

# Portsmouth Community Electricity Aggregation

## Frequently Asked Questions

- 1. What is Portsmouth Community Electricity and why are we doing this?** Portsmouth Community Electricity is our Town's new electricity supply program designed to provide residents competitive rates and options in renewable energy. This program was approved by the Portsmouth Town Council in June 2022 and six other Rhode Island communities are participating in the same program.
- 2. When does it start?** Residents and businesses currently enrolled in RI Energy's Last Resort Service, the utility's default supply service, will be automatically enrolled in the Standard Product offered by Portsmouth Community Electricity in May 2023
- 3. Do I have to participate?** Customers may opt out until April 8, 2023 (*note that this has been extended from April 3*) to avoid automatic enrollment. Further, enrolled customers may opt-out at any time, without penalty. To opt out, do any of the following:

Return (by mail) the opt-out card mailed to your home or business

or

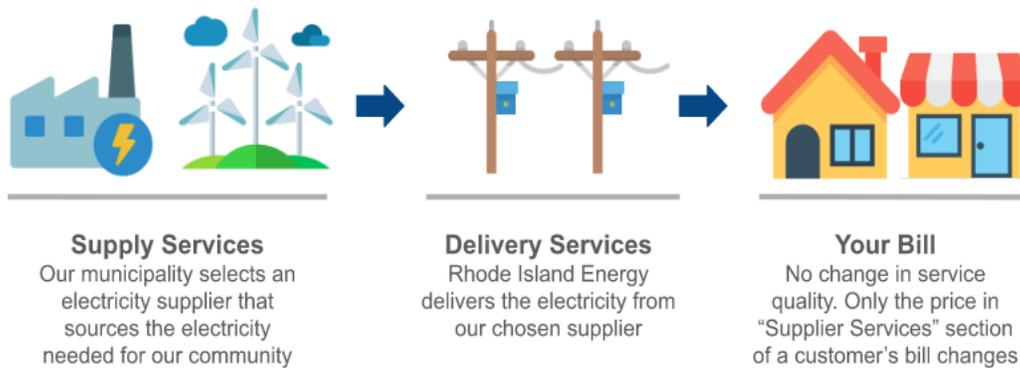
Call Portsmouth's supplier, NextEra Energy Services Rhode Island, LLC at (877) 387-1083

or

Submit the opt-out form at [Electricity.PortsmouthRI.com](http://Electricity.PortsmouthRI.com)

- 4. Will this program cost more or less than what I have now?** The goal of Portsmouth Community Electricity is to provide a stable and cost competitive supply products compared to RI Energy's Last Resort Service. While the Standard product will be less expensive than the utility-offered service at launch, savings compared to the utility rate cannot be guaranteed in every contract period going forward. That said, Good Energy – the Town's consulting partner for this program – has secured savings for its approximately 50 active clients in Massachusetts over the course of each of those programs. Remember, if you are dissatisfied with Portsmouth Community Electricity's performance, you may always opt out at any time, without fees, which will be effective at the next meter read.
- 5. Why is this an automatic enrollment program?** In August 2020, the Portsmouth Town Council approved automatic enrollment to give the Town enough buying power to negotiate favorable rates for the community.
- 6. What if I've already chosen my own non-utility electricity supplier?** Anyone that has proactively chosen their own electricity supplier will not be automatically enrolled in the program.
- 7. If I didn't get a Notification Letter, can I still join?** Yes. You can opt-in to the program by calling the supplier at (877) 387-1083 or using the program website ([Electricity.PortsmouthRI.com](http://Electricity.PortsmouthRI.com)). Please note, if you already have a non-utility supplier, that supplier may assess a cancellation fee if you choose to switch to the Town's program prior to that contract running its course.

**8. What changes if someone participates in Portsmouth Community Electricity?**



There are two parts to a Rhode Island Energy electricity bill – (1) Supply Services and (2) Delivery Services. Enrolling in Portsmouth Community Electricity only change the Supply Services part. Rhode Island Energy will continue to provide all Delivery Services, which includes responding to power outages and billing services.

- 9. Will I get another bill?** No, there will still only be one electricity bill per month, sent by Rhode Island Energy.
- 10. What about Low-Income discounts or budget billing?** Customers in the Low-Income Rate Class (A60) will continue to receive their current percentage discount on the entire electricity bill. At launch, budget billing customers will continue to receive budget billing for the delivery services portion of the bill. The Town is working with RI Energy to extend budget billing to the supply services portion of the bill.
- 11. What about solar and net metering?** Customers that receive solar electricity benefits from net metering credits and/or Renewable Energy Growth program payments will continue to receive those benefits.
- 12. How are Good Energy and NextEra related?** Good Energy is the Town's consultant. They have been retained to coordinate the work of the different municipalities engaged in the same program and to implement the program on behalf of the Town. NextEra (specifically, NextEra Energy Services RI, LLC) is the supplier with whom the Town has a contract to supply the electricity needed for the program. Good Energy and NextEra are not related. NextEra does serve as a supplier to some of the aggregation programs Good Energy facilitates in Massachusetts.
- 13. What happens after November 2023?** Just like RI Energy's Last Resort Service, where the prices change every six months, the Program is currently structured to change prices roughly one month after Last Resort Service. Prior to any price change, there will be an announcement from the Program and Town as to what the new rate will be and how it compares to Last Resort Service. Anyone who would like to opt-out of the program at that time may do so without penalty, and it will be effective at the next meter read.
- 14. What is "Rhode Island New"?** This is a classification of renewable energy in Rhode Island state law (§39-26-2) and refers to renewable energy generation facilities built after 1997.

- 15. What are the opt-out deadlines?** Postcard opt-outs need to be mailed by 4/8/2023 to ensure they are received on time. Online opt-outs can be processed through 4/11/2023. After that point, any opt-out request received will be processed to be effective the next month.
- 16. When does an opt-out become effective?** All opt-outs are processed upon receipt and are effective at the customer's next meter read.
- 17. What is the Community Electricity Aggregation (CEA) program?** Community Electricity Aggregation is an electricity supply program organized by the City and Town Councils of the participating communities. The program provides residents and businesses with new, City/Town-vetted options for electricity supply. The program was authorized by the Town Council in 2020. After a public review period, the Town Council approved the Plan for the program in August 2020. Finally, the Rhode Island Public Utility Commission approved the program Plan in November of 2021 (PUC Docket #5169)
- 18. Who do I call if there is a power outage?** You will continue to contact your utility, Rhode Island Energy, with any service-related issues.
- 19. Who sends me the electricity bill?** Your electricity bill will continue to come from your utility, Rhode Island Energy. The only change you will notice is the Supplier line and the rate for your chosen electricity product.
- 20. How will my solar or utility discount benefits be impacted?** Your solar and any Low Income or Budget Billing benefits are unaffected by the program. You will continue to receive them from the Utility.
- 21. Can I benefit from the CEA program without paying for any additional renewable energy?** Yes – the Basic option is a great choice for that.
- 22. What happens if I move to a new address in Town?** You will open a new utility account and you will receive a new Customer Notification Letter at your new address, explaining the program and listing program rates. You will be automatically enrolled if you take no action. You can proactively enroll in the aggregation program by using the eventual website or calling the supplier once you have your new utility account.
- 23. Where is the renewable energy coming from?** All of the renewable energy will come from New England. All of the additional renewable energy included for the program will qualify as "RI New", which come from new sources, located in New England. Much of that additional renewable energy will be provided by the non-profit Green Energy Consumers Alliance from projects specifically in Rhode Island.
- 24. What are the program benefits?** The Standard product in our CEA program is designed to be cost competitive with the utility's, Rhode Island Energy, Last Resort Service. The CEA program also offers expanded choice and access: the program's four electricity supply products are open to any resident or business in the community, regardless of your financial situation, and you can leave the program at any time, without penalty.

**25. Who may participate in the program? How do I sign up? Do I have to sign a contract?** Any resident or business in our community can participate and no contract is required. When the CEA program launches, any electricity customer using Last Resort Service supply from the utility, RI Energy (formerly National Grid), will be eligible for automatic enrollment in the new program. Customers will be provided with an opportunity to opt-out at least 30 days before the program starts. Specifically, all eligible customers will get a Customer Notification Letter (opt-out letter) mailed to them in March 2023, with the program starting in May 2023.

Electricity customers who are enrolled with a third-party supplier will not receive the opt-out letter and will not be eligible for automatic enrollment. These customers can voluntarily join the program at any time beginning in May 2023, but should check their current contract with their supplier regarding penalties or early termination fees.

**26. How is this program different from the electricity solicitation letters I receive in the mail or even my phone?** This program is designed and overseen by the participating communities, which means we have put the needs of our residents and business first. Many of the other offers you may receive require credit checks to join and have termination penalties to leave. The program has no minimum requirements to join and there is never any penalty to leave or switch products. Also, the additional renewable energy in the program comes from Rhode Island, sourced by a local non-profit Green Energy Consumers Alliance, so we can change the electricity grid here, in New England, and move away from burning fossil fuels. Many offers may source renewable energy from outside or region or not disclose its location.