

MASSACHUSETTS POWER INFORMATION DISCLOSURE LABEL Q4 2023 – NORTH ANDOVER COMMUNITY CHOICE POWER SUPPLY PROGRAM

GENERATION PRICE

Average price per kWh at different levels of use.
 Prices do not include regulated charges for customer service and delivery.

The price you pay for generation is set forth in the town aggregation agreement of North Andover and Direct Energy Services, LLC. If you have any further questions about what you pay for electricity per kWh, please contact the Direct Energy Services, LLC customer service number below. The generation price will not vary based on the amount of electricity the customer uses.

CUSTOMER SUPPORT CONTRACT

Contact the Town's consultants
 (Colonial Power Group) at 1-866-485-5858.

Direct Energy Services, LLC (Town's electric supplier)
 Toll-Free: 1-866-968-8065
 Address: 910 Louisiana Street
 Houston, TX 77002
www.directenergy.com

Program Generation Price	Standard	Green Optional	Period
Standard/Green Optional Rate Customers	25.710 ¢/kWh	25.851 ¢/kWh	10/2022 – 6/2023
Standard/Green Optional Rate Customers	12.560 ¢/kWh	12.716 ¢/kWh	6/2023 – 10/2023

For energy emergencies, please contact National Grid at (800) 233-5325.
 For general inquiries, please contact National Grid at (800) 732-3400.
 You can also write to National Grid – Customer Correspondence, PO Box 1040
 Northborough, MA 01532-4040 or visit National Grid online at www.nationalgrid.com.

Power Attribute Content – Direct Energy Services, LLC	
Standard	
Source	Percentage
Renewable energy (MA Class I RECs) to meet MA RPS requirements	22.00
RECs to meet other MA requirements	37.00
Remaining System Mix	41.00
Total	100.00
Green Optional	
Source	Percentage
Renewable energy (MA Class I RECs) to meet MA minimum requirements	22.00
RECs to meet other MA requirements	37.00
Additional renewable energy (National Wind RECs), added voluntarily	49.00
Total	108.00

Regional Average Fuel Mix*		
Year	System Power	Fuel %
2022	Air-source Heat Pump	0.18
2022	Biogas	0.01
2022	Biomass	1.70
2022	Coal	0.34
2022	Diesel	1.46
2022	Digester Gas	0.11
2022	Efficient Resource (Maine)	0.08
2022	Energy Storage	0.04
2022	Fuel Cell	0.64
2022	Ground-And-Water Source Pump	0.06
2022	Hydroelectric/Hydropower	6.05
2022	Jet	0.02
2022	Landfill Gas	0.47
2022	Liquid Biofuels	0.35
2022	Municipal Solid Waste	0.57
2022	Natural Gas	45.60
2022	Nuclear	24.50
2022	Oil	4.95
2022	Solar Photovoltaic	6.36
2022	Solar Thermal	0.03
2022	Trash-to-Energy	2.09
2022	Wind	3.54
2022	Wood	0.85
	Total	100

*Demand for electricity from all enrolled North Andover Community Choice Power Supply customers supplied by Direct Energy Services, LLC ("DES") for the period of 01/01/2022 through 12/31/2022 was met by the generating resources or fuel types noted above.

AIR EMISSIONS

Emissions for each of the following pollutants are based on System Mix data by the New England Power Pool (NEPOOL) and ISO New England for the most current data reporting period.

Emission Type	Lbs. per MWh
Nitrogen Oxides (NO _x)	15.76
Sulfur Dioxide (SO ₂)	0.41
Carbon Dioxide (CO ₂)	738.01

LABOR INFORMATION	REGIONAL AVERAGE GENERATION RESOURCE LABOR CHARACTERISTICS		
	January 1, through December 31, 2021, Provided by ISO New England Inc.		
	Generating Workforce	Output (MWh)	%
	Collective Bargaining	26,903,347	23%
	Non-Collective Bargaining	91,885,653	77%
	Total	118,789,000	100%
GENERATION PRICE CONTRACT	Generation prices do not include regulated charges for customer service and delivery. Those charges are billed by your local distribution company.		
POWER SOURCES	<p>The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas and ocean thermal.</p>		
EMISSIONS	<p>Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Arrows represent, for each pollutant, the emission rate from a hypothetical new generation facility.</p> <ul style="list-style-type: none"> Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming. Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog) and may cause respiratory illness in children with frequent high-level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters, which is destructive to fish and other animal life. Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments. 		
LABOR DATA	<p>The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management and protected by union contracts. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether a generator or supplier during a strike by or lockout of its employees has replaced them with other workers.</p>		