

Portsmouth Community Choice Electricity Aggregation

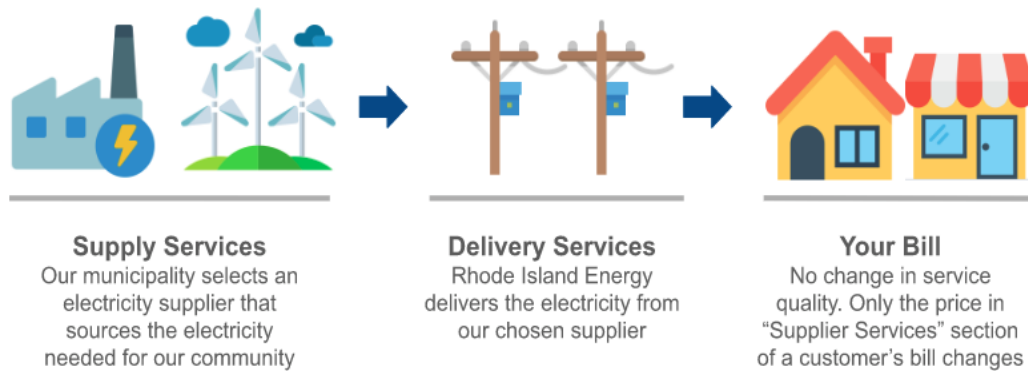
Frequently Asked Questions

- 1. What is Portsmouth Community Choice Electricity and why are we doing this?** Portsmouth Community Choice 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 August 2020 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 Providence's supplier, NextEra Energy Services Rhode Island, LLC at (888) 387-1083 *or* Submit the opt-out form at Electricity.PortsmouthRI.com

- 4. Will this program cost more or less than what I have now?** The goal of Portsmouth Community Choice 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 Choice Electricity's performance, you may always opt out at any time, without penalty, 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 (888) 387-1083 or using the program website (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 Choice Electricity?



There are two parts to a Rhode Island Energy electricity bill – (1) Supply Services and (2) Delivery Services. Enrolling in Portsmouth Community Choice Electricity only changes 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) or those on budget billing will continue to receive their existing benefits.
- 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 it 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 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.