



Northborough Power Choice

Sample Opt-Out Mailing Materials

February 12, 2024 - *Drafts*

Language Access Document cover sheet

Opt-Out Notice

- **Primary version**
- **Large business version** - For large businesses that are eligible for automatic enrollment after launch and eligible for market pricing

Opt-Out Reply Card

External envelope

Product Summary Forms:

- **Northborough Standard**
- **Needham Green**



Northborough Power Choice



IMPORTANT NOTICE



833-393-5679



TTY 771 or 800-439-2370 / Español 866-930-9252



NorthboroughPowerChoice.com

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 Northborough 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 Northborough 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 Northborough 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 Northborough 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 Northborough 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 Northborough 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 महत्वाची सूचना संलग्न केली आहे Northborough 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 Northborough 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 Northborough nípa ìṣẹ́ iná mọ̀nà mọ̀nà rẹ̀. Tùmọ̀ àkíyèsí nàà lẹ̀sẹ̀kẹ̀sẹ̀. Pe nọ́nbà nàà tàbí bẹ̀ ààyè lórí ayélujára, lókè, wò fún ìrànṣẹ̀wọ̀.</p>
<p>HAITIAN/KREYÒL Wap jwenn yon avi enpòtan ki soti nan Northborough 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 Northborough gbasara ọrụ ọkụ eletrik gị. Tugharịa ọkwa ozigbo. Kpọọ nomba à ma ọ bụ gaa na webusaitị, dị n'elu, maka enyemaka.</p>

VIETNAMESE/TIẾNG VIỆT Có đính kèm thông báo quan trọng từ Northborough 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.	AMHARIC/አማርኛ የኤሌክትሪክ አገልግሎትዎን በተመለከተ ከ Northborough የተሰጠ ጠቃሚ ማስታወቂያ ከዚህ ጋር በአገሪት ተያይዟል። ማስታወቂያውን በአስቸኳይ ያስተርጉሙት። እገልጻለሁ፤ ከላይ በተገለጸው ስልክ ቁጥር ይደውሉ ወይም ድረ ገጹን ይጎብኙ።
RUSSIAN/РУССКИЙ Прилагается важное сообщение от Northborough касательно вашего снабжения электроэнергией. Переведите это сообщение безотлагательно. Если вам нужна помощь, позвоните по указанному номеру или зайдите на вебсайт.	SOMALI/SOOMAALI Ogeysiin muhiim ah oo ku lifaaqan oo ka timid Northborough oo ku saabsan adeegaaga korontada. Fasir ogeysiinta isla markaas. U soo wac lambarka ama u booqo websaydka, koreeyo, wixii caawin ah.
ARABIC/عربي ملاحظة هامة متضمنة من Northborough حول خدمة الكهرباء خاصتك. يرجى ترجمة الملاحظة فورا. اتصل بالرقم أو قم بزيارة الموقع أعلاه للحصول على المساعدة.	JAPANESE/日本語 Northborough 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。
KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ បានភ្ជាប់មកពី Northborough អំពីសេវាអគ្គិសនីរបស់អ្នក។ បកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ ហៅទៅលេខ ឬទស្សនាគេហទំព័រខាងលើ សំរាប់ជំនួយ។	GUJARATI/ગુજરાતી ના તરફથી મહત્વપૂર્ણ નોટિસ બીડેલ છે Northborough તમારી વીજળી સેવા વિશે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે ઉપરના નંબર પર કોલ કરો અથવા વેબસાઇટની મુલાકાત લો.
FRENCH/FRANÇAIS Avis important ci-joint de Northborough 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.	SWAHILI/KISWAHILI Notisi muhimu ambayo imeambatishwa kutoka kwa Northborough kuhusu huduma ya umeme unayopokea. Ifasiri notisi papo hapo. Piga simu kwa nambari au zuru tovuti, hapo juu, ili kupata usaidizi.
ITALIAN/ITALIANO Comunicazione importante in allegato da Northborough 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.	HINDI/हिंदी यह महत्वपूर्ण सूचना Northborough 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।
KOREAN/한국어 귀하의 전기 서비스와 관련하여 Northborough 에서 보낸 중요한 통지 사항이 동봉되어 있습니다. 통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화 번호로 연락하거나 웹사이트를 방문해 주십시오.	THAI/ไทย ประกาศสำคัญที่แนบมาจาก Northborough เกี่ยวกับบริการไฟฟ้าของคุณ แปลประกาศทันที โปรดไปยังหมายเลข หรือไปที่เว็บไซต์ด้านบน เพื่อขอความช่วยเหลือ
GREEK/ΕΛΛΗΝΙΚΑ Εσκλείεται σημαντική ειδοποίηση από Northborough που αφορά τον πάροχο ηλεκτρικής σας ενέργειας. Μεταφράστε την ειδοποίηση αμέσως. Καλέστε τον αριθμό ή επισκεφτείτε την παραπάνω ιστοσελίδα για βοήθεια.	LAO/ລາວ ແຈ້ງການທີ່ສໍາຄັນນຳມາຈາກ Northborough ກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການນີ້ໂດຍທັນທີ. ສຳລັບການຊ່ວຍເຫຼືອ ໂທຫາເບີໂທ ຫຼື ເຂົ້າໄປເບິ່ງໃນເວັບໄຊຕ໌ ຢູ່ຂ້າງເທິງ.



TOWN OF NORTHBOROUGH, MA

Town Electricity Aggregation Program Automatic Enrollment Notification



[MONTH] [DAY], 202X

Dear Northborough Electricity Customer,

This letter contains important information about the Town's new electricity program, **Northborough Power Choice**. The program is a Town alternative to other electricity offers, but without high pressure or fees. More than 170 Massachusetts communities already have similar programs.

If you received this notice and you take no action, you will be AUTOMATICALLY enrolled in Northborough Power Choice, in accordance with state law. However, participation is not required.

If you participate, National Grid will continue to deliver your electricity and send your electric bill, but you will have a new price for the Supply Services portion of your bill. Program benefits include stable prices, consumer protections, and a lower price than National Grid's current residential Basic Service price, though future savings cannot be guaranteed.

Your choices

With Northborough Power Choice, you have three choices:

- 1 AUTOMATIC ENROLLMENT in Northborough Standard.** If you take no action, you will be enrolled in the Northborough Standard option, and your Supply Services price will be **XX.XXX ¢/kWh**.
- 2 Choose the Northborough Green option:** You can choose to receive all of your electricity from renewable resources for **XX.XXX ¢/kWh**.
- 3 Choose NOT to participate and remain with National Grid's Basic Service.** Residential customers that opt out will remain with National Grid's Basic Service price of **XX.XXX ¢/kWh**. Please see the back for National Grid's commercial and industrial prices. ►

To avoid being automatically enrolled, you must do one of the following before [MONTH] [DAY], 202X: Sign and mail the enclosed reply card, opt out online at NorthboroughPowerChoice.com, or call 1-833-393-5679. You may also try the program and opt out anytime in the future. There is no penalty or fee to opt out.

All Northborough Power Choice prices are fixed until **[MONTH] 202X**. In comparison, National Grid's Basic Service prices change every 6 months for residential and commercial customers and every 3 months for industrial customers.

Northborough Power Choice offers the potential for savings compared with National Grid's Basic Service prices, but because National Grid's future prices are not known, future savings compared with National Grid cannot be guaranteed.

Changes to your bill

If you participate in Northborough Power Choice, you will see two changes on your National Grid bill:

1. Your electricity supplier will be [SUPPLIER NAME].
2. Your Supply Services charge will be calculated using a Northborough Power Choice price instead of National Grid's Basic Service price.

Please see the back for more details. ►

**Deadline to opt out
before automatic enrollment:**

[MONTH] [DAY], 202X

**Get more information
or submit a request:**

NorthboroughPowerChoice.com

1-833-393-5679

support@NorthboroughPowerChoice.com

It's your choice...

If you do nothing, you will be enrolled in the Northborough Standard option. The following chart can help you decide whether to remain with Northborough Standard or make another choice. To make another choice, visit NorthboroughPowerChoice.com or call customer support with Northborough's program consultants at 1-833-393-5679.

Northborough Power Choice options:

You will be auto-enrolled here ▼

	1 Northborough Standard (automatic enrollment)		2 Northborough Green (option)	
Price	XX.XXX ¢/kWh*		XX.XXX ¢/kWh*	
Price period	[MONTH] 202X - [MONTH] 202X		[MONTH] 202X - [MONTH] 202X	
Electricity from renewable sources	202X	202X	202X	202X
Added by Northborough				
From [SOURCE TO BE DETERMINED]	-	-	XX%	XX%
From [SOURCE TO BE DETERMINED]	-	-	XX%	XX%
Required by state law				
From new regional resources (MA Class I RECs)	XX%	XX%	XX%	XX%
From other renewable or clean resources	XX%	XX%	XX%	XX%
Total electricity from renewable sources	XX%	XX%	XX%	XX%
Exit terms	Leave any time. No exit charge.		Leave any time. No exit charge.	

If you do not wish to participate:

3 National Grid's Basic Service (opt out)
XX.XXX ¢/kWh - Residential XX.XXX ¢/kWh - Commercial XX.XXX ¢/kWh - Industrial
[MONTH] [DAY], 202X – [MONTH] [DAY], 202X , residential and commercial. [MONTH] [DAY], 202X – [MONTH] [DAY], 202X, industrial.
202X 202X
- -
- -
XX% XX%
XX% XX%
XX% XX%
Leave any time. No exit charge. However, industrial customers may receive a billing adjustment charge or credit.

* Program prices include a \$0.001/kWh administrative fee. Program prices could 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 agreement. For those customers subject to electricity taxes, taxes will be billed as part of the Northborough Power Choice power supply charge.

Additional information

If you are eligible for a low-income discount or fuel assistance, those benefits will continue in Northborough Power Choice.

If you have a tax-exempt account, you are responsible for identifying and requesting an exemption from the collection of any tax by providing appropriate tax-exemption documentation to [SUPPLIER NAME]. Visit NorthboroughPowerChoice.com to learn more.

If you have solar panels on your roof or you participate in a community solar program, you will continue to receive solar credits and/or solar incentive payments, and participating in Northborough Power Choice will not change how they are calculated.

If you have received this letter and also you have signed a contract with an electricity supplier, you may have signed your contract after this mailing list was created. To continue receiving electricity from the supplier you chose and prevent any early termination fees from that supplier, you must opt out of Northborough Power Choice.

For additional information, please visit NorthboroughPowerChoice.com or contact customer support with the town's program consultants at 1-833-393-5679 or support@NorthboroughPowerChoice.com.



TOWN OF NORTHBOROUGH, MA

Town Electricity Aggregation Program Automatic Enrollment Notification



[MONTH] [DAY], 202X

Dear Northborough Electricity Customer,

This letter contains important information about the Town's new electricity program, **Northborough Power Choice**. The program is a Town alternative to other electricity offers, but without high pressure or fees. More than 170 Massachusetts communities already have similar programs.

If you received this notice and you take no action, you will be AUTOMATICALLY enrolled in Northborough Power Choice, in accordance with state law. However, participation is not required.

If you participate, National Grid will continue to deliver your electricity and send your electric bill, but you will have a new price for the Supply Services portion of your bill. The program price has the potential to be lower than National Grid's Basic Service price, though savings cannot be guaranteed. Additional benefits include stable prices, consumer protections, and choices.

**Deadline to opt out
before automatic enrollment:**

[MONTH] [DAY], 202X

**Get more information
or submit a request:**

NorthboroughPowerChoice.com

1-833-393-5679

support@NorthboroughPowerChoice.com

Your choices

With Northborough Power Choice, you have three choices:

- 1 AUTOMATIC ENROLLMENT in Northborough Standard.** If you take no action, you will be enrolled in the Northborough Standard option, and your Supply Services price will be **XX.XXX ¢/kWh**.
- 2 Choose the Northborough Green option:** You can choose to receive all of your electricity from renewable resources for **XX.XXX ¢/kWh**.
- 3 Choose NOT to participate and remain with National Grid's Basic Service.** Industrial customers that opt out will remain with National Grid's Basic Service price of **XX.XXX ¢/kWh**. ►

To avoid being automatically enrolled, you must do one of the following before [MONTH] [DAY], 202X: Sign and mail the enclosed reply card, opt out online at NorthboroughPowerChoice.com, or call 1-833-393-5679. You may also try the program and opt out anytime in the future. There is no penalty or fee to opt out.

All Northborough Power Choice prices are fixed until **[MONTH] 202X**. In comparison, National Grid's Basic Service prices change every 6 months for residential and commercial customers and every 3 months for industrial customers.

Northborough Power Choice offers the potential for savings compared with National Grid's Basic Service prices, but because National Grid's future prices are not known, future savings compared with National Grid cannot be guaranteed.

Changes to your bill

If you participate in Northborough Power Choice, you will see two changes on your National Grid bill:

1. Your electricity supplier will be [SUPPLIER NAME].
2. Your Supply Services charge will be calculated using a Northborough Power Choice price instead of National Grid's Basic Service price.

Please see the back for more details. ►

It's your choice...

If you do nothing, you will be enrolled in the Northborough Standard option. The following chart can help you decide whether to remain with Northborough Standard or make another choice. To make another choice, visit NorthboroughPowerChoice.com or call customer support with Northborough's program consultants at 1-833-393-5679.

Northborough Power Choice options:

You will be auto-enrolled here ▼

	1 Northborough Standard (automatic enrollment)		2 Northborough Green (option)	
Price	XX.XXX ¢/kWh*		XX.XXX ¢/kWh*	
Price period	[MONTH] 202X - [MONTH] 202X		[MONTH] 202X - [MONTH] 202X	
Electricity from renewable sources	202X	202X	202X	202X
Added by Northborough				
From [SOURCE TO BE DETERMINED]	-	-	XX%	XX%
From [SOURCE TO BE DETERMINED]	-	-	XX%	XX%
Required by state law				
From new regional resources (MA Class I RECs)	XX%	XX%	XX%	XX%
From other renewable or clean resources	XX%	XX%	XX%	XX%
Total electricity from renewable sources	XX%	XX%	XX%	XX%
Exit terms	Leave any time. No exit charge.		Leave any time. No exit charge.	

If you do not wish to participate:

3	National Grid's Basic Service (opt out)	
	XX.XXX ¢/kWh	
	[MONTH] [DAY], 202X – [MONTH] [DAY], 202X	
	202X	202X
	-	-
	-	-
	XX%	XX%
	XX%	XX%
	XX%	XX%
	Leave any time. No exit charge. However, industrial customers may receive a billing adjustment charge or credit.	

* Program prices include a \$0.001/kWh administrative fee. Program prices could 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 agreement. For those customers subject to electricity taxes, taxes will be billed as part of the Northborough Power Choice power supply charge.

Additional information

If you are eligible for a low-income discount or fuel assistance, those benefits will continue in Northborough Power Choice.

If you have a tax-exempt account, you are responsible for identifying and requesting an exemption from the collection of any tax by providing appropriate tax-exemption documentation to [SUPPLIER NAME]. Visit NorthboroughPowerChoice.com to learn more.

If you have solar panels on your roof or you participate in a community solar program, you will continue to receive solar credits and/or solar incentive payments, and participating in Northborough Power Choice will not change how they are calculated.

If you have received this letter and also you have signed a contract with an electricity supplier, you may have signed your contract after this mailing list was created. To continue receiving electricity from the supplier you chose and prevent any early termination fees from that supplier, you must opt out of Northborough Power Choice.

For additional information, please visit NorthboroughPowerChoice.com or contact customer support with the town's program consultants at 1-833-393-5679 or support@NorthboroughPowerChoice.com.

OPT-OUT REPLY CARD



X _____
Signature Date

Opt-Out Instructions

If no action is taken, you will automatically be enrolled in Northborough Power Choice.

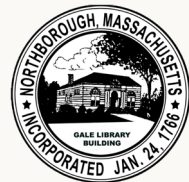
If you DO NOT wish to participate, you MUST opt out.

To opt out by mail:

1. Sign and date this card.
2. Place the card in the enclosed envelope and mail it.

This card must be signed by the Customer of Record whose name appears in the address on this card. You may also opt out online at **NorthboroughPowerChoice.com** or by phone at **1-833-393-5679**.

Your opt-out request must be made by, or the envelope must be postmarked by, **[MONTH] [DAY], 202X**, to opt out of the program before being enrolled automatically. If you choose to participate, you may opt out at any time in the future with no fee or penalty.





TOWN OF NORTHBOROUGH

C/O [SUPPLIER NAME]

[SUPPLIER ADDRESS]

[CITY], [STATE] [ZIP]

**Time-sensitive notice sent on behalf of the Town of Northborough
regarding your electricity supply price.**



TOWN OF NORTHBOROUGH, MA



Electricity Supply Product Summary for NORTHBOROUGH STANDARD *from Northborough Power Choice*

You will receive an electric supply product through Northborough Power Choice.
Your electric utility, National Grid, will continue to deliver the electricity you use to your home or business.

Price	XX.XXX cents per kWh. This does not include the price that your electric utility will charge you for the delivery component of your electric service.
Term	The price is fixed from your enrollment through [MONTH] 20XX.
Early Cancellation Fee	There is no cancellation fee. You may leave Northborough Power Choice at any time with no fee or penalty.
Automatic Renewal	You will be automatically enrolled in Northborough Standard at a new price at the end of the contract term unless you inform the Town otherwise. The new price may be higher or lower than the existing price. The Town will contact you no later than 30 days before each automatic renewal to notify 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 202X and XX% in 202X. This product meets the minimum requirement.
Rescission Period	If you have received this form as part of an automatic enrollment notice, you have until the deadline indicated on the notice to opt out and avoid automatic enrollment in Northborough Power Choice. You may leave Northborough Power Choice at any time after being enrolled with no fee or penalty.
Competitive Supplier Information	Northborough Power Choice is a program of the Town of Northborough. The program is served by [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 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 http://energyswitchma.gov .	



TOWN OF NORTHBOROUGH, MA



Electricity Supply Product Summary for NORTHBOROUGH GREEN *from Northborough Power Choice*

You will receive an electric supply product through Northborough Power Choice.
Your electric utility, National Grid, will continue to deliver the electricity you use to your home or business.

Price	XX.XXX cents per kWh. This does not include the price that your electric utility will charge you for the delivery component of your electric service.
Term	The price is fixed from your enrollment through [MONTH] 20XX.
Early Cancellation Fee	There is no cancellation fee. You may leave Northborough Power Choice at any time with no fee or penalty.
Automatic Renewal	You will be automatically enrolled in Northborough Green at a new price at the end of the contract term unless you inform the Town otherwise. The new price may be higher or lower than the existing price. The Town will contact you no later than 30 days before each automatic renewal to notify 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 202X and XX% in 202X. This product provides 100% renewable electricity, which exceeds the minimum requirement.
Rescission Period	If you have received this form as part of an automatic enrollment notice, you have until the deadline indicated on the notice to opt out and avoid automatic enrollment in Northborough Power Choice. You may leave Northborough Power Choice at any time after being enrolled with no fee or penalty.
Competitive Supplier Information	Northborough Power Choice is a program of the Town of Northborough. The program is served by [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 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 http://energyswitchma.gov .	