City of Cambridge

Community Choice Electricity Aggregation Plan

Draft – June 16, 2016

The City of Cambridge (the "City") has developed the Cambridge Electricity Choice program to bring the benefits of renewable energy and electricity choice to its residents and businesses. The program will feature renewable energy in the power supply, support for renewable energy projects, and maximum consumer protections, all at a price at or below the average price of Basic Service power from the utility. The program is part of Cambridge's efforts to promote environmental sustainability.

I. Key Features

The key features of Cambridge's community choice electricity aggregation program will include:

Renewable energy: The City will include more renewable energy in the power supply than is included in utility Basic Service, with a focus on renewable generators that provide new renewable energy on the grid.

Price: Cambridge will secure the aggregation's power supply by requesting competitive bids from the largest and most experienced power suppliers in the region. Cambridge will only launch the aggregation when it obtains a price that meets or beats the reasonably projected price of utility Basic Service over the term of the aggregation supply agreement.

Consumer protection: Cambridge's program will include strong consumer protections, including the ability for any customer to leave the standard product at any time with no fee. There will be no hidden charges of any kind.

II. Support for Renewable Energy

Cambridge will use aggregation to help reduce the community's greenhouse gas footprint. Support for renewable energy will be the centerpiece of the program. The City will evaluate several renewable energy strategies, including those listed below, and will choose the strategy or combination of strategies that creates the most meaningful environmental impact.

Additional RECs in the Standard Product: Under this approach, the program's standard product, which is provided to all program participants by default, would include more MA Class 1 renewable energy certificates (RECs) than are required by the state Renewable Portfolio Standard.

An Optional Green Product: Under this approach, the program would offer an optional green product with additional renewable content over and above the standard product. This optional product would be available at an additional cost. By offering the optional product, the program would enable Cambridge's residents and businesses to make individual choices about the environmental content of their power supply.

Support for new renewable projects: Under this approach, the program would provide support that would lead to the development of new renewable energy projects.

III. Statutory Requirements

The community choice electricity aggregation statute, G.L. c. 164, § 134, (the "Statute") sets out the legal requirements for a community choice electricity aggregation plan. Those requirements include procedural requirements, specified plan elements, and substantive requirements. The procedural requirements are discussed below, and the other requirements in the sections that follow.

1. Local Approval

The Statute requires that the City obtain approval from the local governing authorities before initiating the development of the aggregation plan. Cambridge satisfied the local approval requirement when the City Council voted to initiate the process of community choice electricity aggregation on June 6, 2016. The Council Order is attached as Exhibit A.

2. Consultation with the Department of Energy Resources

The Statute also requires the City to consult with the Department of Energy Resources (DOER) in developing the aggregation plan. Cambridge submitted a draft of its Aggregation Plan to DOER and Cambridge officials met with DOER to discuss that draft on ____[*to be scheduled*]___________.

3. Citizen Review

Cambridge has made the plan available for review by its citizens at a public meeting on June 29, 2016 The draft aggregation plan was also posted on the City's web site with a comment period for the City's electricity consumers to submit feedback.

IV. Elements of the Plan

The Aggregation Statute requires that the Aggregation Plan contain the following elements:

- Organizational structure
- Program Operations
- Funding
- Details on rate setting and other costs to participants
- The method of entering and terminating agreements with other entities
- The rights and responsibilities of program participants
- The procedure for termination of the program

Each of those elements is discussed in turn below.

1. Organizational Structure

The organizational structure of the aggregation program will be as follows:

City Manager and City Council: The aggregation will be overseen by the City Manager and the City Council. The City Council and City Manager authorized the initiation of the process of community choice electricity aggregation. The City Manager approved the aggregation plan, supervises the aggregation consultant, and will sign the supply contract.

Consultants: The City's aggregation consulting team (hereinafter jointly referred to as "Consultant") will manage the aggregation under the City Manager's direction. Their responsibilities will include managing the supply procurement, developing and implementing the public education plan, interacting with the local distribution company, and monitoring the supply contract. Through a competitive procurement process, Cambridge has selected the team of Peregrine Energy Group and Bay State Consultants to provide these services for an initial term.

Competitive Supplier: The competitive supplier will provide power for the aggregation, provide customer support including staffing, a toll-free number for customer questions, and fulfill other responsibilities as detailed in the Competitive Electric Service Agreement.

2. Operations

Following approval of the Plan by the Department of Public Utilities ("DPU"), the key operational steps will be:

a. Issue supply Request for Proposals ("RFP") and select winning competitive supplier
b. Implement public information program, including notice of the 30-day opt-out period
c. Enroll customers and provide service, including required notifications

a. Issue supply Request for Proposals and select winning competitive supplier

After the DPU approves the Aggregation Plan, the next step is to procure an energy supply contract.

Cambridge will solicit bids from leading competitive suppliers, including those currently supplying aggregations in Massachusetts and other states. The RFP will require that the supplier satisfy key threshold criteria, including:

- Licensed by the DPU
- Strong financial background
- Experience serving the Massachusetts competitive market or community choice electricity aggregations in other states
- Demonstrated ability, supported by references, to provide strong customer service

In addition, suppliers will be required to agree to the substantive terms and conditions of a Competitive Electric Service Agreement ("ESA"), substantially in the form of the City's model ESA. The agreement requires the supplier to:

- Provide all-requirements service
- Allow customers to exit the standard product at any time with no fee
- Agree to specified customer service standards
- Comply with all requirements of the DPU and the local distribution company

Cambridge will solicit price bids from suppliers that meet the threshold criteria and agree to the terms and conditions prescribed in the Competitive Electric Service Agreement. The City will request bids for a variety of terms and may request bids for a variety of pricing structures within each contract term. If none of the bids is satisfactory, the City will reject all bids and repeat the solicitation for prices as often as needed until market conditions yield a price that is acceptable to the City. Cambridge will only accept a bid that enables it to launch the aggregation with a price that meets or beats the reasonably projected price of utility Basic Service over the term of the supply agreement.

b. Implement public information program, including notice of the 30-day, pre-launch opt-out period

Once a winning supplier is selected, Cambridge will implement a public education program.

The delivery of a public education plan and associated materials are pivotal to ensuring clarity, participation, and enthusiasm for the aggregation. The City will use a variety of communication vehicles to communicate the plan's objectives, the primary terms and conditions of the contract, and the right to opt out of the program.

The public education plan will include both broad-based efforts and a 30-day opt-out notice to be mailed to every eligible customer on basic service.

i. Broad-based education efforts

The broad-based efforts will take advantage of traditional media, the Web, and social media to ensure as many people as possible learn about the aggregation. Planned elements include:

- An announcement introducing the program and the competitive supplier, which will be sent to media contacts at local newspapers, the local radio station, and other outlets identified as valuable by the City
- A dedicated informational Web site that explains the Aggregation Plan, community benefits, the opt-out process, the environmental content of the power supply, and other helpful information. This site will be available during the initial educational outreach and also on an ongoing basis so that customers can find information about the program for its duration.
- A toll-free customer information and support hotline
- Interviews with local media outlets, including the local cable access channel
- Public service announcements on the local cable access channel
- Social-media-based connections with local community groups.
- Informational documents that mirror the aggregation web site content and can be used as handouts during community presentations. These materials will also be made available through the web site as downloadable files and in the City Hall and other public buildings.
- A community-wide presentation, open to all community members.

A detailed timeline for these efforts will be developed by Cambridge as the launch gets closer.

ii. Notice of the 30-day, pre-launch opt-out period

In addition to the broad-based education initiatives, a 30-day opt-out notice will be mailed to every eligible customer on basic service. The notice will be an official City communication that will include information for opting out both before and after program launch. The notice will be sent in an envelope clearly marked as containing time-sensitive information related to the program. The notice will: (1) introduce and describe the program; (2) inform customers of their right to opt-out and that they will be automatically enrolled if they do not exercise that right within 30 days; (3) explain how to-opt out; and (4) prominently state all program charges and compare the price and primary terms of the City's competitive supply to the price and terms of utility basic service. The opt-out notice is attached to this Plan as Exhibit B. The opt-out envelope is attached to this Plan as Exhibit C.

The direct mailing will include an opt-out reply card and reply envelope. Customers will have 30 days from the date of the mailing to return the reply card if they wish to opt out of the program before program launch. The notice will be designed by Cambridge and printed and mailed by the competitive supplier, who will process the opt-out replies. The opt-out reply card is attached to this Plan as Exhibit D.

In addition to the reply card, customers will be able to opt out using the program website or by calling the competitive supplier's toll-free number.

Customers that opt out during the 30-day, pre-launch period will not be enrolled in the program. Those customers that do not opt out during that period will be enrolled in the program, however they will be free to opt out at any time thereafter. They will be able to opt out using the program website or by calling the competitive supplier's toll-free number.

c. Enroll customers and provide service, including information disclosure

After the completion of the 30-day opt-out period, the competitive supplier will enroll into the program all basic service customers that did not opt out. All enrollments and other transactions between the competitive supplier and the local distribution company will be conducted in compliance with the relevant provisions of DPU regulations and the protocols of the Massachusetts Electronic Business Transactions Working Group.

Once customers are enrolled, the electricity supplier will provide all-requirements power supply service. The supplier will also provide ongoing customer service and process new customer enrollments, ongoing opt-outs, opt-back-ins, and customer selections of optional products. Prior to the expiration of the initial power supply agreement, Cambridge intends to enter a new supply agreement.

As part of its ongoing service, Cambridge will provide the disclosure information required by G.L. c. 164, § 1(F)(6) and 220 C.M.R. § 11.06. Like the other Massachusetts aggregations, Cambridge requests a waiver from the requirement that the disclosure label be mailed to every customer and seeks permission instead to provide the information through alternative means, including press releases, announcements on cable television, postings at City Hall, and postings on the program website. As the DPU has found with other aggregations, this alternate information disclosure strategy will allow Cambridge to provide the required information to its customers as effectively as through mailings.

d. Annual report to DOER

On an annual basis, Cambridge will report to DOER on the status of the program, including number of customers enrolled and opting-out, kilowatt-hour sales, customer savings, participation in green products, and such other information as DOER may request.

3. Funding

All of the costs of the program will be funded through the supply contract.

The primary cost will be the competitive supplier's charges for the power supply. These charges will be established through the competitive solicitation for a supplier.

In addition, the City may direct the competitive supplier to include in the supply price an Operational Adder of up to $0.001 per kilowatt-hour to be payable by the competitive supplier to the City. Funds collected through the Operational Adder will be used to support the operational costs of the program, including, for example, 1) REC purchases and related obligations such as escrow accounts and other sureties; and 2) other forms of support for renewable energy projects that create benefits for program participants. The amount of the Operational Adder and the budget for the use of funds collected through that Adder will be approved by the City Manager. If the City chooses to implement the Operational Adder, the program web site and opt out letter will note that the supply price includes the Adder.

The administrative costs of the program will be funded through a per kilowatt-hour adder that will be included in the supply price and paid by the competitive supplier to the Consultant, as specified in the Competitive Electric Service Agreement. This fee will cover the services of the Consultant, including developing the Aggregation Plan, managing the DPU approval process, managing the supply procurement, developing and implementing the public education plan, providing customer support, interacting with the local distribution company, monitoring the supply contract, and providing ongoing reports. This charge has been set initially at $0.00075 per kilowatt-hour and was established through the competitive solicitation that Cambridge conducted for an aggregation consultant.

4. Rate Setting and Other Costs to Participants

As described above, the program's electricity supply charges will be set through a competitive bidding process and will include the administrative adder and, if applicable, an operational adder. Prices, terms, and conditions will vary by product and may differ among customer classes. The City will seek bids for a variety of terms and may also seek bids for a variety of pricing periods within each contract term. For each customer class, prices will be fixed for periods at least as long as the basic service price period for the class.[1] When prices change, the City will notify consumers by issuing a media release and posting a notice on the City web site.

The program affects only customers' electricity supply charges. Delivery charges will be unchanged and will continue to be charged by the local distribution company in accordance with tariffs approved by the DPU.

Participants will receive one bill from the local distribution company that includes both the electricity supply charge and the local distribution company's delivery charges.

5. Method of Entering and Terminating Agreements with Other Entities

Cambridge's process for entering, modifying, enforcing, and terminating all agreements associated with the plan will comply with the City's charter, federal and state law and regulations, and the provisions of the relevant agreement.

When the City has decided that it is timely to solicit bids for a new electric service agreement, the procurement steps will be as follows:

- The City's consultants will prepare and issue an RFQ on behalf of the City
- The City will receive and evaluate qualifications
- The City's consultants will issue an RFP for prices
- The City will receive and evaluate bids and, if acceptable, execute a contract with the winning bidder. The City Manager will be responsible for executing the supply contract.

If the prices bid on any given bid date are not satisfactory, Cambridge will wait to see if market conditions

[1] Basic service pricing periods vary by customer class. For residential and small business customers, the prices change every six months. For medium and large business customers, prices change monthly.

improve and then repeat the process.

6. Rights and Responsibilities of Program Participants

All participants will have the right to opt out of the standard product at any time without charge. They may exercise that right by any of the following: 1) calling the Competitive Supplier's toll-free number; 2) contacting the utility and asking to be returned to basic service; or 3) enrolling with another competitive supplier.

All participants will have the consumer protection provisions of Massachusetts law and regulations, including the right to question billing and service quality practices. Customers will be able to ask questions of and register complaints with the City, Consultant, the Competitive Supplier, the utility, and the DPU. As appropriate, the City and Consultant will direct customer complaints to the competitive supplier, the utility, or the DPU.

Participants will be responsible for paying their bills and for providing access to metering and other equipment necessary to carry out utility operations.

7. Extension or Termination of Program

Prior to the end of the term of the initial Competitive Electric Service Agreement, Cambridge will solicit bids for a new supply agreement and plans to continue the program with the same or a new competitive supplier.

Although the City is not contemplating a termination date, the program could be terminated upon the termination or expiration of the ESA without any extension, renewal, or negotiation of a subsequent supply contract, or upon the decision of the City Manager to dissolve the program effective on the end date of any outstanding supply agreement. In the event of termination, customers would return to basic service unless the customers choose an alternative competitive supplier.

Cambridge will notify the local distribution company of the planned termination or extension of the program. In particular, Cambridge will provide notice: (1) 90 days prior to a planned termination of the program; (2) 90 days prior to the end of the anticipated term of the program's ESA; and (3) four business-days after the successful negotiation of a new electricity service agreement.

The City will notify consumers of program termination by issuing a media release and posting a notice on the City web site. In addition, consumers will receive notice of a supplier change on their bill from the local distribution company.

V. Substantive Requirements

The Statute also requires that the aggregation plan satisfy three substantive requirements:

- Universal access
- Reliability
- Equitable treatment of all customer classes

Cambridge's program will satisfy all three requirements, as discussed below.

1. Universal Access

The Aggregation Plan provides for universal access by guaranteeing that all customer classes will be included in the program under equitable terms.

Most importantly, all customers will have access to the program. All existing basic service customers will be automatically enrolled in the program unless they choose to opt out.

As new customers move into Cambridge, they will be enrolled in the aggregation. They will receive a notice informing them of the aggregation and of their right to opt-out. New customers will be enrolled at the same price as the existing customers, with the exception of new Very Large Commercial and Industrial Customers (“VLC&I Customers”). New VLC&I Customers are defined as any customer that is on the utility’s largest rate class and has historical or projected consumption in excess of 1,000,000 kWh per year. These customers, if any, will be enrolled at a price that reflects market prices at the time of enrollment.

All customers will have the right to opt out of the program at any time. Customers that opt out will have the right to return to the program at a price that reflects market prices at the time of their return.

2. Reliability

Reliability has both physical and financial components. The program will address both through the ESA with the competitive supplier. From a physical perspective, the ESA commits the competitive supplier to provide all-requirements power supply and to use proper standards of management and operations (ESA, Article 2.) The local distribution company will remain responsible for delivery service, including the physical delivery of power to the consumer, maintenance of the delivery system, and restoration of power in the event of an outage. From a financial perspective, the ESA requires the supplier to pay actual damages for any failure to provide supply at the contracted rate (i.e., to pay the difference between the contract rate and the utility supply rate). The ESA also requires the competitive supplier to maintain insurance (ESA, Article 16). Accordingly, the program satisfies the reliability requirement of the statute.

3. Equitable Treatment of all Customer Classes

The Aggregation Statute requires “equitable” treatment of all customer classes. The DPU has determined that this does not mean that all customers must be treated “equally,” but rather that similarly-situated classes be treated “equitably.” In particular, the DPU has allowed variations in pricing and terms and conditions between customer classes to account for the disparate characteristics of those classes.

The program makes four distinctions between groupings of customers. First, the program will distinguish among customer classes (residential, commercial, industrial) by soliciting separate pricing for each of those classes. The program will use the same customer classes that local distribution company uses for its basic service pricing.

Second, the program will distinguish between customers receiving the standard product and customers that affirmatively choose an optional product, such as a green product. Customers selecting an optional product will be charged the price and receive the terms of service associated with that product.

Third, as described above under “Universal Access,” among New Customers, the program may distinguish between a) New VLC&I Customers, and b) all other New Customers. The program will offer New Customers other than New VLC&I Customers the standard contract pricing. However, the program will offer new VLC&I Customers pricing based on market prices at the time the customer seeks to join the aggregation.

Finally, consistent with DPU rulings, among customers that are served by a competitive supplier at the time of program launch and later seek to join the aggregation, the program will distinguish between a) residential and small C&I customers, and b) medium, large, and very large C&I customers. Residential and small C&I customers will be offered standard contract pricing. Medium, large, and very large C&I customers will be offered market-based rates which will reflect market conditions at the time the customer seeks to join the aggregation.

VI. PLANNED SCHEDULE

Milestone	Day Estimate
RFQ for competitive supplier issued	Day 1
RFP for final supply prices issued	Day 35
Electricity Supply Agreement executed	Day 49
Broad-based educational campaign begins, including the announcement of supply contract and pricing and the launch of program web site.	Day 50
Opt-out notice mailed to customers	Day 56
Opt-out deadline	Day 86
Service begins as of each customer's next meter read date	Day 90

The planned schedule is presented for illustrative purposes. The final schedule will be established when the City receives regulatory approval. [2]

VII. CONCLUSION

Cambridge Electricity Choice meets all of the requirements of the community choice electricity aggregation statute, including providing universal access and a reliable power supply and treating all customer classes equitably. Cambridge looks forward to the approval of this plan by the DPU so that the City can launch the program and bring the benefits of renewable energy and electricity choice to the residents and businesses of Cambridge.

[2] The planned schedule is designed to give the competitive supplier sufficient time to satisfy EDI testing requirements. However, the schedule will be adjusted if additional time is needed to meet those requirements.

EXHIBIT A

City Council Order Authorizing Aggregation

EXHIBIT B

Opt-Out Notice

CITY ELECTRICITY PROGRAM
NOTIFICATION LETTER

<MONTH> <DAY>, 2017

Dear Cambridge Electricity Service Customer,

This letter contains important information about your electricity bill.

[PROGRAM NAME] is a new City program designed to bring greener electricity to Cambridge. <PROGRAM NAME> is a municipal electricity aggregation. By bulk-purchasing electricity for the entire community through the program, Cambridge is able to deliver more renewable energy more cost effectively than Eversource Basic Service.

If you received this letter, you will be AUTOMATICALLY enrolled in [PROGRAM NAME], unless you choose not to participate.

- If you participate: Eversource will deliver your electricity, fix power outages, and bill you, but Cambridge will choose your electricity supplier. Cambridge has negotiated a <XX>-month contract with <SUPPLIER NAME> to supply electricity to City residents and businesses from <MONTH> <YEAR> meter reads through <MONTH> <YEAR> meter reads.
- If you do not participate: Eversource will continue to choose your electricity supplier.

PROGRAM BENEFITS

GREENER ENERGY - The <DEFAULT OFFERING> includes <X>% more renewable energy than Eversource Basic Service.

CHOICE - <PROGRAM NAME> gives you three alternatives to Eversource Basic Service: The <DEFAULT OFFERING>, which is the standard offering and which includes <X>% more renewable energy than Basic Service, as well as options to increase or reduce the total amount of renewable energy.

PREDICTABILITY - Cambridge has negotiated a fixed price that is below Eversource Basic Service winter rates at program launch. While Eversource prices change periodically, your electricity supply price will not change before your <MONTH> <YEAR> meter read.

TRANSPARENCY - All program terms are public. There are no hidden costs. Particpants may opt out at any time with no penalty.

YOUR RELATIONSHIP WITH EVERSOURCE

Your primary relationship for electricity will remain with Eversource. Participating in <PROGRAM NAME> impacts only your electricity supplier. Beginning with your <MONTH> <YEAR> Eversource bill, you will see <SUPPLIER NAME> printed under Supply Services. Otherwise:

- Your bill will continue to come from Eversource
- You will continue to send bill payments to Eversource
- You will continue to call Eversource if your power goes out

If you are eligible for a low-income delivery rate or fuel assistance, you will continue to receive those benefits.

YOUR NEW PRICE FOR ELECTRICITY SUPPLY

- <X.XX> ¢/kWh

  For all customers: residential, small businesses, and medium and large businesses

  Compare to Eversource rates on the back. ▶

QUESTIONS?

- **Visit** www.cambridgema.gov/XXXX
- **Call:** 1-844-483-5004 **or email** cambridge@masspowerchoice.com **with questions about the program.**

DON'T WANT TO PARTICIPATE?

- **There is no penalty or fee to opt out of the program, and you may do so at any time.**

  Opt out before the program begins: **Before <MONTH> <DATE>, 2016**, sign and return the enclosed postcard or opt out online at www.cambridgema.gov/XXXX.

  Opt out in the future: Call <SUPPLIER NAME> at <1-800-XXX-XXXX> or opt out online at www.cambridgema.gov/XXXX.

  If you opt out, you will remain an Eversource Basic Service customer.

Important information on the back ▶

COMPARATIVE ELECTRICITY SUPPLY RATES AND TERMS

All program participants will automatically receive <STANDARD OFFERING>, which is the standard offering. To receive it, you need to do nothing. As an Eversource Basic Service customer, you will be automatically enrolled. To choose <GREENER OPTION> or the <BASIC OPTION>, contact <SUPPLIER NAME> at 1-800-XXX-XXXX.

	<STANDARD OFFERING>	**Optional: <GREENER OPTION>**	**Optional: <BASIC OPTION>**	**Eversource Basic Service**
Renewable Energy Content	Exceeds Massachusetts requirements for energy from new renewable projects by <X>%	Exceeds Massachusetts requirements for energy from new renewable projects by <X>%.	Meets Massachusetts renewable energy requirements.	Meets Massachusetts renewable energy requirements.
Rate Term	<MONTH> <YEAR> meter read – <MONTH> <YEAR> meter read	<MONTH> <YEAR> meter read – <MONTH> <YEAR> meter read	<MONTH> <YEAR> meter read – <MONTH> <YEAR> meter read	<MONTH> <DAY>, <YEAR> – <MONTH> <DAY>, <YEAR> **
Residential	X.XX ¢/kWh	XX.XX ¢/kWh	XX.XX ¢/kWh	XX.XXX ¢/kWh
Small business	X.XX ¢/kWh	XX.XX ¢/kWh	XX.XX ¢/kWh	XX.XXX ¢/kWh
Medium and large business	X.XX ¢/kWh	XX.XX ¢/kWh	XX.XX ¢/kWh	XX.XX ¢/kWh (<MONTH> <DAY>, <YEAR> – <MONTH> <DAY>, <YEAR>) **

* New renewable energy projects are those projects that came into commercial operation after January 1, 1998. The additional new renewable projects incorporated are from <PROJECT TYPE>.

** Eversource's fixed Basic Service rates change every six (6) months for residential and small business accounts and every month for medium and large business accounts.

FREQUENTLY ASKED QUESTIONS

WHAT IS ELECTRICITY SUPPLY? Electricity service has two parts, delivery and supply. Electricity delivery is the process of bringing electricity to you along wires. Electricity supply is the electricity itself. Eversource is responsible for electricity delivery in Cambridge. In addition, Eversource typically chooses your electricity supplier and passes that cost along to you. This is called Eversource Basic Service. Within <PROGRAM NAME>, Eversource will continue to deliver the electricity but will no longer choose the electricity supplier. Instead, Cambridge will choose an electricity supplier for City residents and businesses through a competitive bid process.

DO I HAVE TO PARTICPATE? You do not have to participate in the program. To opt out before the program begins, sign and return the enclosed postcard before **<MONTH> <DATE>**, or opt out online at www.cambridgema.gov/XXXX.

HOW MUCH WILL I SAVE? Eversource prices change periodically. As a result, the program price will not always be below the Eversource price. The program goal is to be at or below the cost of Basic Service *when costs are averaged across all <XX> months of the contract.*

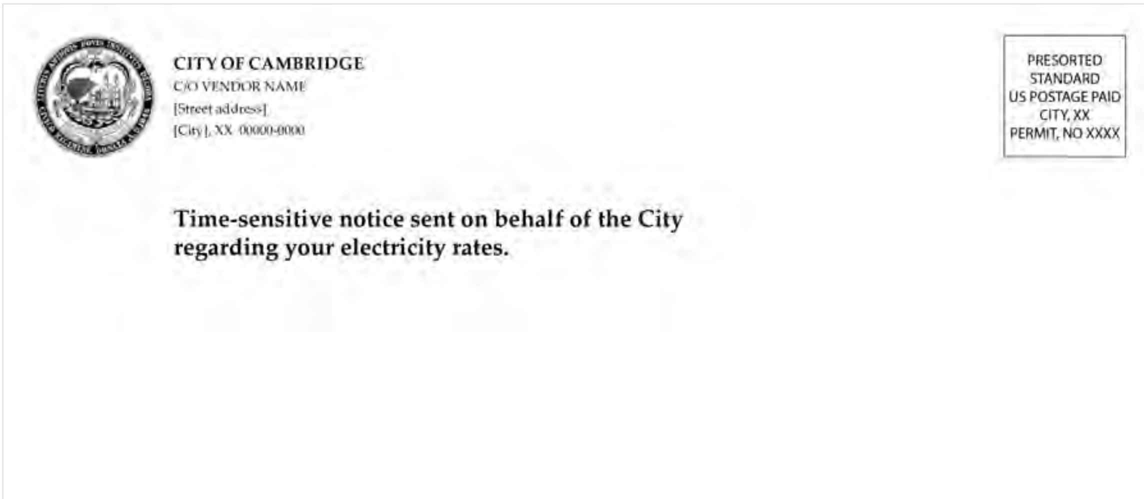
I HAVE SIGNED MY OWN CONTRACT WITH AN ELECTRICITY SUPPLIER. WILL I BE AUTOMATICALLY ENROLLED? If you have already established a contract with a different electricity supplier, you should not be automatically enrolled. If you received this letter but you have an existing electricity supply contract, you should opt out of the program.

I HAVE SOLAR PANELS ON MY PROPERTY. IF I JOIN, WILL I CONTINUE TO RECEIVE NET METERING CREDITS? Yes. Net metering will work the same way if you participate in the program. Your net metering credits from your solar panels will continue to appear on your Eversource bill and will continue to be calculated based on Eversource's Basic Service price.

<NAME>
<TITLE>

EXHIBIT C

Opt-Out Envelope


CITY OF CAMBRIDGE
C/O VENDOR NAME
[Street address]
[City], XX 00000-0000

PRESORTED
STANDARD
US POSTAGE PAID
CITY, XX
PERMIT, NO XXXX

Time-sensitive notice sent on behalf of the City regarding your electricity rates.

EXHIBIT D

Opt-Out Reply Card

OPT-OUT REPLY CARD

<PROGRAM NAME>
OPT-OUT REPLY CARD

X ____
Signature   Date

OPT-OUT INSTRUCTIONS

You do not need to take any action to participate in <PROGRAM NAME>.

If you **do not** wish to participate:

1. Sign and date this card
2. Drop it in the mail

This card must be signed by the Customer of Record whose name appears in the address on this card. You must return the card by <MONTH> <DAY>, <YEAR>, to opt out of the program before program launch on <MONTH> <DAY>, <YEAR>.