

COMMUNITY ELECTRICITY AGGREGATION



Martha Grover
Energy Efficiency Manager
City of Melrose
April 30, 2018



WHAT is CEA?

The process by which a municipality arranges for electricity supply from a competitive electricity supplier on behalf of the residents and small businesses in the community.

- Aggregation is “opt-out” by design in order to incentivize suppliers to offer their lowest rates.

Electricity Bill 101

nationalgrid

SERVICE FOR: MELROSE RESIDENT
123 MAIN STREET
MELROSE MA 02176

BILLING PERIOD: Nov 10, 2014 - to Dec 12, 2014

ACCOUNT NUMBER: XXXXX-XXXXX

PLEASE PAY BY: Jan 9, 2015

AMOUNT DUE: \$ 220.05

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www.nationalgrid.com

CUSTOMER SERVICE: 1-800-325-3223

CREDIT DEPARTMENT: 1-888-211-1313

POWER OUTAGE OR DOWNED LINE: 1-800-486-1212

EMAIL BILLING INQUIRIES: customeremail@nationalgrid.com

CORRESPONDENCE ADDRESS: PO Box 960
Northborough, MA 01532-0960

ELECTRIC PAYMENT ADDRESS: PO Box 11737
Newark, NJ 07101-4737

DATE BILL ISSUED: Dec 16, 2014

ACCOUNT BALANCE

Previous Balance	144.24
Payment Received on NOV 17 (ACH)	THANK YOU - 144.24
Current Charges	+ 220.05
Amount Due	\$ 220.05

GO PAPERLESS: You'll help yourself and the environment by signing up to manage your bills online at www.nationalgrid.com/gopaperless.

PAYMENT CONCERNS?: We're here to help you. We have several plans that can help you manage your energy bills. Go to www.nationalgrid.com/paymentoptions to find out more or call us at the number on your bill.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of Days	Current Reading	Previous Reading	Total Usage
Nov 10 - Dec 12	32	52971	52058	913 kWh

SECTOR NUMBER: XXXXXXXX NEXT SCHEDULED MILE DATE: Jan 15

Rate: Residential Regular R-1

Charge	Rate	Usage	Amount
Customer Charge			4.00
Dist Chg First 600 KWH	0.03701 x	600 kWh	22.20
Dist Chg Next 313 KWH	0.04363 x	313 kWh	13.56
Transmission Charge	0.00106 x	913 kWh	0.96
Energy Efficiency Chg	0.02304 x	913 kWh	21.04
Renewable Energy Chg	0.01004 x	913 kWh	9.16
	0.0000 x	913 kWh	0.46
Total Delivery Services			\$ 71.48

Estimated Usage History (kWh)

Month	kWh
Dec 13	336
Jan 14	355
Feb 14	730
Mar 14	535
Apr 14	329
May 14	307
Jun 14	322
Jul 14	315
Aug 14	335
Sep 14	426
Oct 14	527
Nov 14	772
Dec 14	813

Daily Average: Dec 13: 13.3 kWh, Dec 14: 25.3 kWh

Actual: ☒ Estimated: ☐

SEND THIS PORTION FOR YOUR RECORDS

INCLUDE THE PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: XXXXX-XXXXX

PLEASE PAY BY: Jan 9, 2015

AMOUNT DUE: \$ 220.05

PO Box 960
Northborough MA 01532

MELROSE RESIDENT
123 MAIN STREET
MELROSE MA 02176

080556

NATIONAL GRID
PO BOX 11737
NEWARK NJ 07101-4737

ENTER AMOUNT ENCLOSED

00002200 02221314

nationalgrid

SERVICE FOR: MELROSE RESIDENT
123 MAIN STREET
MELROSE MA 02176

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Enrollment Information

To enroll with a supplier or change to another supplier, you will need the following information about your account:

Location: NEWAD007

Start Date: XXXXX-XXXXX Cycle: 12 MONTH

Supply Services

Supplier: National Grid

Basic Service Fixed	0.16278 x 913 kWh	148.57
Total Supply Services		\$ 148.57

Electric Usage History

Month	kWh	Month	kWh
Dec 13	336	Jul 14	315
Jan 14	355	Aug 14	335
Feb 14	730	Sep 14	426
Mar 14	535	Oct 14	527
Apr 14	329	Nov 14	772
May 14	307	Dec 14	813
Jun 14	322		

Payment Plans are Available for Four or More Months. Please Contact Us at 1-888-211-1313.

Right to Dispute Your Bill

If you believe your bill is inaccurate or you wish to dispute all or part of your bill, please contact National Grid at 1-800-325-3223 and request an investigation by a Company Complaint Officer. If you are not satisfied with the written decision within 30 days, you have the right to appeal to the Massachusetts Department of Public Utilities, Consumer Division, One South Station, Boston, MA 02110. Telephone 617-737-2030 or 1-877-666-5066.

Department of Public Utilities

DPU regulations provide that a company may not terminate electric service for failure to pay any portion of a bill when a customer complaint or appeal is pending.

Arrears Management Program (AMP)

AMP provides arrears forgiveness to income-qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments. For complete details and an application, visit www.nationalgrid.com or call the number on the front.

Explanation of General Billing Terms

KWH: Kilowatt-hour, a basic unit of electricity used.

On-Peak: Period of time when the need or demand for electricity on the Company's system is low, such as late evening, weekends and holidays.

Off-Peak: Period of time when the need or demand for electricity on the Company's system is high, normally during the day, Monday through Friday, excluding holidays.

Estimated Bill: A bill which is calculated based on your typical monthly usage rather than on an actual meter reading. It is usually rendered when we are unable to read your meter.

Meter Multiplier: A number by which the usage on certain meters must be multiplied by to obtain the total usage.

Demand Charge: The cost of providing electrical transmission and distribution equipment to accommodate your largest electrical load.

Supplier Service Charges are comprised of:

Generation Charge: The charge(s) to provide electricity and other services to the customer by a supplier.

Right to Electric Service

If you have a financial hardship you or anyone presently and normally living in your home have a Right to Electric Service in the following situations:

- During serious illness: Contact your physician or Board of Health and have them telephone the Company immediately at 1-800-211-1313. Written notice (7) days of the phone call your physician or Board of Health must certify in writing to the Company that serious illness exists. The certificate protects against termination for 90 days (100 days if chronic illness) and may be renewed. Your failure to renew such certification of serious illness as set out above may result in your service being terminated.
- You have a child under twelve months old living in your home.
- Between November 10 and March 15 if your service is heat related.
- Elderly Household: If all residents in your household are 65 years of age or older or a prior resident (under the age of 18), the Company can not terminate your service for failure to pay a past due bill without the approval of the Massachusetts Department of Public Utilities (DPU).
- For additional information on the right to electric service, please contact our Credit Department at 1-888-211-1313.

Questions:

If you have questions or complaints regarding this bill or National Grid's service quality, please contact Customer Service at 1-800-325-3223. You may also contact the Massachusetts Department of Public Utilities, Consumer Division at 617-737-2030 or toll free at 1-877-666-5066 or web site www.mass.gov/dpu.

Brief History of CEA in Melrose

May 2014	Aldermen approved pursuing aggregation
March 2015	Aldermen approved Melrose Plan to DPU
Sept.	MA DPU Plan approval
Oct.	Supplier bids solicited; Constellation won
Nov.	Postcards mailed, outreach ramps up
Dec.	30 Day Opt-Out period, letters mailed
Jan. 2016	All eligible accounts enrolled
Jan. 2017	Contract extended for six months
July	Unable to procure supply bids less than Basic Service; contract expired; all accounts switched to Basic Service

WHERE is CEA in MA?

- According to a March 2018 report from the Mass Energy Consumers Alliance, there are about **145 cities and towns** in MA with an aggregation in place or in process
- Since Melrose initiated our 2015 program, several others cities followed our lead and added local renewable energy to the supply mix including:

Boston	Winchester
Medford	Stoneham
Arlington	Rockland
Gloucester	Watertown
Dedham	Hamilton
Brookline	Sudbury

WHY CEA now?

- To offer consumers another choice
- Rate stability
- Consumer protections such as no termination fees and transparent fixed rates
- Savings (but no guarantee)
- Consumer education and increased awareness of the competitive supply market
- Renewable energy investment

How does CEA happen?

- Melrose Plan submitted to DPU for approval
- Consultant issues bids to suppliers
- Supplier bids received and evaluated
- If the price is right, Mayor Infurna accepts the bid; if not, we try again later
- Winning supplier issues opt-out letters to all eligible accounts
- 30 day opt-out period begins
- **NO ACTION REQUIRED** to be enrolled in the program
- Accounts transferred to supplier at end of opt-out period

Melrose Outreach Plan

Same as before but BETTER:

- Articles in local papers
- Mayor Infurna's Blog
- Melrose CEA website and toll-free number
- Social media blitz
- Postcard before the opt-out letters
- Opt-out letters to every eligible household
- Public information sessions
- MMTV
- Water bill inserts
- Tabling at senior discount fair, other events
- Electric bill notices

Melrose CEA Program Details

- Eligible accounts automatically enrolled unless you opt-out
- You may leave the program at any time without early termination fees
- You will continue to receive one bill from National Grid
- You will continue to send payment to National Grid
- National Grid will continue to respond to emergencies and outages
- Your reliability and quality of service will stay the same
- Budget plans continue
- Low income discounts continue

Melrose Local Green

- Included in the standard product:
 - 11% required from renewable energy - solar, wind, biomass, etc
 - **PLUS** an additional 5% local renewable energy purchased through the MassEnergy Consumers Alliance
- Melrose Basic includes required 11% renewables
- Melrose Premium Green offers 100% renewable

Simulated view of the Future Generation
Wind Turbines on the Mann Cranberry
Farm in Plymouth, MA



FUTURE GENERATION WIND PLANT PROJECT
BROWNS COUNTRY WIND FARM TOWER
LOCATION T-1 - TAKEN FROM THE HIGHWAY VILLAGE PARKING LOT
LOCATED AT THE END OF THE RAY ROAD
LOOKING NORTH