



THE TOWN OF HANCOCK’S
COMMUNITY CHOICE POWER SUPPLY PROGRAM
CONSUMER NOTIFICATION

<Month> <Day>, <Year>

Dear Hancock Basic Service Consumer:

The Town of Hancock is pleased to announce that _____ has been selected as the supplier for its Community Choice Power Supply Program (“Program”). This Program is a municipal aggregation which enables local government to combine the purchasing power of its residents and businesses to provide them with an alternative to National Grid Basic Service (M.G.L. c. 164, § 134). This Program only affects the supply portion of your monthly bill. It will not affect the delivery portion of your monthly bill. National Grid will continue to deliver your electricity but Hancock has chosen the supplier for the Program. _____ will provide electric power supply for all consumers currently on Basic Service in Hancock. This letter is intended to tell you about this Program for electric power supply. In accordance with state law, it also informs you of your rights and options if you choose not to participate in the Program.

- ✓ **YOU WILL BE AUTOMATICALLY ENROLLED IN THIS PROGRAM UNLESS YOU CHOOSE NOT TO PARTICIPATE AND OPT-OUT.**
- ✓ **YOU MUST RESPOND BY <MONTH> <DAY>, <YEAR> IF YOU DO NOT WISH TO BE AUTOMATICALLY ENROLLED.**

YOU WILL NOT NOTICE ANY CHANGE IN YOUR ELECTRICITY SERVICE. The only difference you will see is that _____ will be printed under the “Supply Services” section of your monthly bill. You will continue to receive one bill from National Grid. You will continue to send your payments to National Grid for processing. National Grid will continue to respond to emergencies, read meters and maintain the distribution and transmission lines. Reliability and quality of service will remain the same. Furthermore, you will continue to have all existing consumer rights and protections.

COMPARATIVE RATES AND TERMS

	Hancock’s Program* (Supply Services Only)		National Grid** (Supply Services Only)
	STANDARD (default)	OPTIONAL	BASIC SERVICE
Rate			
Residential	\$X.XXXXX per kWh	\$X.XXXXX per kWh	\$X.XXXXX per kWh
Commercial/Streetlight	\$X.XXXXX per kWh	\$X.XXXXX per kWh	\$X.XXXXX per kWh
Industrial	\$X.XXXXX per kWh	\$X.XXXXX per kWh	\$X.XXXXX per kWh
Renewable Energy Content	[TBD following competitive bid process]	[TBD following competitive bid process]	Meets Massachusetts renewable energy requirements
Duration	_____ 2024 – _____ 2024 [Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.]		_____ 2024 – _____ 2024 [Residential and Small Commercial rates change every 6 months. Large Commercial and Industrial rates change every 3 months.]
Exit Terms	NO CHARGE		May receive a reconciliation charge or credit [Industrial G-2 & G-3 only]

*Rate includes Consultant Fee of \$0.001 per kWh to facilitate Hancock’s Community Choice Power Supply Program.

*Rate includes Operational Adder of \$X.XXX per kWh to fund personnel costs associated with an Energy Manager position(s).

*Rate may increase as a result of a change in law that results in a direct, material increase in costs during the term of the contract.

**GreenUp options are available for \$0.012-\$0.038 per kWh in addition to National Grid’s Basic Service rate.

IMPORTANT INFORMATION

- At Program launch, the aggregation rate is lower than National Grid’s Basic Service rate. The aggregation rate is fixed for __ months (_____ 2024 to _____ 2024) while National Grid’s Basic Service rate changes twice a year, in May and November. As a result, the aggregation rate will not always be lower than National Grid’s Basic Service rate. The goal of the aggregation is to deliver savings over the life of the Program against National Grid’s Basic Service rate. However, **SUCH SAVINGS AND FUTURE SAVINGS CANNOT BE GUARANTEED.**
- There is **NO CHARGE TO OPT-OUT** of the Program and return to National Grid Basic Service.

« SEE BACK FOR ADDITIONAL INFORMATION »

IF YOU HAVE BEEN MAILED THIS NOTIFICATION you do not need to take any action to participate in the Program.

ALL BASIC SERVICE CONSUMERS who have been mailed this notification will be AUTOMATICALLY enrolled in the Program and start benefiting from the aggregation rate beginning on the day of the month in _____ that your meter is read. This date varies by service area. Your meter reading date is shown on your bill.

WATCH YOUR NATIONAL GRID BILL FOR FURTHER NOTIFICATION of the Program.

- Your _____ bill will state that you are being switched to Hancock’s Program.
- Your _____ bill will show Hancock’s supplier and aggregation rate under “Supply Services”.

BUDGET PLAN OR ELIGIBLE LOW-INCOME RATE CONSUMERS will continue to receive those benefits from National Grid.

SOLAR PANEL AND COMMUNITY SOLAR CONSUMERS will continue to receive net metering or on-bill credits while receiving electricity supply under the Program and the value of these credits will not be altered by participating in the Program.

ANY APPLICABLE TAXES WILL BE BILLED as part of the Program’s power supply charge. You will be responsible for identifying and requesting an exemption from the collection of taxes by providing appropriate documentation.

TAX EXEMPT SMALL BUSINESS CONSUMERS must send or fax a copy of their Energy Exemption Certificate directly to ____ (Supplier) ____ at ____ (Supplier address/fax) ____ in order to maintain their tax exempt status.

IF YOU HAVE ALREADY CHOSEN A COMPETITIVE SUPPLIER ON YOUR OWN you must opt-out of this Program. This will ensure you continue to get your electricity from that Competitive Supplier.

IF YOU HAVE ALREADY CHOSEN A GREEN POWER SUPPLY OPTION THROUGH NATIONAL GRID you must opt-out of this Program. This will ensure you continue to get your electricity from that Green Power Supply.

IF YOU DO NOT WISH TO PARTICIPATE IN THIS PROGRAM you may: 1) Opt-out and continue paying National Grid’s Basic Service rate; or 2) Opt-out and choose your own Competitive Supplier (if one is available to you).

HOW TO OPT-OUT

- Sign and return the enclosed opt-out card in the postage paid envelope provided; **OR**
- Visit www.colonialpowergroup.com/hancock/ and click the opt-out button, then fill out and submit the Opt-Out Form; **OR**
- Call _____ at _____ and ask to remain on National Grid Basic Service.

ANY TIME AFTER ENROLLMENT you can still opt-out with NO CHARGE. It may take a couple of billing cycles before you are back on National Grid Basic Service. If you choose to opt-out after the initial enrollment, you may submit an Opt-Out form at www.colonialpowergroup.com/hancock/ **OR** call _____ at _____ and ask to be placed on National Grid Basic Service.

TO CHOOSE A PRODUCT WITH A HIGHER PERCENTAGE OF RENEWABLE ENERGY you may call _____ at _____ and ask to be enrolled in Hancock’s Optional Product.
[Product option to be determined following the competitive bid process. The above acts as a placeholder and will be replaced with a product description including price, term, technology, vintage and location.]

FOR MORE DETAILED INFORMATION regarding Hancock’s Program, please visit www.colonialpowergroup.com/hancock/ or call us toll-free at (866) 485-5858. To learn more about _____ please visit www._____.

TO ACCESS NATIONAL GRID’S BASIC SERVICE RATES please visit:

- Residential Rates – <https://www.nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/resitable.pdf>.
- Commercial Rates – <https://www.nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/commtable.pdf>.
- Industrial Rates – <https://www.nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/indtable.pdf>.

Colonial Power Group, Inc. is an energy consulting company chosen on a competitive basis by the Town of Hancock to facilitate the Community Choice Power Supply Program.

**HANCOCK'S COMMUNITY CHOICE POWER SUPPLY PROGRAM
CUSTOMER NOTIFICATION LETTER ENVELOPE**

OFFICIAL TOWN BUSINESS



Town of Hancock
c/o Competitive Supplier
1 Supplier Street
Supplier, MA 00000

John Smith
1 Main Street
Hancock, MA 01237

PRESORTED
FIRST-CLASS
MAIL
U.S. POSTAGE
PAID
STAMFORD, CT
PERMIT NO. XXX

DO NOT DISCARD – IMPORTANT Notice Regarding Electricity Rates

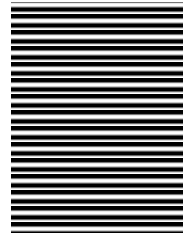
**HANCOCK'S COMMUNITY CHOICE POWER SUPPLY PROGRAM
CUSTOMER OPT-OUT NOTIFICATION CARD WITH REPLY ENVELOPE**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. XX MARLBOROUGH, MA
POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

TOWN OF HANCOCK
c/o COMPETITIVE SUPPLIER
1 SUPPLIER STREET
SUPPLIER, MA 00000



**HANCOCK COMMUNITY CHOICE POWER SUPPLY PROGRAM
OPT-OUT REPLY CARD**

John Smith
1 Main Street
Hancock, MA 01237

Account No: #####

If you want to participate in the Hancock Community Choice Power Supply 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
- 2) Place in envelope provided
- 3) Drop in the mail

The card must be signed by the customer of record whose name appears in the address on this card. **The envelope must be postmarked by _____ to opt-out of the Program before being automatically enrolled.**

X

Signature

Date



**THE TOWN OF HANCOCK'S
COMMUNITY CHOICE POWER SUPPLY PROGRAM**



IMPORTANT NOTICE



(866) 485-5858 ext. 1



TTY (800) 720-3480 / Español (866) 930-9252



colonialpowergroup.com/hancock

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 Town of Hancock about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help."

<p>SPANISH/ESPAÑOL</p> <p>Incluye notificación importante del Town of Hancock sobre su servicio de electricidad. Traduzca el aviso inmediatamente. Si necesita ayuda, llame al número o visite el sitio web indicado anteriormente.</p>	<p>POLISH/POLSKI</p> <p>Załączono ważną informację od Town of Hancock na temat usług energetycznych. Niezłownicznie przetłumacz powiadomienie. Zadzwoń pod numer lub odwiedź powyższą witrynę, aby uzyskać pomoc.</p>
<p>PORTUGUESE/PORTUGUÊS</p> <p>Aviso importante incluído da Town of Hancock sobre seu serviço de eletricidade. Traduza o aviso imediatamente. Ligue para o número ou visite o site, acima, para obter ajuda.</p>	<p>NEPALI/नेपाली</p> <p>तपाईंको विद्युतीय सेवा बारे Town of Hancock संलग्न गरिएको महत्वपूर्ण सूचना। सूचनालाई तुरुन्तै अनुवाद गर्नहोस्। मद्दतको लागि माथि भएका नम्बरमा फोन गर्नुहोस् वा वेबसाइटमा जानुहोस्।</p>
<p>CHINESE (SIMPLIFIED)/ 中文</p> <p>随函附上来自 Town of Hancock 有关您供电服务的重要通知。请立即翻译该通知。如需帮助，请依上述信息致电或访问网站。</p>	<p>MARATHI/मराठी</p> <p>आपल्या विद्युत सेवेसंबंधी Town of Hancock महत्वाची सूचना संलग्न केली आहे. या सूचनेचा अनुवाद त्वरित करावा. मदतीसाठी वरील क्रमांकावर फोन करा किंवा वेबसाइटला/संकेतस्थळाला भेट द्या.</p>
<p>CHINESE (TRADITIONAL)/ 中文</p> <p>隨附 Town of Hancock 有關您電力服務的重要通知。請立即翻譯此通知。若需協助，請撥打電話或瀏覽上方所列網站。</p>	<p>YORUBA/YORÙBÁ</p> <p>Àkíyèsí pàtàkì tí a fi sínú rè láti òdọ́ Town of Hancock nípa ìṣẹ́ iná mọ̀nà mọ̀nà rẹ̀. Tùmọ̀ àkíyèsí náà lẹ̀sẹ̀kẹ̀sẹ̀. Pe nọ́nbà náà tàbí kànsí ayélujára, lókè, fún ìrànlowọ̀.</p>
<p>HAITIAN/KREYÒL</p> <p>Ou gen yon notifikasyon enpòtan de Town of Hancock sou sèvis elekrisite ou. Tradwi notifikasyon sa imedyatman. Rele nimewo a oubyen vizite sit entènèt, ki anlè a, si ou bezwen èd.</p>	<p>IGBO/NDI IGBO</p> <p>Ọkwa dị mkpa ezitere maka ọrụ latrik gị si n'aka Town of Hancock. Tugharịa asụsụ ọkwa ahụ ozugbo. Kpọọ nọmba ahụ ma ọ bụ gaa na weebụsaịtị ahụ, dị n'elu, maka enyemaka.</p>
<p>VIETNAMESE/TIẾNG VIỆT</p> <p>Đính kèm thông báo quan trọng từ Town of Hancock về dịch vụ điện của quý vị. Xin dịch thông báo này ngay. Vui lòng gọi điện hoặc truy cập trang web ở trên để được giúp đỡ.</p>	<p>AMHARIC/አማርኛ</p> <p>የኤሌክትሪክ አገልግሎትዎን በተመለከተ የተሰጠ አስፈላጊ ማስታወቂያ ከዚህ ጋር በ Town of Hancock እንደ ዓባሪ ተያይዟል። ማስታወቂያውን በአስቸኳይ ያስተርጉሙት። እገዛ ለማግኘት ከላይ ወደተገለጸው ስልክ ቁጥር ይደውሉ ወይም ድር ጣቢያውን ይጎብኙ።</p>

<p>RUSSIAN/РУССКИЙ Прилагается важное уведомление от Town of Hancock о вашей услуге снабжения электроэнергией. Переведите уведомление безотлагательно. Позвоните по вышеуказанному номеру или зайдите на вышеуказанный вебсайт, чтобы получить помощь.</p>	<p>SOMALI/SOOMAALI Oageysiis muhiim oo ka yimid Town of Hancock kuna saabsan adeegga korontada. Si degdeg ah u turjun ogaysiiska. Wac nambarka ama booqo webseetka, kore, si aad u hesho caawimaad.</p>
<p>ARABIC/عربي مرفق إخطار مهم من Town of Hancock عن خدمة الكهرباء الخاصة بكم. يُرجى ترجمة الإخطار فورًا. اتصل بالرقم أو قم بزيارة الموقع الإلكتروني عبر الإنترنت المذكورة أعلاه طلبًا للمساعدة.</p>	<p>JAPANESE/倭 𠬞𠬞 「電気供給サービスに関する Town of Hancock からの重要なお知らせを同封しております。本通知を速やかに翻訳してください。ご質問は上記の電話番号もしくはウェブサイトをご覧ください。」</p>
<p>KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ដែលភ្ជាប់មកជាមួយមកពីទីក្រុង Town of Hancock គឺនិយាយអំពីសេវាកម្មភ្លើងរបស់អ្នក។ ចូរបកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ សូមទូរស័ព្ទទៅលេខ ឬចូលទៅកាន់គេហទំព័រខាងលើ ដើម្បីសុំជំនួយ។</p>	<p>GUJARATI/ગુજરાતી તમારી વીજળી સેવા અંગે Town of Hancock તરફથી મહત્વપૂર્ણ સૂચના બીડલ છે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે ઉપરના નંબર પર કોલ કરો અથવા વેબસાઈટની મુલાકાત લો.</p>
<p>FRENCH/FRANÇAIS Avis important de Town of Hancock concernant votre service d'électricité. Traduisez immédiatement l'avis. Appelez le numéro ou visitez le Site Web, ci-dessus, si vous avez besoin d'aide.</p>	<p>SWAHILI/KISWAHILI Notisi muhimu ambayo imeambatishwa kutoka Town of Hancock kuhusu huduma yako ya umeme. Itafsiri notisi mara moja. Piga simu kwa nambari au tembelea tovuti iliyo hapo juu ili upate usaidizi.</p>
<p>ITALIAN/ITALIANO Comunicazione importante in allegato della Town of Hancock riguardante il suo servizio di fornitura di energia elettrica. Tradurre il comunicato immediatamente. Qualora occorra assistenza, chiami il numero o visiti il sito Internet sopra indicati.</p>	<p>HINDI/हिंदी आपकी बिजली सेवा के बारे में Town of Hancock से महत्वपूर्ण सूचना संलग्न है। सूचना का तुरंत अनुवाद करे। सहायता के लिए ऊपर के नंबर पर कॉल करें या वेबसाइट पर जाएं।</p>
<p>KOREAN/한국어 귀하의 전기 서비스와 관련하여 Town of Hancock 에서 온 중요한 통지 사항이 동봉되어 있습니다. 통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화번호로 연락하거나 웹사이트를 방문해 주십시오.</p>	<p>THAI/ไทย ประกาศสำคัญที่แนบมาจาก Town of Hancock เกี่ยวกับการไฟฟ้าของคุณ กรุณาแปลประกาศทันที โทรไปยังหมายเลขหรือไปที่เว็บไซต์ด้านบนเพื่อขอความช่วยเหลือ</p>
<p>GREEK/ΕΛΛΗΝΙΚΑ Εσωκλείεται σημαντική ειδοποίηση από την Town of Hancock που αφορά τον πάροχο ηλεκτρικής ενέργειας σας. Μεταφράστε την ειδοποίηση άμεσα. Καλέστε τον τηλεφωνικό αριθμό ή επισκεφθείτε την ιστοσελίδα που αναφέρεται παραπάνω, για βοήθεια.</p>	<p>LAO/ລາວ ແຈ້ງການສໍາຄັນທີ່ຕິດຄັດມາຈາກ Town of Hancock ແມ່ນກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການທັນທີ. ໂທຫາໝາຍເລກ ຫຼື ເຂົ້າເບິ່ງເວັບໄຊທ໌ຂ້າງເທິງສໍາລັບຄວາມຊ່ວຍເຫຼືອ.</p>



THE TOWN OF HANCOCK'S COMMUNITY CHOICE POWER SUPPLY PROGRAM

----- ELECTRIC SUPPLY PROGRAM SUMMARY STANDARD PRODUCT

You will receive an electric supply product through THE TOWN OF HANCOCK'S COMMUNITY CHOICE POWER SUPPLY PROGRAM. Your electric utility, NATIONAL GRID, will continue to deliver the electricity you use to your home or business.

PRICE	\$X.XXXXX per kWh. This does not include the price that your electric utility will charge you for the delivery component of your electric service.
TERM	Enrollment through [MONTH] [YEAR] meter read.
EARLY CANCELLATION FEE	There is no cancellation fee. You may leave this program and/or product at any time with no charge.
AUTOMATIC RENEWAL	You will be automatically enrolled in this product at a new price at the end of the contract term unless you inform the Competitive Supplier or Town otherwise. The new price may be higher or lower than the existing price and the voluntary renewable energy content may change. The Town will notify you no later than 30 days before each automatic renewal to inform you of your supply options.
RENEWABLE ENERGY CONTENT	The Commonwealth of Massachusetts requires that all electric supply products include a minimum of [XX]% renewable energy resources in [YEAR]. This product includes [YY]% renewable energy resources, an amount that [MEETS/EXCEEDS] the minimum requirement. [Product to be determined following the competitive bid process. The above acts as a placeholder and will be replaced with the selected product's renewable energy content.]
RECISSION PERIOD	If you received this form as part of an automatic enrollment notification, you have until the respond by date indicated to opt-out and not be enrolled. You may leave this program and/or product at any time after you have enrolled with no charge.
COMPETITIVE SUPPLIER INFORMATION	[SUPPLIER NAME], DPU license number: [DPU LICENSE NUMBER], [TELEPHONE NUMBER], [WEBSITE]. [SUPPLIER NAME] is only responsible for the electric generation portion of your bill.
ELECTRIC UTILITY INFORMATION	National Grid will continue to deliver the electricity that you use in your home or business and is responsible for the delivery charges that appear on your monthly bill. If you have questions about the delivery portion of your bill, contact National Grid at (800) 322-3223, or by visiting its website at nationalgrid.com .

The Massachusetts Department of Public Utilities recommends that consumers visit the Energy Switch website to view the broad range of available electric supply products, including your electric utility's basic service price. You can visit the website at energyswitchma.gov.



THE TOWN OF HANCOCK'S COMMUNITY CHOICE POWER SUPPLY PROGRAM

ELECTRIC SUPPLY PROGRAM SUMMARY OPTIONAL PRODUCT

You will receive an electric supply product through THE TOWN OF HANCOCK'S COMMUNITY CHOICE POWER SUPPLY PROGRAM. Your electric utility, NATIONAL GRID, will continue to deliver the electricity you use to your home or business.

PRICE	\$X.XXXXX per kWh. This does not include the price that your electric utility will charge you for the delivery component of your electric service.
TERM	Enrollment through [MONTH] [YEAR] meter read.
EARLY CANCELLATION FEE	There is no cancellation fee. You may leave this program and/or product at any time with no charge.
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RECISSION PERIOD	You may leave this program and/or product at any time after you have enrolled with no charge.
COMPETITIVE SUPPLIER INFORMATION	[SUPPLIER NAME], DPU license number: [DPU LICENSE NUMBER], [TELEPHONE NUMBER], [WEBSITE]. [SUPPLIER NAME] is only responsible for the electric generation portion of your bill.
ELECTRIC UTILITY INFORMATION	National Grid will continue to deliver the electricity that you use in your home or business and is responsible for the delivery charges that appear on your monthly bill. If you have questions about the delivery portion of your bill, contact National Grid at (800) 322-3223, or by visiting its website at nationalgrid.com.

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