



An important message about a change in your electricity supply price

October 9, 2026



You are receiving this notice because your electricity supply price will change in November.

Your electricity account is enrolled in Pepperell Community Electricity, our Town's group electricity buying program. Through the program, you receive a Pepperell Community Electricity price for the Supply Services portion of your electric bill instead of National Grid's Basic Service price. Since the program launched in 2024, Pepperell residents and businesses have saved a total of more than **\$700,000** compared with National Grid's prices.

You are enrolled in the **Pepperell Basic** option, which provides the lowest price in the program.

In November, the current program prices will expire and new, 3-year prices will take effect. Electricity prices are higher now than when Pepperell locked in the current prices. As a result, program prices are increasing.

- Your current electricity supply price is 13.688 ¢/kWh.
- Your new electricity supply price will be **15.910 ¢/kWh**. This price will be in effect from November 2026 until November 2029.
- Your new price will be **lower** than National Grid's current residential price. See the table for National Grid's current prices. *Future savings compared with National Grid cannot be guaranteed.*

Your new electricity supply price:

15.910 ¢/kWh

Look for it on your December bill.

For account:

Customer Support:

844-202-6299

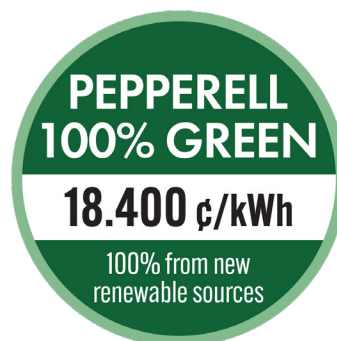
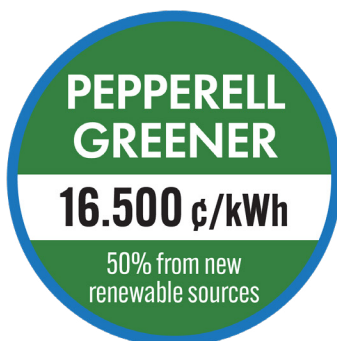
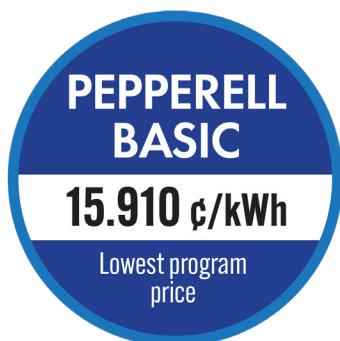
More information and self service:

PepperellCommunityElectricity.com



It's your decision. Make the choice that's right for you.

- ▶ **TAKE NO ACTION.** Your enrollment in Pepperell Basic will renew automatically at 15.910 ¢/kWh in November. You will see the new price on your December National Grid electric bill.
- ▶ **CHOOSE A DIFFERENT OPTION.** Choose Pepperell Greener to receive 50% of your electricity from new renewable sources. Choose Pepperell 100% Green to receive all of your electricity from new renewable sources.
- ▶ **OPT OUT.** Participation is not required. There is no fee or penalty to opt out, and you may do so at any time. If you opt out, you will receive National Grid's current Basic Service price. See the table for National Grid's current prices.



To choose a different option or opt out, visit PepperellCommunityElectricity.com or contact customer support with our program consultants at 844-202-6299.

Pepperell Basic comparison:

Price comparison

Price information	CURRENT	NEW	Compare to National Grid
Price	13.688 ¢/kWh	15.910 ¢/kWh	17.185 ¢/kWh - residential. 15.568 ¢/kWh - commercial. 10.852 ¢/kWh - industrial.
Price period	October 2024 to November 2026	November 2026 to November 2029	August 1, 2026, to January 31, 2027, residential & small business. August 1 to October 31, 2026, large business.

Electricity from renewable sources (% of total)

Renewable energy source	Required vs added	CURRENT	NEW	Compare to National Grid
Electricity from new renewable sources in the New England region (MA Class I RECs)	Required	30%	30%	30%
	Added by Pepperell	0%	0%	0%
	Total required and added *	30%	30%	30%

* In addition to purchasing the renewable energy shown in the table, the program's electricity supplier is required by state law to purchase renewable energy certificates (RECs) from other sources, including sources that are not new, are renewable but not clean, such as waste to energy, or are clean but not renewable, such as nuclear. This purchase must match 39% of participants' total electricity use.

Additional information

- **National Grid will remain your electric utility.** National Grid will continue to deliver your electricity, send your bill, and address power outages, but your electricity supplier will change to Direct Energy Services, LLC ("Direct Energy"), and you will see "Direct Energy - Pepperell Comm. Electricity" on your bill.
- **If you recently signed a private electricity supply contract and also you received this notice**, this mailing list may have been created before you signed your contract. **If you wish to remain in your contract, you should opt out of Pepperell Community Electricity.** Opt out online at PepperellCommunityElectricity.com or by calling customer support with our program consultants at 844-202-6299.
- **If your account is tax exempt**, you must submit your tax-exemption documentation to Direct Energy. Tax-exemption documentation must be submitted each time the program's electricity supplier changes. For information on where to submit your tax-exemption documentation, visit PepperellCommunityElectricity.com.
- **The automatic enrollment model is in accordance with state law.** More than 200 cities and towns in Massachusetts have similar programs, and all operate the same way. However, you are not required to participate. You may opt out at any time with no fee or penalty.
- **At the end of the new contract with Direct Energy**, the Town of Pepperell intends to sign another long-term contract. The electricity supplier and renewable energy content may change, and the price may be higher or lower than the current price. You will continue in the same program option at the new price unless you inform the program otherwise. The program will provide advance notice of any such changes, and you will be free to opt out or change your option before the changes take effect.