



Milford Community Electricity Frequently Asked Questions

- 1. What is Milford Community Electricity?** Milford Community Electricity is our Town's new electricity supply program. It is designed to provide residents with new electricity supply and options that feature competitive prices, longer-term price stability, and more renewable energy (though savings cannot be guaranteed). This program was approved by the Town Meeting in 2023 and by the Department of Public Utilities in September 2024. Nearly 170 other Towns and Cities in Massachusetts, including Uxbridge, Douglas, and Millis have similar programs.
- 2. When does it start?** The Town chose Direct Energy to provide the program's electricity starting December 2024. All program prices are fixed for 36 months through December 2027.
- 3. How do I participate?** The answer depends on your current electricity supplier:
 - **I am using National Grid Basic Service** (most residential customers) - Anyone currently using National Grid Basic Service supply is eligible for automatic enrollment, and will receive a letter in late October informing them of their options and how to opt out (i.e., not participate) if desired. The deadline to opt out before the Program begins is November 23, 2024. Those that do not opt out will begin receiving electricity from Milford Community Electricity in December 2024.
 - **I have chosen another electricity supplier already** - Anyone who has proactively chosen their own electricity supplier will not be automatically enrolled in the Program; however, these customers may sign up for the Program at any time (please check with your current supplier for any early cancellation penalties). To join, use the form at MilfordCommunityElectricity.com, or call the supplier, Direct Energy, at (866) 968-8065.
- 4. Do I have to participate?** Participation is voluntary. Customers may opt out at any time, without penalty, before or after the program begins. To opt out, do any one of the following:

Return (by mail) the		Call Milford's supplier,		Submit the opt-out form at
opt-out card mailed to	or	Direct Energy, at	or	MilfordCommunityElectricity.com
your home or business		(866) 968-8065		
- 5. Will this program cost more or less than what I have now?** The Town's primary offering, *Milford Standard*, will cost less than the National Grid Residential Basic Service rate at launch, while also providing 10% voluntary renewable energy from New England. However, it is important to note that the Town cannot guarantee savings compared to National Grid Basic Service. Milford Community Electricity prices are fixed for 36 months through December 2027, but Basic Service prices change every six months for residential and commercial customers, and every three months for industrial customers. See the table on the next page for pricing of the Milford options.

6. **Can I switch between options in Milford’s program?** Yes, you can switch between any of the Milford options at any time. To switch, use the form at MilfordCommunityElectricity.com, or call the supplier, Direct Energy, at (866) 968-8065.
7. **Where does the voluntary renewable energy come from?** The voluntary renewable energy (i.e., the amount above and beyond the minimum required by the State) qualifies as Class I. Class I is the State’s term for new, regional renewable energy. The voluntary Class I in Milford’s program is located within New England and comes primarily from wind and solar projects.
8. **Why is this an automatic enrollment program?** The State law that enables municipal aggregation programs like Milford Community Electricity, M.G.L. c.164 section 134(a), specifies that these programs are opt-out. This design was intended to give a City or Town enough buying power to attract qualified suppliers and negotiate favorable prices for the community (again, recognizing that savings cannot be guaranteed).
9. **What changes if someone participates in Milford Community Electricity?** There are two parts to a National Grid electricity bill – (1) Supply and (2) Delivery. Enrolling in Milford Community Electricity only changes the Supply portion. National Grid will continue to provide all Delivery services, which includes responding to power outages.
10. **If I participate:**
 - a. **Will I get another bill?** No, there will only be one electricity bill per month sent by National Grid.
 - b. **What about Low-Income discounts or Budget Billing?** Customers in the Low-Income rate class will continue to receive their current percentage discount on the entire electricity bill. Budget Billing customers also will continue to receive budget billing for their entire bill.
 - c. **What about solar and net metering?** Customers that receive solar electricity benefits from net metering credits, community shared solar or similar payments will continue to receive those benefits.

Milford Community Electricity Options

	Milford Basic	Milford Standard (automatic for eligible customers)	Milford Plus
Price	13.120 ¢/kWh	13.550 ¢/kWh	14.460 ¢/kWh
Voluntary Renewable Energy*	None	Adds 10% voluntary renewable energy (MA Class I RECs)	Adds voluntary renewable energy (MA Class I RECs) to total 100%
Duration	December 2024 through December 2027	December 2024 through December 2027	December 2024 through December 2027

The program cannot guarantee savings beyond the current term of Basic Service, as stated in the table above, because future Basic Service rates are unknown.

*Voluntary Renewable Energy is in addition to the State’s required renewable energy content for all electricity supplies. The State’s required renewable energy content is 62% in 2024. For more detail, see resources on MilfordCommunityElectricity.com.

