WaylandElectricityChoice.com), and made customer support available to the public through the website so the public could get early answers to questions about the Program.

See Petition, Attachment E for a copy of communications sent out about the public presentation of the plan and public comment period.

### B. Regulatory review period

While Wayland’s aggregation plan is undergoing regulatory review, the Town plans to build general awareness about aggregation and about the Town’s goals to increase the renewable energy content of the community’s electricity supply.

As part of those efforts, the Town will endeavor to provide information to residents and businesses through the community organizations that they interact with and that serve them. The Town will prioritize groups that provide support for vulnerable populations, such as low-income households; renters, in particular those living in subsidized housing; seniors; immigrant populations and non-English speakers; those connected to faith-based communities; and food pantries. The Town will also involve groups whose missions focus on environmental and sustainability issues in outreach. The Town will offer to speak to staff and to constituents and provide information about the Program. Exemplar organizations include:

- EnergizeWayland
- Wayland Council on Aging
- Wayland Child and Parent Association
- Wayland Housing Authority
- Wayland Library
- Wayland Interfaith Leaders Association

An initial informational handout and related slide presentation will be created to help educate the community about the Program. Copies of the handout will be made available online and in Town buildings.

To ensure access to Program information during this period and on an ongoing basis during Program operation, the Town will provide a link to [WaylandElectricityChoice.com](http://WaylandElectricityChoice.com) and basic information about the Plan in a prominent location on the Town’s website. Once complete and approved by the DPU, the final version of all Program documents and educational materials will be made available and updated on [WaylandElectricityChoice.com](http://WaylandElectricityChoice.com).

### C. Electricity supply contract is signed

After the regulatory review process is complete, the electricity supply contract is signed. Signing the

electricity supply contract does not itself include any outreach to the general community, but it is a milestone that moves the Town toward the formal education and outreach efforts that immediately precede Program launch.

The contract is signed as a result of a competitive procurement process, and includes the Program pricing, the Program structure, the amount of any additional renewable electricity that will be made available to participants, the Competitive Supplier, and the electricity supply contract duration.

#### D. Formal public education and outreach period

During the period of time between electricity supply contract signing and Program enrollment, the Town will conduct a formal public education and outreach effort. That effort will include the following:

##### 1. Contract announcement + website update + outreach to community organizations

The Town will publicize a **press release/announcement** about the Program launch and Program details as follows:

- Posted on the Town website
- Posted at the Town Library and Council on Aging
- Posted on a bulletin board in Town Hall
- Posted on the Wayland Electricity Choice website, [WaylandElectricityChoice.com](http://WaylandElectricityChoice.com)
- Posted on the Energy and Climate Committee website
- Sent out to the local print newspaper, the *MetroWest Daily News*, as well as the *Wayland Town Crier/Wicked Local*, which is online, and posted to the Wayland Patch, to the extent such media outlets are available.
- Via announcement at a Select Board meeting
- Via social media posts on the official Town Facebook account
- Via a WayCAM cable access segment
- Sent by the Energy and Climate Committee to other Town Committees and Boards to disseminate, such as the Wayland Human Rights and Diversity Committee, the Wayland Housing Authority, the Wayland Housing Partnership, the Wayland School Committee, and the Wayland Council on Aging, assuming they are active at the time of Program launch.
- Sent to community and environmental advocacy agencies and organizations in Wayland, such as EnergizeWayland, Wayland Garden Club, Wayland Dads, Wayland Community Forum on Facebook, Wayland Child and Parent Association, Wayland Dems, the South Asian Desi Facebook Group, and the Chinese WeChat Group ], assuming they are active at the time of Program launch, with a request that they publicize the announcement to their networks.

- Sent to faith-based organizations, such as the Wayland Interfaith Leaders Association, Temple Shir Tikva, Trinitarian Congregational Church, First Parish, Saint Anns, Or Atid, Peace Lutheran, Saint Philopater Mercurius & Saint Mina, and the Islamic Center of Boston, assuming they are active at the time of Program launch, with a request that they publicize the announcement to their members
- Sent to agencies and organizations that provide support to vulnerable community members, such as the Southern Middlesex Opportunity Council (SMOC) and the Parmenter Food Pantry, assuming they are active at the time of Program launch.

The **Program website** will be updated to include the following information:

- Competitive Supplier name
- Customer support information
- Program pricing and Program option descriptions
- Information about the renewable energy content in the Program offerings
- A form that allows customers to select a Program option
- Opt-out information and a form for opting out online
- Information about how to opt in to the Program for those customers who will not be automatically enrolled, including an online enrollment form
- Information on submitting tax-exemption documentation
- Additional resources, such as the approved aggregation plan and the electricity supply contract

## 2. “Coming soon” postcard mailing by the Competitive Supplier

- To ensure the public is looking for and recognizes the Opt-Out Notice as an important and legitimate communication from the Town, a “coming-soon” postcard will be mailed to eligible customers in Wayland. The contracted Competitive Supplier will cover the cost of the postcard and will execute the mailing.

## 3. Opt-Out Notice mailing by the Competitive Supplier + public education events

- The Opt-Out Notice and reply card will be mailed to eligible customers in Wayland, accompanied by the D.P.U.-required Language Access Document.<sup>1</sup>
- The Town will host **at least two community-wide public education sessions** that are available to

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<sup>1</sup> The required Language Access Document translates the following text into 26 languages that, according to U.S. Census Bureau data, are the languages spoken by Massachusetts residents with limited English proficiency:

Important notice enclosed from Wayland about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help.

the general public: at least one public education session at the Wayland Council on Aging Senior Center targeted for seniors and at least one additional session. The public information sessions will be publicized in the Program announcement, on the Program website, and through the Town’s social media accounts. In addition, the Town will publicize the schedule of the information sessions to select community groups and committees listed in D. 1. and ask them to share with their members via email, social media, and other means.

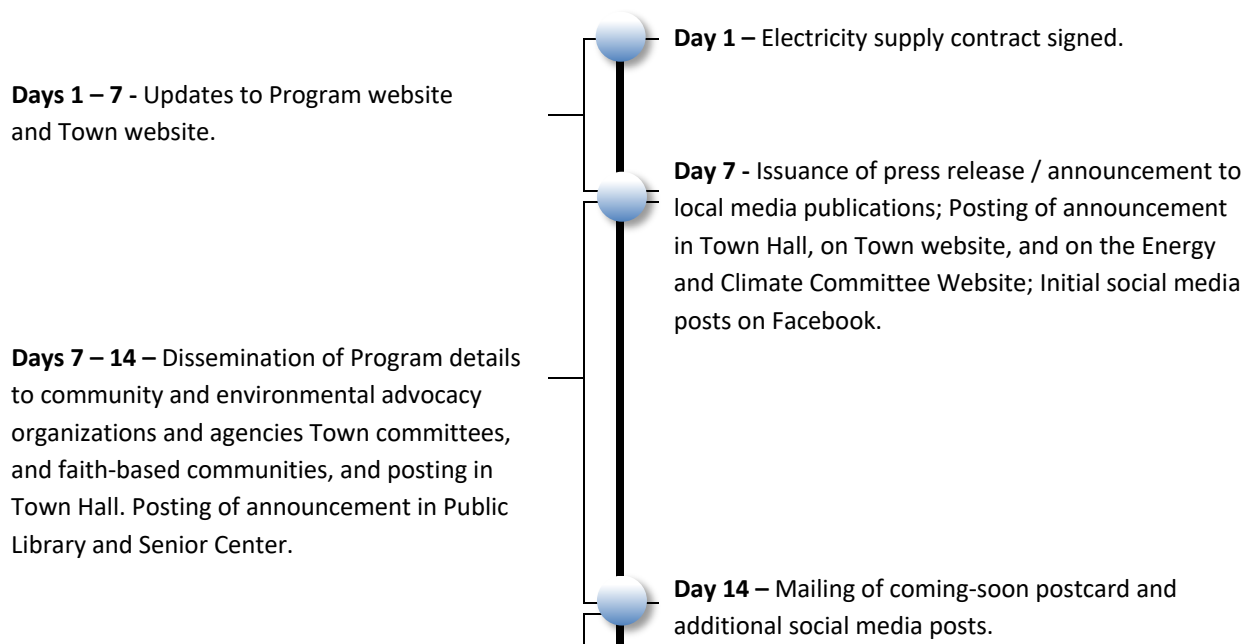
- The Town will offer to provide brief informational presentations during regularly scheduled civic association and other meetings, including meetings of the Energy & Climate Committee.

#### 4. Anticipated materials for the public education effort

- a. **Informational presentation:** An informational presentation will be created to provide a Program overview at public education events
- b. **An informational handout:** An informational handout will be created and distributed in public buildings, to community groups, and at public information sessions about the Program. The handout will provide updated Program details such as pricing, Program options, how to opt out, and participation information.
- c. **Social media posts**

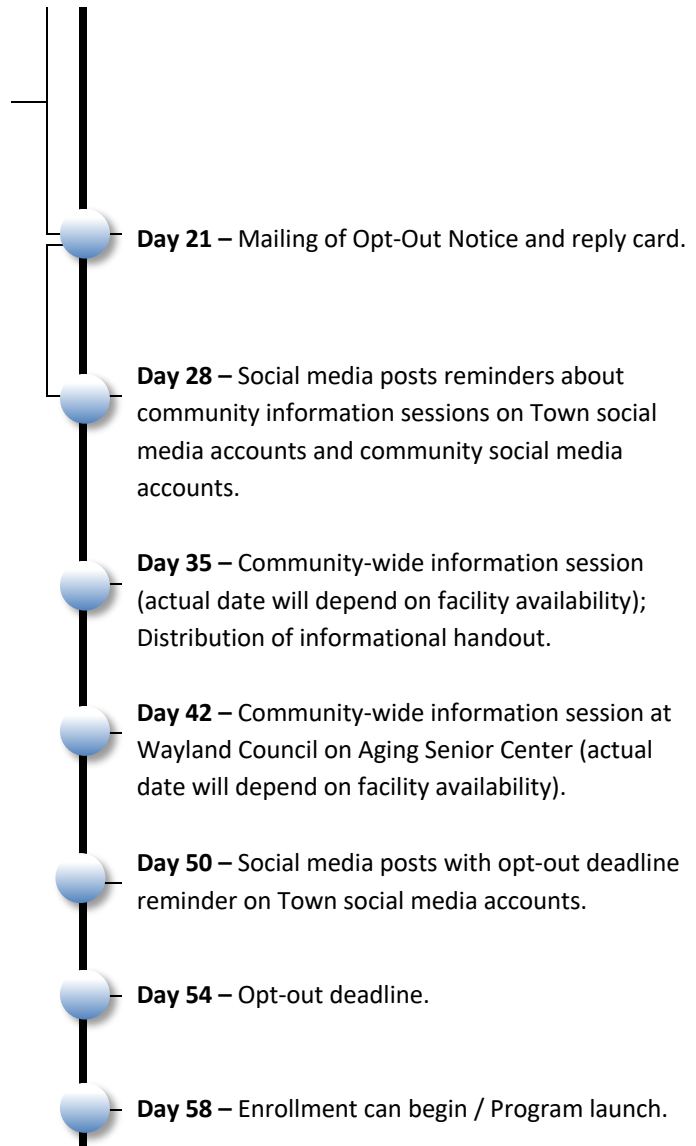
#### 5. Illustrative Program outreach timeline

Wayland will endeavor to launch the Program as soon as is possible after signing an electricity supply contract. The timeline below is illustrative. The actual timeline will be dependent on the actual length of time between when the supply contract is signed and the Program is scheduled to launch, as well as other factors such as the availability of public spaces for meetings.



**Days 14 – 21** – Expected publication of press release / announcement in local media;  
Presentation of announcement at Select Board meeting (actual date TBD depending in Select Board schedule);

**Days 21 – 28** – Recording of WayCAM cable access segment and/or video presentation.



Discounts provided by Eversource to low-income customers will not be impacted by their enrollment in the Program.

#### E. After Program launch

After Program launch, customer support provided by MassPowerChoice, the Town’s Program consultant, will remain available via phone, email, and the web for the duration of the Program.

The Town will notify customers of any change in product price or renewable energy content consistent with all notification requirements for the competitive supply market required by the Department of Public Utilities that are applicable to aggregation programs. The Town will notify customers of any change in Program price (including a change in Program price at the start of a new supply period) through a direct mail notice at least 30 days prior to any such change. The notice will contain the new

Program price, term, fees, and renewable energy content, and will contain the applicable Basic Service rate and inform participants that they may opt out of the Program at any time and return to Basic Service at no charge. The Town will also issue a media release and social media posts, posting a notice in Town Hall, posting a notice on the Town’s municipal website, and posting a notice on the Program website, WaylandElectricityChoice.com..

If, after Program launch, there is a change in law (i.e., “regulatory event” or “new taxes” per Article 18 of the ESA) that results in a direct, material increase in costs during the term of the ESA, the Town 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 Town will notify consumers of the change in price through a direct mail notice and by issuing a media release and social media posts and posting a notice in Town Hall and on the Town website and Program website. The Town will notify the DPU Consumer Division prior to the implementation of any change in Program price related to a change in law. Such communication will occur at least ten business days prior to the consumer notification and include copies of the direct mail notice, all media releases, Town Hall and website postings, and other communications the Town intends to provide to customers regarding the change in price.

As part of its ongoing service, the Town will provide the disclosure information required by G.L. c. 164, § 1(F)(vi) and 220 C.M.R. § 11.06. The Town has requested 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. Specifically, on a quarterly basis, the Town will publicize either the disclosure label or a link to download a PDF of the complete disclosure label along with explanatory text such as the following:

The electricity supplier for Wayland Electricity Choice the Town’s electricity program, has sent an updated electricity disclosure label. Participants in Wayland Electricity Choice can use this label to learn about the electricity supplied through the program, including the sources of that electricity.

The Town’s intention is to publicize the labels in March, June, September, and December. The Town will publicize them in the following ways:

- By posting a physical notice and disclosure label on a bulletin board at Town Hall, the Council on Aging, and the Public Library
- As a news item on the home page of the Town website
- Via posts on the Town’s official Facebook page]
- Via announcement on the Town’s cable access channel – WayCAM
- By posting a notice and disclosure label on the Program website

## II. Access for customers with limited English proficiency and who require other assistance

The American Community Survey offers information on languages and language groups within the Town of Wayland.

The most recent data is from 2020<sup>2</sup> and provides information about a combination of specific languages and language groups. Based on 2020 report data, out of a total of 12,858 residents over the age of five:

- 10,494 speak only English and 2,364 or 18% speak other languages.
- Of those that speak other languages, 470 or approximately 20% (3.7% of the total population) speak English “less than very well.”
- Among those who speak English “less than very well,” speakers of Chinese comprise the greatest population, with 268 speakers.

As the table below suggests, others that speak English “less than very well” are members of much smaller language populations within Wayland. Please see Appendix A for a copy of the original data and the data source.

<b>Language</b>	<b>Number of speakers</b>	<b>% of total Wayland population</b>
Spanish	22	0.17%
French, Haitian, or Cajun	0	0.00%
German or other West Germanic languages	0	0.00%
Russian, Polish, or other Slavic languages	58	0.45%
Other Indo-European languages	71	0.55%
Korean	8	0.06%
Chinese (incl. Mandarin, Cantonese)	268	2.08%
Vietnamese	0	0.00%
Tagalog (incl. Filipino)	27	0.21%
Other Asian and Pacific Island languages	16	0.12%
Arabic	0	0.00%
Other and unspecified languages	0	0.00%

For detail on specific language instead of language groups, the older 2015 American Community Survey<sup>3</sup> provides greater detail. (The same detail is not available for the Town of Wayland in 2020 American Community Survey data.) The table below offers that detail and assumes a total Wayland population of 12,747, as reported in the 2015 data. Speakers of Chinese remain the dominant population from 2015 to

<sup>2</sup> Table C16001: Language Spoken at home for the population 5 years and over

<sup>3</sup> Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

2020. However, it appears some small population shifts have occurred between 2015 and 2020. While 2015 data indicates a population of 130 speakers of Russian who speak English “less than very well,” the 2020 data suggests a much smaller population. Please see Appendix A for a copy of the original data and the data source.

**Population speaking English less than very well**

<b>Language</b>	<b>Number of speakers</b>	<b>% of total Wayland population</b>
Spanish or Spanish Creole	10	0.08%
French (incl. Patois, Cajun)	5	0.04%
French Creole	0	0.00%
Italian	8	0.06%
Portuguese or Portuguese Creole	7	0.05%
German	0	0.00%
Yiddish	0	0.00%
Other West Germanic languages	0	0.00%
Scandinavian languages	0	0.00%
Greek	14	0.11%
Russian	130	1.02%
Polish	0	0.00%
Serbo-Croatian	0	0.00%
Other Slavic languages	0	0.00%
Armenian	0	0.00%
Persian	0	0.00%
Gujarati	0	0.00%
Hindi	0	0.00%
Urdu	0	0.00%
Other Indic languages	75	0.59%
Other Indo-European languages	0	0.00%
Chinese	205	1.61%

Japanese	0	0.00%
Korean	32	0.25%
Mon-Khmer, Cambodian	0	0.00%
Hmong	0	0.00%
Thai	0	0.00%
Laotian	0	0.00%
Vietnamese	0	0.00%
Other Asian languages	0	0.00%
Tagalog	0	0.00%
Other Pacific Island languages	0	0.00%
Navajo	0	0.00%
Other Native North American languages	0	0.00%
Hungarian	0	0.00%
Arabic	0	0.00%
Hebrew	0	0.00%
African languages	0	0.00%
Other and unspecified languages	0	0.00%

To ensure adequate access to the aggregation Opt-Out Notice and other information about the Program for electricity customers with limited English proficiency, Wayland will:

- Provide on-demand machine translation of the Program website before, during, and after Program launch, including price change announcements, which are featured on the website home page.
- Include the DPU-required Language Access document as a cover sheet with the Opt-Out Notice mailing. The Language Access document will include the following text translated into 26 languages:

*Important notice enclosed from Wayland about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help.*

In addition, the Language Access document will include the MassRelay TTY phone number for both Spanish and English speakers.

- Provide on-demand phone interpreting in 200 languages via the Program’s toll-free customer service telephone number before, during, and after Program launch.
- Work with Wayland’s Human Rights Diversity Equity and Inclusion Committee to identify effective outreach channels that will provide support to members of the Wayland community with limited English proficiency.
- Any further need for interpreting or translation will be addressed on an ad hoc basis as the need becomes known to the Town, both before and after Program launch.

### III. Access for customers with a physical disability or who require visual or audio assistance

Outreach will be conducted in both print and audio formats and will include handouts and electronic and web-based materials as well as live presentations.

To the extent possible, all public education events will be held in accessible spaces such as Town buildings. In the event public education events cannot be presented as in-person events, they will be held online and as such will be accessible to those with limited mobility. Customers who are deaf or hard of hearing may request an ASL interpreter at these public events from customer support using the web form or via email, and this option will be communicated as a part of the Town's publicity about the events.

Before Program launch and on an ongoing basis after Program launch, customers who are blind or otherwise visually impaired may request assistance reading Program materials and the Program website, which will include price-change information, by calling the customer support number. The Program website will be designed so that content to be read aloud by computer-assistive technology. For customers who are deaf or hard of hearing, the Language Access Document, which will accompany the Opt-Out Notice, will include TTY phone numbers for use by both English- and Spanish-speaking customers. In addition, customer support will be available via multiple modalities: voice (phone) as well as written (web form and email) both before and after Program launch.

### IV. Competitive supply customers

Where the Town’s education and outreach materials address the availability of the Program to competitive supply customers, those materials will disclose that such customers may be subject to penalties or early termination fees from their competitive supplier if they switch from competitive supply to the Town’s Program during the term of a competitive supply contract.

## Appendix A – Source data for population speaking English less than very well

Table C16001, Language Spoken at home for the population 5 years and over

Original source data for Table C16001, entitled *Language Spoken at home for the population 5 years and over*, from the 2020 American Community Survey.<sup>4</sup>

<b>Wayland town, Middlesex County, Massachusetts</b>		
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>
Total:	12,858	±243
Speak only English	10,494	±537
Spanish:	358	±239
Speak English "very well"	336	±239
Speak English less than "very well"	22	±27
French, Haitian, or Cajun:	70	±53
Speak English "very well"	70	±53
Speak English less than "very well"	0	±21
German or other West Germanic languages:	59	±78
Speak English "very well"	59	±78
Speak English less than "very well"	0	±21
Russian, Polish, or other Slavic languages:	236	±133
Speak English "very well"	178	±101
Speak English less than "very well"	58	±53
Other Indo-European languages:	504	±218
Speak English "very well"	433	±199
Speak English less than "very well"	71	±59
Korean:	17	±27
Speak English "very well"	9	±15

<sup>4</sup> The table can be accessed directly at the following link:  
<https://data.census.gov/cedsci/table?q=wayland%20massachusetts%20c16001&y=2020&tid=ACSDT5Y2020.C16001>

Speak English less than "very well"	8	±12
Chinese (incl. Mandarin, Cantonese):	746	±329
Speak English "very well"	478	±211
Speak English less than "very well"	268	±158
Vietnamese:	0	±21
Speak English "very well"	0	±21
Speak English less than "very well"	0	±21
Tagalog (incl. Filipino):	61	±71
Speak English "very well"	34	±37
Speak English less than "very well"	27	±36
Other Asian and Pacific Island languages:	126	±97
Speak English "very well"	110	±91
Speak English less than "very well"	16	±20
Arabic:	93	±91
Speak English "very well"	93	±91
Speak English less than "very well"	0	±21
Other and unspecified languages:	94	±82
Speak English "very well"	94	±82
Speak English less than "very well"	0	±21

Table B16001: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Original source data for Table B16001, entitled Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, from the 2015 American Community Survey.<sup>5</sup>

**Wayland town, Middlesex County, Massachusetts**

<sup>5</sup> The table can be accessed directly at the following link:  
<https://data.census.gov/cedsci/table?q=wayland%20massachusetts%20b16001>

<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>
Total:	12,747	±138
Speak only English	10,394	±384
Spanish or Spanish Creole:	136	±78
Speak English "very well"	126	±70
Speak English less than "very well"	10	±15
French (incl. Patois, Cajun):	130	±63
Speak English "very well"	125	±63
Speak English less than "very well"	5	±9
French Creole:	2	±4
Speak English "very well"	2	±4
Speak English less than "very well"	0	±19
Italian:	28	±31
Speak English "very well"	20	±22
Speak English less than "very well"	8	±16
Portuguese or Portuguese Creole:	23	±27
Speak English "very well"	16	±17
Speak English less than "very well"	7	±12
German:	52	±44
Speak English "very well"	52	±44
Speak English less than "very well"	0	±19
Yiddish:	26	±35
Speak English "very well"	26	±35
Speak English less than "very well"	0	±19
Other West Germanic languages:	13	±19
Speak English "very well"	13	±19
Speak English less than "very well"	0	±19

Scandinavian languages:	37	±56
Speak English "very well"	37	±56
Speak English less than "very well"	0	±19
Greek:	23	±25
Speak English "very well"	9	±14
Speak English less than "very well"	14	±22
Russian:	301	±155
Speak English "very well"	171	±104
Speak English less than "very well"	130	±70
Polish:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Serbo-Croatian:	53	±81
Speak English "very well"	53	±81
Speak English less than "very well"	0	±19
Other Slavic languages:	64	±53
Speak English "very well"	64	±53
Speak English less than "very well"	0	±19
Armenian:	9	±14
Speak English "very well"	9	±14
Speak English less than "very well"	0	±19
Persian:	168	±215
Speak English "very well"	168	±215
Speak English less than "very well"	0	±19
Gujarati:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Hindi:	2	±9
Speak English "very well"	2	±9

Speak English less than "very well"	0	±19
Urdu:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Other Indic languages:	143	±106
Speak English "very well"	68	±75
Speak English less than "very well"	75	±71
Other Indo-European languages:	45	±41
Speak English "very well"	45	±41
Speak English less than "very well"	0	±19
Chinese:	773	±176
Speak English "very well"	568	±150
Speak English less than "very well"	205	±94
Japanese:	38	±63
Speak English "very well"	38	±63
Speak English less than "very well"	0	±19
Korean:	128	±94
Speak English "very well"	96	±73
Speak English less than "very well"	32	±33
Mon-Khmer, Cambodian:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Hmong:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Thai:	0	±19
Speak English "very well"	0	±19

Speak English less than "very well"	0	±19
Laotian:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Vietnamese:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Other Asian languages:	117	±85
Speak English "very well"	117	±85
Speak English less than "very well"	0	±19
Tagalog:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Other Pacific Island languages:	9	±14
Speak English "very well"	9	±14
Speak English less than "very well"	0	±19
Navajo:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Other Native North American languages:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Hungarian:	10	±16
Speak English "very well"	10	±16
Speak English less than "very well"	0	±19
Arabic:	2	±4
Speak English "very well"	2	±4

Speak English less than "very well"	0	±19
Hebrew:	12	±19
Speak English "very well"	12	±19
Speak English less than "very well"	0	±19
African languages:	0	±19
Speak English "very well"	0	±19
Speak English less than "very well"	0	±19
Other and unspecified languages:	9	±14
Speak English "very well"	9	±14
Speak English less than "very well"	0	±19