

OFFICIAL TOWN BUSINESS



TOWN OF AUBURN
C/O DIRECT ENERGY
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DO NOT DISCARD – IMPORTANT Notice Regarding Electricity Rates



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

July 16, 2026

Dear Auburn Basic Service Consumer:

The Town of Auburn is pleased to announce that **Direct Energy Services** (“Direct Energy”) 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 Auburn has chosen the supplier for the Program. Direct Energy will provide electric power supply for all consumers currently on Basic Service in Auburn. 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 AUGUST 19, 2026** 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 Direct Energy 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

	Auburn’s Program* (Supply Services Only)		National Grid** (Supply Services Only)
	STANDARD (default)	OPTIONAL	BASIC SERVICE
Rate			
Residential	\$0.14045 per kWh	\$0.14400 per kWh	\$0.17185 per kWh
Commercial/Streetlight	\$0.14045 per kWh	\$0.14400 per kWh	\$0.15568 per kWh
Industrial	\$0.14045 per kWh	\$0.14400 per kWh	\$0.10852 per kWh
Renewable Energy Content (see insert for required & voluntary percentages by year)	Meets Massachusetts renewable energy requirements	10% MA Class I RECs above minimum state requirements	Meets Massachusetts renewable energy requirements
Duration	November 2025 – November 2027 [Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.]		August 1, 2026 – January 31, 2027 [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 (1) Consultant Services Fee of \$0.001 per kWh to facilitate Auburn’s Community Choice Power Supply Program and (2) Municipal Services Fee of \$0.001 per kWh to fund personnel costs associated with the Town’s Energy Manager.

*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 \$0.022-\$0.05 per kWh in addition to National Grid’s Basic Service rate.

IMPORTANT INFORMATION

- At present, the Residential and Commercial/Streetlight aggregation rate is lower than National Grid’s Basic Service rate. The aggregation rate is fixed for 24 months while National Grid’s Basic Service rate changes twice a year, in February and August. 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, **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 »

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 September 2026 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 September 2026 bill will state that you are being switched to Auburn’s Program.
- Your October 2026 bill will show Auburn’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, email or fax a copy of their Energy Exemption Certificate directly to Direct Energy Attn: USN Tax Exemption at P.O. Box 180, Tulsa, OK 74101-0180 or usn.taxexemption@directenergy.com (email) or (800) 504-7428 (fax) in order to maintain their tax exempt status.

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

HOW TO OPT-OUT

- Sign and return the enclosed opt-out card in the postage paid envelope provided; **OR**
- Visit colonialpowergroup.com/auburn and click the opt-out button, then fill out and submit the Opt-Out Form; **OR**
- Call Direct Energy at (866) 968-8065 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/auburn **OR** call Direct Energy at (866) 968-8065 and ask to be placed on National Grid Basic Service.

TO CHOOSE A PRODUCT WITH A HIGHER PERCENTAGE OF RENEWABLE ENERGY visit colonialpowergroup.com/auburn or you may call Direct Energy at (866) 968-8065 and ask to be enrolled in Auburn’s Optional Product. Auburn’s Optional Product provides 10% MA Class I Renewable Energy Certificates (RECs) above the state’s then-current requirement for these renewables [30% in 2026; 33% in 2027]. This product is being offered at \$0.14400 per kWh for 24 months (November 2025 to November 2027).

THROUGHOUT THE LIFE OF THE PROGRAM each subsequent contract may vary by rate, term and possibly supplier. You will be automatically enrolled in the next contract at the new aggregation rate unless you opt-out. The new aggregation rate may be higher or lower than the current rate and the voluntary renewable energy content may change. There will be advance notice of each automatic renewal to inform you of your supply options should you choose to opt-out.

FOR MORE DETAILED INFORMATION regarding Auburn’s Program, please visit colonialpowergroup.com/auburn or call us toll-free at (866) 485-5858 ext. 1.

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 Auburn to facilitate the Community Choice Power Supply Program.



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



IMPORTANT NOTICE



(866) 485-5858 ext. 1



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



colonialpowergroup.com/auburn

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

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

RUSSIAN/РУССКИЙ Прилагается важное уведомление от Town of Auburn о вашей услуге снабжения электроэнергией. Переведите уведомление безотлагательно. Позвоните по вышеуказанному номеру или зайдите на вышеуказанный вебсайт, чтобы получить помощь.	SOMALI/SOOMAALI Oageysiis muhiim oo ka yimid Town of Auburn kuna saabsan adeegga korontada. Si degdeg ah u turjun ogaysiiska. Wac nambarka ama booqo webseetka, kore, si aad u hesho caawimaad.
ARABIC/عربي مرفق إخطار مهم من Town of Auburn عن خدمة الكهرباء الخاصة بكم. يُرجى ترجمة الإخطار فورًا. اتصل بالرقم أو قم بزيارة الموقع الإلكتروني عبر الإنترنت المذكورة أعلاه طلبًا للمساعدة.	JAPANESE/傔劾铂 「電気供給サービスに関する Town of Auburn 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。」
KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ដែលភ្ជាប់មកជាមួយមកពីទីក្រុង Town of Auburn គឺនិយាយអំពីសេវាកម្មភ្លើងរបស់អ្នក។ ចូរបកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ សូមទូរស័ព្ទទៅលេខ ឬចូលទៅកាន់គេហទំព័រខាងលើ ដើម្បីសុំជំនួយ។	GUJARATI/ગુજરાતી તમારી વીજળી સેવા અંગે Town of Auburn તરફથી મહત્વપૂર્ણ સૂચના બીડેલ છે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે ઉપરના નંબર પર કોલ કરો અથવા વેબસાઇટની મુલાકાત લો.
FRENCH/FRANÇAIS Avis important de Town of Auburn 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 Notisi muhimu ambayo imeambatishwa kutoka Town of Auburn kuhusu huduma yako ya umeme. Itafsiri notisi mara moja. Piga simu kwa nambari au tembelea tovuti iliyo hapo juu ili upate usaidizi.
ITALIAN/ITALIANO Comunicazione importante in allegato della Town of Auburn 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 आपकी बिजली सेवा के बारे में Town of Auburn 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 귀하의 전기 서비스와 관련하여 Town of Auburn 에서 온 중요한 통지 사항이 동봉되어 있습니다. 통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화번호로 연락하거나 웹사이트를 방문해 주십시오.	THAI/ไทย ประกาศสำคัญที่แนบมาจาก Town of Auburn เกี่ยวกับบริการไฟฟ้าของคุณ กรุณาแปลประกาศทันที โทรไปยังหมายเลขหรือไปที่เว็บไซต์ด้านบนเพื่อขอความช่วยเหลือ
GREEK/ΕΛΛΗΝΙΚΑ Εσωκλείεται σημαντική ειδοποίηση από την Town of Auburn 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 ແຈ້ງການສຳຄັນທີ່ຕິດຄັດມາຈາກ Town of Auburn ແມ່ນກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການທັນທີ. ໂທຫາໝາຍເລກ ຫຼື ເຂົ້າເບິ່ງເວັບໄຊທີ່ຂ້າງເທິງສຳລັບຄວາມຊ່ວຍເຫຼືອ.

RENEWABLE ENERGY CONTENT – Required and Voluntary Percentages by Year

Community Choice Power Supply		Year	Required by State*		Voluntary**		TOTAL
			MA Class I	Other	MA Class I	Other	
Town of Auburn	STANDARD (default)	2025	27%	36%	---	---	63%
		2026	30%	39%	---	---	69%
		2027	33%	43%	---	---	76%
	OPTIONAL	2025	27%	36%	10%	---	73%
		2026	30%	39%	10%	---	79%
		2027	33%	43%	10%	---	86%
National Grid BASIC SERVICE		2025	27%	36%	---	---	63%
		2026	30%	39%	---	---	69%
		2027	33%	43%	---	---	76%

*Required by State – Mandatory minimum percentage of renewable energy resources required by MA law.

**Voluntary – Additional renewable energy that exceeds the minimum required by the state in the specified year.

For additional detail on MA renewable energy requirements, please visit [mass.gov/info-details/program-summaries](https://www.mass.gov/info-details/program-summaries).



AUBURN COMMUNITY CHOICE POWER SUPPLY PROGRAM OPT-OUT REPLY CARD

If you want to participate in the Auburn 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 August 19, 2026 to opt-out of the Program before being automatically enrolled.**

Account No: _____

X

Signature

Date



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1482 HOUSTON, TX

POSTAGE WILL BE PAID BY ADDRESSEE

TOWN OF AUBURN
C/O DIRECT ENERGY
PO BOX 180
TULSA OK 74101-0180

