

OFFICIAL TOWN BUSINESS



Town of Hancock

c/o Direct Energy

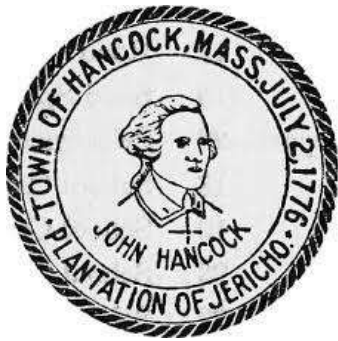
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DO NOT DISCARD – IMPORTANT Notice Regarding Electricity Rates



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

February 14, 2025

Dear Hancock Basic Service Consumer:

The Town of Hancock is pleased to announce that **Direct Energy Services, LLC** (“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 Hancock has chosen the supplier for the Program. Direct Energy 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 MARCH 20, 2025** 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

	Hancock’s Program* (Supply Services Only)	National Grid Basic Service (Supply Services Only)
Rate Residential Commercial/Streetlight Industrial	\$0.11080 per kWh \$0.11080 per kWh \$0.11080 per kWh	\$0.14672 per kWh \$0.13409 per kWh \$0.14445 per kWh
Renewable Energy Content <i>(see insert for required & voluntary percentages by year)</i>	Meets Massachusetts renewable energy requirements	Meets Massachusetts renewable energy requirements
Duration	April 2025 – November 2025 <i>[Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.]</i>	February 1, 2025 – July 31, 2025 <i>[Residential and Small Commercial rates change every 6 months. Large Commercial and Industrial rates change every 3 months.]</i>
Exit Terms	NO CHARGE	May receive a reconciliation charge or credit <i>[Industrial G-2 & G-3 only]</i>

*Rate includes Consultant Services Fee of \$0.001 per kWh to facilitate Hancock’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.

IMPORTANT INFORMATION

- At Program launch, the aggregation rate is lower than National Grid’s Basic Service rate. The aggregation rate is fixed for 7 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 April 2025 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 April 2025 bill will state that you are being switched to Hancock’s Program.
- Your May 2025 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, 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/hancock 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/hancock **OR** call Direct Energy at (866) 968-8065 and ask to be placed on National Grid Basic Service.

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 Hancock’s Program, please visit colonialpowergroup.com/hancock 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 Hancock to facilitate the Community Choice Power Supply Program.



**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."

SPANISH/ESPAÑOL 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.	POLISH/POLSKI Załączono ważną informację od Town of Hancock 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 Hancock 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 Hancock संलग्न गरिएको महत्वपूर्ण सूचना। सूचनालाई तुरुन्तै अनुवाद गर्नहोस्। मद्दतको लागि माथि भएका नम्बरमा फोन गर्नुहोस् वा वेबसाइटमा जानुहोस्।
CHINESE (SIMPLIFIED)/ 中文 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。	MARATHI/मराठी आपल्या विद्युत सेवेसंबंधी Town of Hancock महत्वाची सूचना सलग्न केली आहे. या सुचनेचा अनुवाद त्वरित करावा. मदतीसाठी वरील क्रमांकावर फोन करा किंवा वेबसाइटला/संकेतस्थळाला भेट द्या.
CHINESE (TRADITIONAL)/ 中文 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。	YORUBA/YORÙBÁ Àkíyèsí pàtàkì tí a fi sínú rẹ̀ láti ọ̀dọ̀ Town of Hancock nípa ìṣẹ̀ iná mọ̀nà mọ̀nà rẹ̀. Tùmọ̀ àkíyèsí náà lẹ̀sẹ̀kẹ̀sẹ̀. Pe nọ́nbà náà tàbí kànsí ayélujára, lókè, fún ìrànlowọ̀.
HAITIAN/KREYÒL 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.	IGBO/NDI IGBO 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.
VIETNAMESE/TIẾNG VIỆT 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.	AMHARIC/አማርኛ 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።

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.	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.
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.	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。」
KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ដែលភ្ជាប់មកជាមួយមកពីទីក្រុង Town of Hancock គឺនិយាយអំពីសេវាកម្មភ្លើងរបស់អ្នក។ ចូរបកប្រែសេចក្តីជូនដំណឹងនេះភ្លាមៗ។ សូមទូរស័ព្ទទៅលេខ ឬចូលទៅកាន់គេហទំព័រខាងលើ ដើម្បីសុំជំនួយ។	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.
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.	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.
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.	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।
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.	THAI/ไทย ประกาศสำคัญที่แนบมาจาก Town of Hancock เกี่ยวกับการไฟฟ้าของคุณ กรุณาแปลประกาศทันที โทรไปยังหมายเลขหรือไปที่เว็บไซต์ด้านบนเพื่อขอความช่วยเหลือ
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.	LAO/ລາວ ແຈ້ງການສໍາຄັນທີ່ຕິດຄັດມາຈາກ Town of Hancock ແມ່ນກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການທັນທີ. ໂທຫາໝາຍເລກ ຫຼື ເຂົ້າເບິ່ງເວັບໄຊທ໌ຂ້າງເທິງສໍາລັບຄວາມຊ່ວຍເຫຼືອ.

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	
Hancock	STANDARD	2025	27%	36%	---	---	63%
National Grid BASIC SERVICE		2025	27%	36%	---	---	63%

*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).



HANCOCK COMMUNITY CHOICE POWER SUPPLY PROGRAM OPT-OUT REPLY CARD

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

Account #:

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 March 20, 2025 to opt-out of the Program before being automatically enrolled.**

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 HANCOCK
C/O DIRECT ENERGY
PO BOX 180
TULSA OK 74101-0180

