City of Worcester
2025 Municipal Aggregation Annual Report
July 1, 2026

Public Access to Plan / Ongoing Program Information

Location	Description
Municipal website	WorcesterMA.gov
Program website	GreenWorcesterElectricity.com
Communication vehicles/ Outreach activities	
Social media accounts	Facebook: https://www.facebook.com/CityofWorcester Instagram: https://www.instagram.com/cityofworcester/
Announcement to local/ regional media	City media list. Green Worcester Monthly Newsletter – October edition - Green Worcester News!
Physical postings in municipal buildings	Bulletin boards at the 311 Customer Service Center, Public Library, and Senior Center.
Municipal departments, boards, and committees	311 customer service staff, Green Worcester Advisory Committee, City Manager's office staff, and City Council.
Community organizations	Worcester's energy advocate included information about the program at community meetings like neighborhood associations and public events like the Worcester Landlord Summit. Price-change information was handed out at the YMCA and the Worcester Youth Center.
Events	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	One-on-one education with customers on understanding their

Interactions and Office Hours	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			
	Department of Sustainability & Resilience GreenWorcester@worcesterma.gov 508-799-8324	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)
☐	☒	☐	☐	☐	☐

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	May 13, 2025, and May 27, 2025
Evaluate/Select Bids	June 24, 2025
Negotiate/Execute Contracts	June 24, 2025

Representative Opt-Out Notification

Representative Opt-Out Notifications for 2025 can be found here:

- **English:** https://www.masspowerchoice.com/wpcontent/uploads/2025/07/Worcester_Letter_Combined_071725.pdf
- **Spanish:** https://www.masspowerchoice.com/wpcontent/uploads/2025/07/Worcester_Letter_Combined_071725_Spanish.pdf
- **Portuguese:** https://www.masspowerchoice.com/wpcontent/uploads/2025/07/Worcester_Letter_Combined_071725_Portuguese.pdf
- **Vietnamese:** https://www.masspowerchoice.com/wpcontent/uploads/2025/07/Worcester_Letter_Combined_071725_Vietnamese.pdf
- **Chinese:** https://www.masspowerchoice.com/wpcontent/uploads/2025/07/Worcester_Letter_Combined_071725_SChinese.pdf

Representative Notification of Product Change

Representative Notifications of Product Change for 2025:

English

- Worcester Standard Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Approach-B_Worcester-Price-Change-NOTICE_Standard_101525.pdf
- Worcester 100% Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Approach-B_Worcester-Price-Change-NOTICE_100PercentGreen_101525.pdf

Spanish

- Worcester Standard Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_Standard_101525_SPA-1.pdf
- Worcester 100% Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_100PercentGreen_101525_SPA-1.pdf

Portuguese

- Worcester Standard Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_Standard_101525_BPORT-1.pdf
- Worcester 100% Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_100PercentGreen_101525_BPORT.pdf

Vietnamese

- Worcester Standard Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_Standard_101525_VIET-1.pdf
- Worcester 100% Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_100PercentGreen_101525_VIET.pdf

Chinese

- Worcester Standard Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_Standard_101525_SCH.pdf
- Worcester 100% Green: https://www.masspowerchoice.com/wp-content/uploads/2025/10/Worcester-Price-Change-NOTICE_100PercentGreen_101525_SCH.pdf

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	63%		63%	
Voluntary – All MA Class I RECs	40%		73%	
TOTAL	103%		136%	
Supplier Name	Direct Energy Services, LLC		Direct Energy Services, LLC	
Effective Dates	December 2023 – December 2025		December 2023 – December 2025	
2025 Participants and kWh				
Participants	**Average # of participants**	**kWh**	**Average # of participants**	**kWh**
Residential	28,799	177,961,365	166	965,705
Low-Income	4,364	30,229,258	4	32,876
Small Commercial & Industrial	5,352	45,555,576	26	102,269
Large Commercial & Industrial	142	29,639,576	0	0
TOTAL	**38,656**	**283,385,775**	**196**	**1,100,850**

Annual Product Rate Component Information

Rate Component	Revenue (in $)
Supply and Renewable Content	$46,415,401
Consultant Services	$213,365
Municipality Services	$284,487

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.

Municipality services

The City is using a portion of the funds to cover a portion of personnel costs for staff members who work on the program and who help customers to understand their energy bills, supply options, and how to obtain Mass Save energy assessments.

Annual Voluntary Renewable Energy Content Information

Category of Renewable Energy	MWh/Certificates	Tracking Mechanism
MA Class I	114,158	NEPOOL Generation Information System