

# Spencer Electric Choice

Sample Opt-Out Mailing Materials

March 25, 2024 - Drafts

Language Access Document cover sheet

### **Opt-Out Notice**

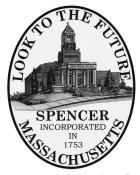
- Primary version
- Large commercial and industrial version For large businesses that are eligible for automatic enrollment after launch and eligible for market pricing

**Opt-Out Reply Card** 

External envelope

### **Product Summary Forms:**

- Spencer Standard
- Spencer 100% Renewable



### **Spencer Electric Choice**

oswa vizite sit entènèt ki anwo a, pou w jwenn èd.

## A

# **IMPORTANT NOTICE**



8XX-XXX-XXXX



TTY 771 or 800-439-2370 / Español 866-930-9252



SpencerElectricChoice.com

ma o bu gaa na webusaiti, di n'elu, maka enyemaka.

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

SPANISH/ESPAÑOL Incluye importante notificación de	POLISH/POLSKI Załączono ważne powiadomienie od	
Spencer	Spencer	
sobre su servicio eléctrico. Traduzca la notificación inmediatamente. Si necesita ayuda, llame al número o visite el sitio web indicado anteriormente.	dotyczące usług w zakresie dostaw energii elektrycznej. Prosimy o niezwłoczne przetłumaczenie tego powiadomienia. W celu uzyskania pomocy należy zadzwonić pod wyżej podany numer telefonu lub odwiedzić wyżej wymienioną stronę internetową.	
PORTUGUESE/PORTUGUÊS Aviso importante incluído do	NEPALI/नेपाली तपाईंको विद्युतीय सेवा बारे	
Spencer	Spencer	
sobre seu serviço de eletricidade. Traduzir o aviso imediatamente. Ligar para o número ou visitar o site, acima, para obter ajuda.	बाट संलग्न गरिएको महत्त्वपूर्ण सूचना । सूचनालाई तत्कालै अनुवाद गर्नुहोस् । मद्दतको लागि, माथि दिइएको नम्बरमा फोन गर्नुहोस् वा वेबसाइटमा जानुहोस् ।	
CHINESE (SIMPLIFIED)/中文 随附来自	MARATHI/मराठी कडून महत्त्वाची सूचना संलग्न केली आहे	
Spencer	Spencer	
的重要通知,有关您的供电服务。请立刻翻译此通知。如果您需要帮助,请通过上面提供的信息致电或者访问网站。	आपल्या विद्युत सेवेसंबंधी. या सूचनेचा अनुवाद त्वरित करावा. मदतीसाठी वरील क्रमांकावर फोन करा किंवा वेबसाईटला/संकेतस्थळास भेट द्या.	
CHINESE (TRADITIONAL)/中文 隨附以下重要通知	YORUBA/YORÙBÁ Àkíyèsí pàtàkì tí a fi sínú rệ láti ọdó	
Spencer	Spencer	
事關您的電力服務。請立即翻譯通知。如需協助,請致電上述號碼或 瀏覽網站。	nípa işé iná mònàmóná rẹ. Túmò àkíyèsí náà lésèkesè. Pe nónbà náà tàbí bẹ ààyè lórí ayélujára, lókè, wò fún ìrànlówó.	
<b>HAITIAN/KREYÒL</b> Wap jwenn yon avi enpòtan ki soti nan	IGBO/NDI IGBO Okwa di mkpa e zitere na	
Spencer	Spencer	
osijè sèvis elektrisite w. Tradwi avi a imedyatman. Rele nimewo a	gbasara oru oku eletrik gi. Tugharia okwa ozigbo. Kpoo nomba à	

<b>VIETNAMESE/TIẾNG VIỆT</b> Có đính kèm thông báo quan trọng từ	<b>AMHARIC/አማርኛ</b> የኤሌክትሪክ አገልግሎትዎነ በተመለከተ ከ	
Spencer	Spencer	
về dịch vụ điện của quý vị. Hãy phiên dịch thông báo này ngay.	የተሰጠ ጠቃሚ ማስታወቂያ ከዚህ ጋር በአባሪነት ተያይዟል።	
Xin gọi số điện thoại hoặc vào mạng lưới của chúng tôi, bên trên, để được giúp đỡ.	ማስታወቂያውን በአስቸኳይ ያስተርጉሙት። እገዛ ለማግኘት፣ ከላይ በተገለጸው ስልክ ቁጥር ይደውሉ ወይም ድረ ገጹን ይጎብኙ።	
RUSSIAN/РУССКИЙ Прилагается важное сообщение от	SOMALI/SOOMAALI Ogeysiin muhiim ah oo ku lifaaqan oo ka timid	
Spencer	Spencer	
касательно вашего снабжения электроэнергией. Переведите это сообщение безотлагательно. Если вам нужна помощь, позвоните по указанному номеру или зайдите на вебсайт.	oo ku saabsan adeegaaga korontada. Fasir ogeysiinta isla markaas. U soo wac lambarka ama u booqo websaydka, koreeyo, wixii caawin ah.	
عربی/ARABIC	JAPANESE/日本語	
ملاحظة هامة متضمنة من	Spencer	
Spencer حول خدمة الكهرباء خاصتك. يرجى ترجمة الملاحظة فورا. اتصل بالرقم أو قم بزيارة الموقع أعلاه للحصول على المساعدة.	からの電力供給に関する重要なお知らせが添付されています。このお知らせをすぐに翻訳してください。ご質問がある場合は、上記の電話番号までお電話いただくか、ウェブサイトをご覧ください。	
KHMER/ខ្មែរ សេចក្តីជូនដំណឹងសំខាន់ បានភ្ជាប់មកពី	GUJARATI/ગુજરાતી ના તરફથી મહત્વપૂર્ણ નોટિસ બીડેલ છે	
Spencer	Spencer	
អំពីសេរាអគ្គិសនីរបស់អ្នក។ បកប្រែសេចក្ដីជូនដំណឹងនេះភ្លាមៗ។	તમારી વીજળી સેવા વિશે. સૂચનાનું તુરંત જ ભાષાંતર કરો. મદદ માટે	
ហៅទៅលេខ ឬទស្សនាគេហទំព័រខាងលើ សំរាប់ជំនួយ។	ઉપરના નંબર પર કૉલ કરો અથવા વેબસાઇટની મુલાકાત લો.	
FRENCH/FRANÇAIS Avis important ci-joint de	SWAHILI/KISWAHILI Notisi muhimu ambayo imeambatishwa kutoka kwa	
Spencer	Spencer	
à propos de votre service d'électricité. Traduisez immédiatement l'avis. Appelez le numéro ou visitez le site Web ci-dessus pour obtenir de l'aide.	kuhusu huduma ya umeme unayopokea. Ifasiri notisi papo hapo. Piga simu kwa nambari au zuru tovuti, hapo juu, ili kupata usaidizi.	
ITALIAN/ITALIANO Comunicazione importante in allegato da	HINDI/हिंदी यह महत्वपूर्ण सूचना	
Spencer	Spencer	
riguardante il suo servizio di elettricità. Tradurre il comunicato immediatamente. Se ha bisogno di assistenza chiami il numero o visiti il sito internet sopra indicato.	की ओर से आपकी बिजली सेवा के बारे में है। सूचना का तुरंत अनुवाद करें। मदद के लिए ऊपर के नंबर पर कॉल करें या वेबसाइट पर जाएं।	
<b>KOREAN/한국어</b> 귀하의 전기 서비스와 관련하여	THAI/ไทย ประกาศสำคัญที่แนบมาจาก	
Spencer	Spencer	
에서 보낸 중요한 통지 사항이 동봉되어 있습니다. 통지 사항을 즉시 번역하시기 바랍니다. 도움이 필요할 경우 위의 전화 번호로 연락하거나 웹사이트를 방문해 주십시오.	เกี่ยวกับบริการไฟฟ้าของคุณ แปลประกาศทันที โทรไปยังหมายเลข หรือไปที่เว็บไซต์ด้านบน เพื่อขอความช่วยเหลือ	
<b>GREEK/ΕΛΛΗΝΙΚΆ</b> Εσωκλείεται σημαντική ειδοποίηση από	<b>LAO/ລາວ</b> ແຈ້ງການທີ່ສຳຄັນນຳມາຈາກ	
Spencer	Spencer	

ກ່ຽວກັບການບໍລິການໄຟຟ້າຂອງທ່ານ. ແປແຈ້ງການນີ້ໂດຍທັນທີ. ສຳລັບການຊ່ວຍເຫຼືອ ໂທຫາເບີໂທ ຫຼື ເຂົ້າໄປເບິ່ງໃນເວັບໄຊທ໌ ຢູ່ຂ້າງເທິງ.

που αφορά τον πάροχο ηλεκτρικής σας ενέργειας. Μεταφράστε την ειδοποίηση αμέσως. Καλέστε τον αριθμό ή επισκεφτείτε την παραπάνω ιστοσελίδα για βοήθεια.



## Town Electricity Aggregation Program Automatic Enrollment Notification

[MONTH] [DAY], 202X

Dear Spencer Electricity Customer,

This letter contains important information about the Town's new electricity program, **Spencer Electric Choice**. The program is a Town alternative to other electricity offers, but without high pressure or fees. More than 170 Massachusetts communities already have similar programs.

If you received this notice and you take no action, you will be AUTOMATICALLY enrolled in Spencer Electric Choice, in accordance with state law. However, participation is not required.

If you participate, National Grid will continue to deliver your electricity and send your electric bill, but you will have a new price for the Supply Services portion of your bill. Program benefits include stable prices, consumer protections, and a lower price than National Grid's current residential Basic Service price, though future savings cannot be guaranteed.



# **Deadline to opt out** before automatic enrollment:

[MONTH] [DAY], 202X

# Get more information or submit a request:

SpencerElectricChoice.com
1-833-393-5680
support@SpencerElectricChoice.com

### **Your choices**

With Spencer Electric Choice, you have three choices:

- **AUTOMATIC ENROLLMENT in Spencer Standard.** If you take no action, you will be enrolled in the Spencer Standard option, and your Supply Services price will be **XX.XXX** \$\psi/k\text{Wh}\$.
- Choose the Spencer 100% Renewable option: You can choose to receive all of your electricity from renewable resources for XX.XXX ¢/kWh.
- Choose NOT to participate and remain with National Grid's Basic Service. Residential customers that opt out will remain with National Grid's Basic Service price of XX.XXX ¢/kWh. Please see the back for National Grid's commercial and industrial prices.

To avoid being automatically enrolled, you must do one of the following before [MONTH] [DAY], 202X: Sign and mail the enclosed reply card, opt out online at SpencerElectricChoice.com, or call 1-833-393-5680. You may also try the program and opt out anytime in the future. There is no penalty or fee to opt out.

All Spencer Electric Choice prices are fixed until [MONTH] 202X. In comparison, National Grid's Basic Service prices change every 6 months for residential and commercial customers and every 3 months for industrial customers.

Spencer Electric Choice offers the potential for savings compared with National Grid's Basic Service prices, but because National Grid's future prices are not known, future savings compared with National Grid cannot be guaranteed.

## Changes to your bill

If you participate in Spencer Electric Choice, you will see two changes on your National Grid bill:

- **1.** Your electricity supplier will be [SUPPLIER NAME].
- **2.** Your Supply Services charge will be calculated using a Spencer Electric Choice price instead of National Grid's Basic Service price.

### It's your choice...

**If you do nothing, you will be enrolled in the Spencer Standard option.** The following chart can help you decide whether to remain with Spencer Standard or make another choice. To make another choice, visit SpencerElectricChoice.com or call customer support with Spencer's program consultants at 1-833-393-5680.

#### You will be auto-**Spencer Electric Choice options:** If you do not wish to participate: enrolled here V 1 Spencer Spencer 100% National Grid's Spencer Standard Renewable **Basic Service** ectricChoice (automatic enrollment) (option) (opt out) XX.XXX ¢/kWh - Residential Price XX.XXX ¢/kWh\* XX.XXX ¢/kWh\* XX.XXX ¢/kWh - Commercial XX.XXX ¢/kWh - Industrial Price period [MONTH] 202X -[MONTH] 202X -[MONTH] [DAY], 202X -[MONTH] 202X [MONTH] 202X [MONTH] [DAY], 202X, residential and commercial. [MONTH] [DAY], 202X -[MONTH] [DAY], 202X, industrial. Electricity from renewable sources 202X 202X 202X 202X 202X 202X Added by Spencer XX% XX% From [SOURCE TO BE DETERMINED] From [SOURCE TO BE XX% XX% DETERMINED] Required by state law From new regional resources XX% XX% XX% XX% XX% XX% (MA Class I RECs) From other renewable or clean resources XX% XX% XX% XX% XX% XX% XX% XX% XX% Total electricity from renewable sources Exit terms Leave any time. Leave any time. Leave any time. No exit charge. No exit charge. No exit charge. However, industrial customers may receive a billing adjustment charge or credit.

### **Additional information**

If you are eligible for a low-income discount or fuel assistance, those benefits will continue in Spencer Electric Choice.

**If you have a tax-exempt account,** you are responsible for identifying and requesting an exemption from the collection of any tax by providing appropriate tax-exemption documentation to [SUPPLIER NAME]. Visit SpencerElectricChoice.com to learn more.

If you have solar panels on your roof or you participate in a community solar program, you will continue to receive solar credits and/or solar incentive payments, and participating in Spencer Electric Choice will not change how they are calculated.

If you have received this letter and also you have signed a contract with an electricity supplier, you may have signed your contract after this mailing list was created. To continue receiving electricity from the supplier you chose and prevent any early termination fees from that supplier, you must opt out of Spencer Electric Choice.

For additional information, please visit **SpencerElectricChoice.com** or contact customer support with the town's program consultants at **1-833-393-5680** or **support@SpencerElectricChoice.com**.

Program prices include a \$0.001/kWh administrative fee. Program prices could increase as a result of a change in law that results in a direct, material increase in costs during the term of the electric supply agreement. For those customers subject to electricity taxes, taxes will be billed as part of the Spencer Electric Choice power supply charge



## Town Electricity Aggregation Program Automatic Enrollment Notification

[MONTH] [DAY], 202X

Dear Spencer Electricity Customer,

This letter contains important information about the Town's new electricity program, **Spencer Electric Choice**. The program is a Town alternative to other electricity offers, but without high pressure or fees. More than 170 Massachusetts communities already have similar programs.

If you received this notice and you take no action, you will be AUTOMATICALLY enrolled in Spencer Electric Choice, in accordance with state law. However, participation is not required.

If you participate, National Grid will continue to deliver your electricity and send your electric bill, but you will have a new price for the Supply Services portion of your bill. The program price has the potential to be lower than National Grid's Basic Service price, though savings cannot be guaranteed. Additional benefits include stable prices, consumer protections, and choices.



# **Deadline to opt out** before automatic enrollment:

[MONTH] [DAY], 202X

# Get more information or submit a request:

SpencerElectricChoice.com
1-833-393-5680
support@SpencerElectricChoice.com

### **Your choices**

With Spencer Electric Choice, you have three choices:

- **AUTOMATIC ENROLLMENT in Spencer Standard.** If you take no action, you will be enrolled in the Spencer Standard option, and your Supply Services price will be **XX.XXX ¢/kWh**.
- Choose the Spencer 100% Renewable option: You can choose to receive all of your electricity from renewable resources for XX.XXX ¢/kWh.
- Choose NOT to participate and remain with National Grid's Basic Service. Residential customers that opt out will remain with National Grid's Basic Service price of XX.XXX ¢/kWh. Please see the back for National Grid's commercial and industrial prices.

To avoid being automatically enrolled, you must do one of the following before [MONTH] [DAY], 202X: Sign and mail the enclosed reply card, opt out online at SpencerElectricChoice.com, or call 1-833-393-5680. You may also try the program and opt out anytime in the future. There is no penalty or fee to opt out.

All Spencer Electric Choice prices are fixed until [MONTH] 202X. In comparison, National Grid's Basic Service prices change every 6 months for residential and commercial customers and every 3 months for industrial customers.

Spencer Electric Choice offers the potential for savings compared with National Grid's Basic Service prices, but because National Grid's future prices are not known, future savings compared with National Grid cannot be guaranteed.

### Changes to your bill

If you participate in Spencer Electric Choice, you will see two changes on your National Grid bill:

- **1.** Your electricity supplier will be [SUPPLIER NAME].
- **2.** Your Supply Services charge will be calculated using a Spencer Electric Choice price instead of National Grid's Basic Service price.

### It's your choice...

**If you do nothing, you will be enrolled in the Spencer Standard option.** The following chart can help you decide whether to remain with Spencer Standard or make another choice. To make another choice, visit SpencerElectricChoice.com or call customer support with Spencer's program consultants at 1-833-393-5680.

#### You will be auto-**Spencer Electric Choice options:** If you do not wish to participate: enrolled here V Spencer 100% 1 Spencer National Grid's Spencer Standard Renewable **Basic Service ectric**Choice (automatic enrollment) (option) (opt out) Price XX.XXX ¢/kWh\* XX.XXX ¢/kWh\* XX.XXX ¢/kWh [MONTH] 202X -[MONTH] 202X -Price period [MONTH] [DAY], 202X -[MONTH] [DAY], 202X [MONTH] 202X [MONTH] 202X 202X Electricity from renewable sources 202X 202X 202X 202X 202X Added by Spencer From [SOURCE TO BE XX% XX% DETERMINED] From [SOURCE TO BE XX% XX% DETERMINED] Required by state law XX% XX% XX% XX% XX% From new regional resources XX% (MA Class I RECs) From other renewable or clean resources XX% Total electricity from renewable sources Exit terms Leave any time. Leave any time. Leave any time. No exit charge. No exit charge. No exit charge. However, industrial customers may receive a billing adjustment charge or credit.

#### Additional information

If you are eligible for a low-income discount or fuel assistance, those benefits will continue in Spencer Electric Choice.

**If you have a tax-exempt account,** you are responsible for identifying and requesting an exemption from the collection of any tax by providing appropriate tax-exemption documentation to [SUPPLIER NAME]. Visit SpencerElectricChoice.com to learn more.

If you have solar panels on your roof or you participate in a community solar program, you will continue to receive solar credits and/or solar incentive payments, and participating in Spencer Electric Choice will not change how they are calculated.

If you have received this letter and also you have signed a contract with an electricity supplier, you may have signed your contract after this mailing list was created. To continue receiving electricity from the supplier you chose and prevent any early termination fees from that supplier, you must opt out of Spencer Electric Choice.

For additional information, please visit **SpencerElectricChoice.com** or contact customer support with the town's program consultants at **1-833-393-5680** or **support@SpencerElectricChoice.com**.

Program prices include a \$0.001/kWh administrative fee. Program prices could increase as a result of a change in law that results in a direct, material increase in costs during the term of the electric supply agreement. For those customers subject to electricity taxes, taxes will be billed as part of the Spencer Electric Choice power supply charge



# Signature Date

### **Opt-Out Instructions**

If no action is taken, you will automatically be enrolled in Spencer Electric Choice.



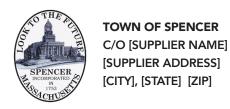
#### If you DO NOT wish to participate, you MUST opt out.

To opt out by mail:

- 1. Sign and date this card.
- 2. Place the card in the enclosed envelope and mail it.

This card must be signed by the Customer of Record whose name appears in the address on this card. You may also opt out online at **SpencerElectricChoice.com** or by phone at **1-8XX-XXX-XXXX**.

Your opt-out request must be made by, or the envelope must be postmarked by, [MONTH] [DAY], 202X, to opt out of the program before being enrolled automatically. If you choose to participate, you may opt out at any time in the future with no fee or penalty.



Time-sensitive notice sent on behalf of the Town of Spencer regarding your electricity supply price.





# **Electricity Supply Product Summary for SPENCER STANDARD**

from Spencer Electric Choice

You will receive an electric supply product through Spencer Electric Choice. Your electric utility, National Grid, will continue to deliver the electricity you use to your home or business.

Price	<b>XX.XXX cents per kWh.</b> This does not include the price that your electric utility will charge you for the delivery component of your electric service.
Term	The price is fixed from your enrollment through [MONTH] 20XX.
Early Cancellation Fee	There is no cancellation fee. You may leave Spencer Electric Choice at any time with no fee or penalty.
Automatic Renewal	You will be automatically enrolled in Spencer Standard at a new price at the end of the contract term unless you inform the Town otherwise. The new price may be higher or lower than the existing price. The Town will contact you no later than 30 days before each automatic renewal to notify you of your supply options.
Renewable Energy Content	The Commonwealth of Massachusetts requires that all electric supply products include a minimum of XX% renewable energy resources in 202X and XX% in 202X. This product meets the minimum requirement.
Recission Period	If you have received this form as part of an automatic enrollment notice, you have until the deadline indicated on the notice to opt out and avoid automatic enrollment in Spencer Electric Choice. You may leave Spencer Electric Choice at any time after being enrolled with no fee or penalty.
Competitive Supplier Information	Spencer Electric Choice is a program of the Town of Spencer. The program is served by [SUPPLIER NAME], DPU license number: [DPU LICENSE NUMBER, TELEPHONE NUMBER, WEBSITE]. [SUPPLIER NAME] is only responsible for the electric generation portion of your bill.
Electric Utility Information	National Grid will continue to deliver the electricity that you use in your home and is responsible for the delivery charges that appear on your monthly bill. If you have questions about the delivery portion of your bill, contact National Grid at 800-322-3223, or by visiting its website at National Grid.com.

The Massachusetts Department of Public Utilities recommends that consumers visit the Energy Switch website to view the broad range of available electric supply products, including your electric utility's basic service price. You can visit the website at http://energyswitchma.gov.





## **Electricity Supply Product Summary for SPENCER 100% RENEWABLE**

# from Spencer Electric Choice

You will receive an electric supply product through Spencer Electric Choice. Your electric utility, National Grid, will continue to deliver the electricity you use to your home or business.

Price	<b>XX.XXX cents per kWh.</b> This does not include the price that your electric utility will charge you for the delivery component of your electric service.
Term	The price is fixed from your enrollment through [MONTH] 20XX.
Early Cancellation Fee	There is no cancellation fee. You may leave Spencer Electric Choice at any time with no fee or penalty.
Automatic Renewal	You will be automatically enrolled in Spencer 100% Renewable at a new price at the end of the contract term unless you inform the Town otherwise. The new price may be higher or lower than the existing price. The Town will contact you no later than 30 days before each automatic renewal to notify you of your supply options.
Renewable Energy Content	The Commonwealth of Massachusetts requires that all electric supply products include a minimum of XX% renewable energy resources in 202X and XX% in 202X. This product provides 100% renewable electricity and exceeds the minimum requirement.
Recission Period	If you have received this form as part of an automatic enrollment notice, you have until the deadline indicated on the notice to opt out and avoid automatic enrollment in Spencer Electric Choice. You may leave Spencer Electric Choice at any time after being enrolled with no fee or penalty.
Competitive Supplier Information	Spencer Electric Choice is a program of the Town of Spencer. The program is served by [SUPPLIER NAME], DPU license number: [DPU LICENSE NUMBER, TELEPHONE NUMBER, WEBSITE]. [SUPPLIER NAME] is only responsible for the electric generation portion of your bill.
Electric Utility Information	National Grid will continue to deliver the electricity that you use in your home and is responsible for the delivery charges that appear on your monthly bill. If you have questions about the delivery portion of your bill, contact National Grid at 800-322-3223, or by visiting its website at NationalGrid.com.

The Massachusetts Department of Public Utilities recommends that consumers visit the Energy Switch website to view the broad range of available electric supply products, including your electric utility's basic service price. You can visit the website at http://energyswitchma.gov.