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New Orleans, LA

**Town of Orange**
c/o NextEra Energy
3801 Toulouse St.
New Orleans, LA 70119

**DO NOT DISCARD - IMPORTANT Notice Regarding Electricity Rates**

# THE TOWN OF ORANGE'S
# COMMUNITY CHOICE POWER SUPPLY PROGRAM
# CONSUMER NOTIFICATION

October 14, 2021

Dear Orange Basic Service Consumer:

The Town of Orange is pleased to announce that **NextEra Energy Services** ("NextEra") 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 Orange has chosen the supplier for the Program. NextEra will provide electric power supply for all consumers currently on Basic Service in Orange. 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 <u>MUST</u> RESPOND BY NOVEMBER 16, 2021 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 NextEra 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**

| | **Orange's Program*<br>(Supply Services Only)** | **National Grid Basic Service**<br>(Supply Services Only)** |
|---|---|---|
| **Rate**<br>Residential<br>Commercial/Streetlight<br>Industrial | <br>$0.10383 per kWh<br>$0.10383 per kWh<br>$0.10383 per kWh | <br>$0.14821 per kWh<br>$0.13113 per kWh<br>$0.16606 per kWh |
| **Renewable Energy Content** | 100% National Wind<br>Renewable Energy Certificates (RECs) | Meets Massachusetts renewable energy requirements |
| **Duration** | **November 2019 – November 2022**<br>*[Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.]* | **November 1, 2021 – April 30, 2022**<br>*[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<br>*[Industrial G-2 & G-3 only]* |

**Rate includes Consultant Fee of $0.001 per kWh to facilitate Orange's Community Choice Power Supply Program.*
**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 present, the aggregation rate is lower than National Grid's Basic Service rate. The aggregation rate is fixed for 36 months (November 2019 to November 2022) while National Grid's Basic Service rate changes twice a year, in May and November. As a result, the aggregation rate may 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 December 2021 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 December 2021 bill will state that you are being switched to Orange's Program.
- Your January 2022 bill will show Orange'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 email a copy of their Energy Exemption Certificate directly to NextEra Energy Attn: Commercial Sales Tax Exemptions at 20455 State Highway 249, Suite 200, Houston, TX 77070 or Tax_Exemption_Forms@nexteraenergyservices.com (email) 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 colonialpowergroup.com/orange and click the opt-out button, then fill out and submit the Opt-Out Form; **OR**
- Call NextEra at (855) 639-8075 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 colonialpowergroup.com/orange **OR** call NextEra at (855) 639-8075 and ask to be placed on National Grid Basic Service.

**FOR MORE DETAILED INFORMATION** regarding Orange's Program, please visit colonialpowergroup.com/orange or call us toll-free at (866) 485-5858 ext. 1. To learn more about NextEra, please visit nexteraenergyservices.com /aggregations/massachusetts/town-of-orange.

**TO ACCESS NATIONAL GRID'S BASIC SERVICE RATES** please visit:

- Residential Rates – nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/resitable.pdf.
- Commercial Rates – nationalgridus.com/media/pdfs/billing-payments/electric-rates/ma/commtable.pdf.
- Industrial Rates – 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 Orange to facilitate the Community Choice Power Supply Program.*

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

**IMPORTANT NOTICE**

**(866) 485-5858 ext. 1**

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

**colonialpowergroup.com/orange**

**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 Orange about your electricity service. Translate the notice immediately. Call the number or visit the website, above, for help."**

| | |
|---|---|
| **SPANISH/ESPAÑOL**<br>Incluye notificación importante del **Town of Orange** sobre su servicio de electricidad. Traduzca el aviso inmediatamente. Si necesita ayuda, llame al número o visite el sitio web indicado anteriormente. | **POLISH/POLSKI**<br>Załączono ważną informację od **Town of Orange** na temat usług energetycznych. Niezłowcznie przetłumacz powiadomienie. Zadzwoń pod numer lub odwiedź powyższą witrynę, aby uzyskać pomoc. |
| **PORTUGUESE/PORTUGUÊS**<br>Aviso importante incluído da **Town of Orange** sobre seu serviço de eletricidade. Traduza o aviso imediatamente. Ligue para o número ou visite o site, acima, para obter ajuda. | **NEPALI/नेपाली**<br>तपाईंको विद्युतीय सेवा बारे **Town of Orange** संलग्न गरिएको महत्त्वपूर्ण सूचना। सूचनालाई तुरुन्तै अनुवादन गर्नुहोस्। मद्दतको लागि माथि भएका नम्बरमा फोन गर्नुहोस् वा वेबसाइटमा जानुहोस्। |
| **CHINESE (SIMPLIFIED)/ 中文**<br>随函附上来自 **Town of Orange** 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。 | **MARATHI/मराठी**<br>आपल्या विद्युत सेवेसंबंधी **Town of Orange** महत्त्वाची सूचना सलंग्न केली आहे. या सुचनेचा अनुवाद त्वरित करावा. मदतीसाठी वरील क्रमांकावर फोन करा किंवा वेबसाइटला/संकेतस्थळाला भेट द्या. |
| **CHINESE (TRADITIONAL)/ 中文**<br>隨附 **Town of Orange** 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。 | **YORUBA/YORÙBÁ**<br>Àkíyèsí pàtàkì tí a fi sínú rẹ̀ láti ọ̀dọ́ **Town of Orange** nípa iṣẹ́ iná mọ̀nàmọ́ná rẹ. Túmọ̀ àkíyèsí náà lẹ́sẹ̀kẹsẹ̀. Pe nọ́nbà náà tàbí kànsí ayélujára, lókè, fún ìrànlọ́wọ́. |
| **HAITIAN/KREYÒL**<br>Ou gen yon notifikasyon enpòtan de **Town of Orange** sou sèvis elektrisite ou. Tradwi notifikasyon sa imedyatman. Rele nimewo a oubyen vizite sit entènèt, ki anlè a, si ou bezwen èd. | **IGBO/NDI IGBO**<br>Ọkwa dị mkpa ezitere maka ọrụ latrik gị si n'aka **Town of Orange**. Tụgharịa asụsụ ọkwa ahụ ozugbo. Kpọọ nọmba ahụ ma ọ bụ gaa na weebụsaịtị ahụ, dị n'elu, maka enyemaka. |
| **VIETNAMESE/TIẾNG VIỆT**<br>Đính kèm thông báo quan trọng từ **Town of Orange** 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. | **AMHARIC/አማርኛ**<br>የኤሌክትሪክ አገልግሎትዎን በተመለከተ የተሰጠ አስፈላጊ ማስታወቂያ ከዚህ ጋር በ **Town of Orange** እንደ ዓባሪ ተያይዟል። ማስታወቂያውን በአስቸኳይ ያስተርጉሙት። እገዛ ለማግኘት ከላይ ወደተገለጸው ስልክ ቁጥር ይደውሉ ወይም ድር ጣቢያውን ይጎብኙ። |

| | |
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| **RUSSIAN/РУССКИЙ**<br>Прилагается важное уведомление от **Town of Orange** о вашей услуге снабжения электроэнергией. Переведите уведомление безотлагательно. Позвоните по вышеуказанному номеру или зайдите на вышеуказанный вебсайт, чтобы получить помощь. | **SOMALI/SOOMAALI**<br>Oageysiis muhiim oo ka yimid **Town of Orange** kuna saabsan adeegga korontada. Si degdeg ah u turjun ogaysiiska. Wac nambarka ama booqo webseetka, kore, si aad u hesho caawimaad. |
| **ARABIC/عربى**<br>مرفق إخطار مهم من **Town of Orange** عن خدمة الكهرباء الخاصة بكم. يُرجى ترجمة الإخطار فورًا. اتصل بالرقم أو قم بزيارة الموقع الإلكتروني عبر الإنترنت المذكورة أعلاه طلبًا للمساعدة. | **JAPANESE/倮励铂**<br>「電気供給サービスに関する **Town of Orange** 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エブサイトをご覧ください。」 |
| **KHMER/ខ្មែរ**<br>សេចក្តីជូនដំណឹងសំខាន់ដែលភ្ជាប់មកជាមួយមកពីទីក្រុង **Town of Orange** គឺនិយាយអំពីសេវាកម្មភ្លើងរបស់អ្នក។ ចូរបកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ សូមទូរស័ព្ទទៅលេខ ឬចូលទៅកាន់គេហទំព័រខាងលើ ដើម្បីសុំជំនួយ។ | **GUJARATI/ગુજરાતી**<br>તમારી વીજળી સેવા અંગે **Town of Orange** તરફથી મહત્વપૂર્ણ સૂચના બીડેલ છે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે ઉપરના નંબર પર કોલ કરો અથવા વેબસાઈટની મુલાકાત લો. |
| **FRENCH/FRANÇAIS**<br>Avis important de **Town of Orange** 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. | **SWAHILI/KISWAHILI**<br>Notisi muhimu ambayo imeambatishwa kutoka **Town of Orange** kuhusu huduma yako ya umeme. Itafsiri notisi mara moja. Piga simu kwa nambari au tembelea tovuti iliyo hapo juu ili upate usaidizi. |
| **ITALIAN/ITALIANO**<br>Comunicazione importante in allegato della **Town of Orange** 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. | **HINDI/हिंदी**<br>आपकी बिजली सेवा के बारे में **Town of Orange** से महत्वपूर्ण सूचना संलग्न है। सूचना का तुरंत अनुवाद करें। सहायता के लिए ऊपर के नंबर पर कॉल करें या वेबसाइट पर जाएं। |
| **KOREAN/한국어**<br>귀하의 전기 서비스와 관련하여 **Town of Orange** 에서 온 중요한 통지 사항이 동봉되어 있습니다.통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화번호로 연락하거나 웹사이트를 방문해 주십시오. | **THAI/ไทย**<br>ประกาศสำคัญที่แนบมาจาก **Town of Orange** เกี่ยวกับบริการไฟฟ้าของคุณ กรุณาแปลประกาศทันที โทรไปยังหมายเลขหรือไปที่เว็บไซต์ด้านบนเพื่อขอความช่วยเหลือ |
| **GREEK/ΕΛΛΗΝΙΚΆ**<br>Εσωκλείεται σημαντική ειδοποίηση από την **Town of Orange** που αφορά τον πάροχο ηλεκτρικής ενέργειας σας. Μεταφράστε την ειδοποίηση άμεσα. Καλέστε τον τηλεφωνικό αριθμό ή επισκεφθείτε την ιστοσελίδα που αναφέρεται παραπάνω, για βοήθεια. | **LAO/ລາວ**<br>ແຈ້ງການສຳຄັນທີ່ຕິດຄັດມາຈາກ **Town of Orange** ແມ່ນກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການທັນທີ. ໂທຫາໝາຍເລກ ຫຼື ເຂົ້າເບິ່ງເວັບໄຊທ໌ຂ້າງເທິງສຳລັບຄວາມຊ່ວຍເຫຼືອ. |

# ORANGE COMMUNITY CHOICE POWER SUPPLY PROGRAM
# OPT-OUT REPLY CARD

If you want to participate in the Orange 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 November 16, 2021 to opt-out of the Program before being automatically enrolled.**

Acct No:

X ________________________________________

Signature Date

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

# BUSINESS REPLY MAIL

FIRST-CLASS MAIL    PERMIT NO. 263    NEW ORLEANS, LA

POSTAGE WILL BE PAID BY ADDRESSEE

TOWN OF ORANGE MA AGGREGATION PROGRAM
C/O NEXTERA ENERGY
3801 TOULOUSE ST
NEW ORLEANS LA 70119-9902