

Program Overview

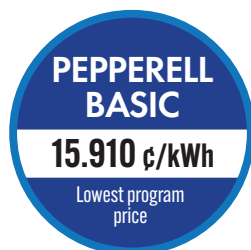
Pepperell Community Electricity is a Town electricity supply program that gives residents and business owners more choice and control over how we power our community. The program is a group electricity purchasing program that changes the electricity supply price on your National Grid electric bill. More than 200 other cities and towns in Massachusetts have similar programs.

Using the bulk buying power of our community, Pepperell Community Electricity provides:

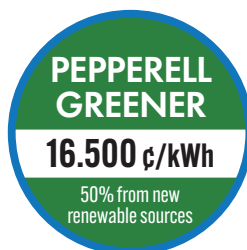
- Three electricity supply choices.
- Fixed pricing until November 2029.
- Consumer protections, including the ability to leave the program at any time with no fee or penalty.

Pepperell Community Electricity has three options. Choose the one that's right for you.

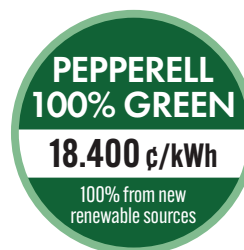
New program participants will be automatically enrolled in Pepperell Basic. Pepperell Greener and Pepperell 100% Green are available by request. Choose online or by phone.



AUTO-ENROLL



OPTION



OPTION

All program prices are fixed until November 2029.

While the program has a history of providing savings compared with National Grid, National Grid's future prices are unknown, so future savings cannot be guaranteed.

Most new electricity accounts will be eligible for automatic enrollment.

Have National Grid's Basic Service?

If you did not sign a private electricity supply contract, your account will be eligible for automatic enrollment within a few months, and you will receive a notification in the mail from the Town. State law requires the automatic enrollment model, but you are free to opt out before being automatically enrolled.

Have a private electricity supply contract?

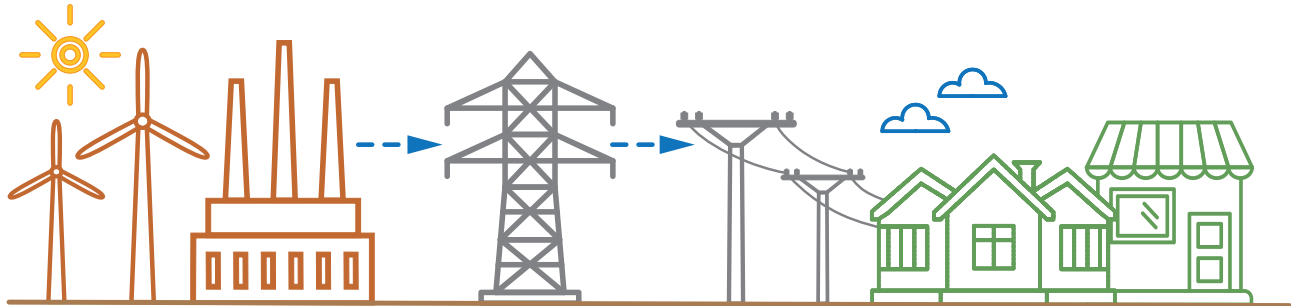
Your account will not be eligible for automatic enrollment, but you can request enrollment online at PepperellCommunityElectricity.com or by contacting customer support with the Town's program consultants at **844-202-6299**.

Participation is never required, and you are free to opt out at any time with no fee or penalty.

That means you can opt out before being enrolled and remain with National Grid's Basic Service price, or you can try the program and opt out later at any time.

How Pepperell Community Electricity Works

Pepperell Community Electricity changes your electricity supplier and the price that National Grid uses to calculate the Supply Services charge on your bill, which is the part of the bill where you pay for the electricity you use. But Pepperell Community Electricity does not replace National Grid as Pepperell's electric utility, and you will remain a National Grid customer.



Supply

Direct Energy buys electricity for you.

Delivery

National Grid continues to deliver your electricity.

Customer

You receive electricity with no change in service.

Just two key changes on your electric bill:

The image shows a sample National Grid electric bill. Annotations with arrows point to specific parts of the bill:

- 1. Your electricity supplier will appear as Direct Energy - Pepperell Comm. Electricity.** This points to the 'SUPPLIER' field in the 'Supply Services' section, which lists 'DIRECT ENERGY - PEPPERELL COMM. ELECTRICITY', 'PO BOX 180', and 'TULSA, OK 74101'.
- 2. Your Electricity Supply price will change to a Pepperell Community Electricity price.** This points to the 'Electricity Supply' line item, which shows a price of '0.1591' per kWh.

Other visible information on the bill includes:

- Enrollment Information:** To enroll with a supplier or change to another supplier, you will need the following information about your account: Loadzone: WCMA, Acct No: 00000-00000, Cycle: 1, SMIT.
- Electric Usage History:** A table showing usage for Mar, Apr, May, Jun, Jul, Aug, and Sep.
- Other Charges/Adjustments:** Includes 'Paperless Billing Credit'.
- Account Information:** SERVICE FOR JOHN SMITH, 1010 ANY STREET, ANYTOWN, MA 00000. BILLING PERIOD: Mon DD, YYYY to Mon DD, YY. ACCOUNT NUMBER: 00000-00000. PLEASE PAY BY: Mon DD, YY.

**Everything
else remains
the same!**

National Grid continues to:

- Deliver your electricity with no interruption and address power outages.
- Send your electric bill and accept bill payments (this is the only electric bill you will receive as a participant).
- Provide a low-income discount or fuel assistance if you currently receive that benefit.

The **ONLY** electricity supply program approved by and for the Town of Pepperell.
If you don't see the Town Seal, it's not from the Town.

PepperellCommunityElectricity.com • 844-202-6299

