

City of Waltham Community Electricity Program

[Date - Georgia Bold]

Dear Waltham Electricity Customer,

The city of Waltham is launching the Waltham Community Electricity (WCE) program which will provide new city/town-vetted options for electricity supply. UtilityName will continue to deliver your electricity, however, the electricity supplier was chosen by the city of Waltham through a competitive bid process that leveraged the bulk-buying power of our community, understanding that future savings cannot be guaranteed.

You will be automatically enrolled in the ABBR standard product, “DefaultProduct,” as of your Month YEAR electricity meter read, unless you choose one of our optional products or opt out.

To opt out and avoid automatic enrollment in Waltham Community Electricity, you must do one of the following before OptOutDate:

 **mail and postmark the enclosed opt-out card** OR  **call Direct Energy Services, LLC at SupplierPhone** OR  **submit the opt-out form at WebsiteURL**

Participants may also opt out of Waltham Community Electricity at any time during the Program without penalty. Please read further to learn more about Waltham Community Electricity!

— John Smith, Chair Selectboard, Waltham

ProgramName GOALS



Renewable Electricity

ABBR’s standard product includes XX percent (XX%) more renewable energy certificates (RECs), known as MA Class I RECs, than required by the Commonwealth. This means you have cleaner electricity and are helping to support the growth of renewable electricity in our region. Optional products that include higher renewable electricity content are also available and described below.



Electricity Choice

ABBR offers [XX] different electricity supply choices, including an option with renewable energy certificates equal to one hundred percent (100%) of a customer's electricity consumption.



Competitive and Stable Prices

All ABBR prices are fixed for XX months (MM-YYYY through MM-YYYY), whereas UtilityName Basic Service rates change every six months for Residential and Commercial customers and every three months for Large Commercial and Industrial customers. ABBR offers options that are intended to be price competitive with UtilityName Basic Service, however, **savings cannot be guaranteed**. This is because Basic Service rates are not known for the entire period of YourTown’s contract, and may therefore be above or below ABBR rates in any subsequent period.

ProgramName OPTIONS

Standard Product

- 1 DefaultProduct:** This is the **standard product** that you will be automatically enrolled in if you do nothing. It includes XX percent (XX%) more renewable energy certificates than required by the Commonwealth. **This product helps you be a climate leader, while still focusing on competitive prices.** The goal for this product is to be equal to or lower than average UtilityName Basic Service rates over YourTown’s contract term, however, as future UtilityName Basic Service rates are unknown, **future savings cannot be guaranteed.**

Other Options

Waltham Community Electricity also offers three optional electricity products, each with differing amounts of renewable electricity relative to state requirements. To enroll in any of these optional products, you must contact the supplier, **Direct Energy Services, LLC**, at SupplierPhone, or sign up on the Program website, WebsiteURL.

- 2 Waltham 50:** This is an **optional product**. It includes fifty percent (50%) more renewable energy certificates (MA Class I) than required by the Commonwealth.
- 3 Waltham 100:** This is an **optional product**. It includes renewable energy certificates (MA Class I) equal to one hundred percent (100%) of a customer’s electricity consumption.
- 4 Waltham Basic:** This is an **optional product**. It includes the minimum amount of renewable electricity (MA Class I) required by the Commonwealth.

GREEN PRODUCTS

Products described as “Green” contain an amount of RECs above that required by the Commonwealth. The additional RECs qualify for MA Class I designation and include generation from solar, wind, anaerobic digestion, or low-impact hydro located within, or delivered to, New England.



PRICING

	Electricity Supply Product	Renewable Energy Certificates	Residential	Commercial	Large Commercial and Industrial (C&I)	Price Period
ABBR	BMBN (standard)	X% greater than MA Class I requirements	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	Month Year – Month Year Rates apply to service beginning and ending on the days of the month that your meter is read
	SEM[UtilityName]50 (optional)	50% greater than MA Class I requirements	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	
	SEM[UtilityName]100 (optional)	MA Class I RECs equal to 100% of customer's metered consumption	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	
	SEM[UtilityName]Basic (optional)	meets minimum MA Class I requirements	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	
What You Have Now	[UtilityName] Basic Service	meets minimum MA Class I requirements	\$o.XXXXXX/kWh	\$o.XXXXXX/kWh	XXMA \$o.XXXXXX/kWh	Month 1, Year – Month 31, Year Residential and Commercial* Month 1, Year – Month 31, Year Large C&I*
<p>*No guarantee of savings. UtilityName Basic Service rates for electric supply change every six months for Residential and Commercial customers and every three months for Large Commercial and Industrial customers. UtilityName Basic Service rates may be above or below ABBR rates for customers during any subsequent period. Program prices could also increase as a result of a change in law that results in a direct material increase in costs during the term of the electric supply contract.</p> <p>Rates indicated above are for Supply Services only. Commission fees for all ABBR products are included in above rates. This fee is \$0.001/kWh for the aggregation consultant and \$0.000025/kWh for the Metropolitan Area Planning Council. ABBR rates also include taxes which are billed as part of the power supply charge.</p>						

PROGRAMNAME PARTICIPATION

To enroll in ABBR DefaultProduct, you do not need to take any action. To enroll in an optional ABBR product, contact the supplier [UtilityName] or use the online form at WebsiteURL. If you don't wish to participate, mail and postmark the enclosed opt-out card on or before OptOutDate to avoid automatic enrollment in the ABBR program.

Budget Plan or Eligible Low-Income delivery rate consumers will continue to receive those benefits from UtilityName.

Solar Electricity Consumers will not be impacted and will continue to receive their net metering credits while participating in the Program.

Exit Terms for Basic Service: There is no penalty charge for leaving Eversource's Basic Service, however, Large Commercial and Industrial customers may receive a billing adjustment charge or credit.

Exit Terms for Basic Service: There is no penalty charge for leaving National Grid's Basic Service, however, Industrial customers (G-2 and G-3) may receive a reconciliation charge or credit.

You can leave the Program anytime after you've enrolled, with no early termination fees. If you leave the program, your account(s) will be returned to UtilityName's Basic Service on the next available meter read.

How to access information about Basic Service: visit www.mass.gov/info-details/basic-service-information-and-rates, or call (800) 592-2000.

If you are receiving electricity supply from a competitive supplier and believe you have received this opt-out letter in error, you must sign and return the enclosed opt-out card. This will ensure you continue to receive your electricity from that competitive supplier and prevent any possible early termination fees.

Tax-exempt small business customers must provide a copy of their Energy Exemption Certificate directly to Direct Energy Services, LLC via email at xxxxxx@xxxx.xxx, fax at (xxx) xxx-xxxx, or mail at XXXXX in order to maintain their tax-exempt status.

CUSTOMER SUPPORT & MORE INFORMATION

For more information visit WebsiteURL, or call SupplierPhone.

To select an optional ABBR product, or to opt out of the program, please contact [UtilityName] at: (xxx) xxx-xxxx between 9 AM – 5 PM, email at xxxxxx@xxxx.xxx, or mail at 123 Main St Wonderland, AB, 12345.

City of Waltham

c/o Supplier Name

Supplier Address

[city][state], [XXXXX]

Phone: Supplier Phone Number

Email: supplier@email.com

Presorted
Standard
U.S. Postage
Paid
XXXXX
XXX

Current Resident Name

1234 Main St

Waltham, MA 12345

CUSTOMER OPT-OUT NOTIFICATION
Do not discard! This is not a solicitation!
Time-sensitive notice regarding electric supply
rates on behalf of the city of Waltham.

Opt-Out Reply Card

City of Waltham
Waltham Community
Electricity Program

*Account number placeholder Opt-
Out code placeholder*



Signature

Date

Current Resident Name

1234 Main St
Waltham, MA 12345

Printer code placeholder

If you wish to participate in the Waltham Community Electricity program, you do not need to take any action. You will be automatically enrolled.

Opt-Out Instructions

If you do not want to participate:

1. Sign and date this card
2. Insert into postage pre-paid envelope
3. Mail envelope

The card must be signed by the customer of record whose name appears in the address area on this card.

The envelope must be mailed and postmarked on or before OptOutDate in order to opt out of the Program before automatic enrollment.



IMPORTANT NOTICE



Waltham Community Electricity

The Massachusetts Department of Public Utilities directs that we include the following message in all of these different languages. The message states: "Important notice enclosed from city of Waltham about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help."

<p>SPANISH/ESPAÑOL Incluye importante notificación de</p> <p>sobre su servicio eléctrico. Traduzca la notificación inmediatamente. Si necesita ayuda, llame al número o visite el sitio web indicado anteriormente.</p>	<p>POLISH/POLSKI Załączono ważne powiadomienie od</p> <p>dotyczące usług w zakresie dostaw energii elektrycznej. Prosimy o niezwłoczne przetłumaczenie tego powiadomienia. W celu uzyskania pomocy należy zadzwonić pod wyżej podany numer telefonu lub odwiedzić wyżej wymienioną stronę internetową.</p>
<p>PORTUGUESE/PORTUGUÊS Aviso importante incluído do</p> <p>sobre seu serviço de eletricidade. Traduzir o aviso imediatamente. Ligar para o número ou visitar o site, acima, para obter ajuda.</p>	<p>NEPALI/नेपाली तपाईंको विद्युतीय सेवा बारे</p> <p>बाट संलग्न गरिएको महत्त्वपूर्ण सूचना । सूचनालाई तत्कालै अनुवाद गर्नुहोस् । मद्दतको लागि, माथि दिइएको नम्बरमा फोन गर्नुहोस् वा वेबसाइटमा जानुहोस् ।</p>
<p>CHINESE (SIMPLIFIED)/中文 随附来自</p> <p>的重要通知, 有关您的供电服务。请立刻翻译此通知。如果您需要帮助, 请通过上面提供的信息致电或者访问网站。</p>	<p>MARATHI/मराठी कडून महत्त्वाची सूचना संलग्न केली आहे</p> <p>आपल्या विद्युत सेवेसंबंधी. या सूचनेचा अनुवाद त्वरित करावा. मदतीसाठी वरील क्रमांकावर फोन करा किंवा वेबसाईटला/संकेतस्थळास भेट द्या.</p>
<p>CHINESE (TRADITIONAL)/中文 随附以下重要通知</p> <p>事關您的電力服務。請立即翻譯通知。如需協助, 請致電上述號碼或瀏覽網站。</p>	<p>YORUBA/YORÙBÁ Àkíyèsí pàtàkì tí a fi sínú rẹ̀ láti ọ̀dọ̀</p> <p>nípa isẹ́ iná mọ̀nà mọ̀nà rẹ̀. Tùmọ̀ àkíyèsí nàà lẹ̀sẹ̀kẹ̀sẹ̀. Pe nọ̀nbà nàà tàbí bẹ̀ ààyè lórí ayélujára, lókè, wò fún irànlọ̀wọ̀.</p>
<p>HAITIAN/KREYÒL Wap jwenn yon avi enpòtan ki soti nan</p> <p>osijè sèvis elektrisite w. Tradwi avi a imedyatman. Rele nimewo a oswa vizite sit entènèt ki anwo a, pou w jwenn èd.</p>	<p>IGBO/NDI IGBO Ọkwa dị mkpa e zitere na</p> <p>gbasara ọrụ ọkụ eletrik gị. Tugharịa ọkwa ozigbo. Kpọọ nomba à ma ọ bụ gaa na webusaitị, dij n'elu, maka enyemaka.</p>

<p>VIETNAMESE/TIẾNG VIỆT Có đính kèm thông báo quan trọng từ</p> <p>về dịch vụ điện của quý vị. Hãy phiên dịch thông báo này ngay. Xin gọi số điện thoại hoặc vào mạng lưới của chúng tôi, bên trên, để được giúp đỡ.</p>	<p>AMHARIC/አማርኛ የኤሌክትሪክ አገልግሎት ላይ በተመለከተ ከ</p> <p>የተሰጠ ጠቃሚ ማስታወቂያ ከዚህ ጋር በአገሪት ተያይዟል።</p> <p>ማስታወቂያውን በአስቸኳይ ያስተርጉሙት። አዛ ለማግኘት፣ ከላይ በተገለጸው ስልክ ቁጥር ይደውሉ ወይም ድረ ገጹን ይጎብኙ።</p>
<p>RUSSIAN/РУССКИЙ Прилагается важное сообщение от</p> <p>касательно вашего снабжения электроэнергией. Переведите это сообщение безотлагательно. Если вам нужна помощь, позвоните по указанному номеру или зайдите на вебсайт.</p>	<p>SOMALI/SOOMAALI Ogeysiin muhiim ah oo ku lifaaqan oo ka timid</p> <p>oo ku saabsan adeegaaga korontada. Fasir ogeysiinta isla markaas. U soo wac lambarka ama u booqo websaydka, koreeyo, wixii caawin ah.</p>
<p>ARABIC/عربي ملاحظة هامة متضمنة من</p> <p>حول خدمة الكهرباء خاصتك. يرجى ترجمة الملاحظة فوراً. اتصل بالرقم أو قم بزيارة الموقع أعلاه للحصول على المساعدة.</p>	<p>JAPANESE/日本語 からの電力供給に関する重要なお知らせが添付されています。このお知らせをすぐに翻訳してください。ご質問がある場合は、上記の電話番号までお電話いただくか、ウェブサイトをご覧ください。</p>
<p>KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ បានភ្ជាប់មកពី</p> <p>អំពីសេវាអគ្គិសនីរបស់អ្នក។ បកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ ហៅទៅលេខ ឬទស្សនាគេហទំព័រខាងលើ សំរាប់ជំនួយ។</p>	<p>GUJARATI/ગુજરાતી ના તરફથી મહત્વપૂર્ણ નોટિસ બીડેલ છે</p> <p>તમારી વીજળી સેવા વિશે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે ઉપરના નંબર પર કોલ કરો અથવા વેબસાઇટની મુલાકાત લો.</p>
<p>FRENCH/FRANÇAIS Avis important ci-joint de</p> <p>à propos de votre service d'électricité. Traduisez immédiatement l'avis. Appelez le numéro ou visitez le site Web ci-dessus pour obtenir de l'aide.</p>	<p>SWAHILI/KISWAHILI Notisi muhimu ambayo imeambathiswa kutoka kwa</p> <p>kuhusu huduma ya umeme unayopokea. Ifasiri notisi papo hapo. Piga simu kwa nambari au zuru tovuti, hapo juu, ili kupata usaidizi.</p>
<p>ITALIAN/ITALIANO Comunicazione importante in allegato da</p> <p>riguardante il suo servizio di elettricità. Tradurre il comunicato immediatamente. Se ha bisogno di assistenza chiami il numero o visiti il sito internet sopra indicato.</p>	<p>HINDI/हिंदी यह महत्वपूर्ण सूचना</p> <p>की ओर से आपकी बिजली सेवा के बारे में है। सूचना का तुरंत अनुवाद करें। मदद के लिए ऊपर के नंबर पर कॉल करें या वेबसाइट पर जाएं।</p>
<p>KOREAN/한국어 귀하의 전기 서비스와 관련하여</p> <p>에서 보낸 중요한 통지 사항이 동봉되어 있습니다. 통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화 번호로 연락하거나 웹사이트를 방문해 주십시오.</p>	<p>THAI/ไทย ประกาศสำคัญที่แนบมาจาก</p> <p>เกี่ยวกับบริการไฟฟ้าของคุณ แปะประกาศทันที โทรไปยังหมายเลข หรือไปที่เว็บไซต์ด้านบน เพื่อขอความช่วยเหลือ</p>
<p>GREEK/ΕΛΛΗΝΙΚΑ Εσκλείεται σημαντική ειδοποίηση από</p> <p>που αφορά τον πάροχο ηλεκτρικής σας ενέργειας. Μεταφράστε την ειδοποίηση αμέσως. Καλέστε τον αριθμό ή επισκεφτείτε την παραπάνω ιστοσελίδα για βοήθεια.</p>	<p>LAO/ລາວ ແຈ້ງການທີ່ສໍາຄັນນໍາມາຈາກ</p> <p>ກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການນີ້ໂດຍທັນທີ. ສໍາລັບການຊ່ວຍເຫຼືອ ໂທຫາເບີໂທ ຫຼື ເຂົ້າໄປເບິ່ງໃນເວັບໄຊທ໌ ຢູ່ຂ້າງເທິງ.</p>