



Brookline Green Electricity brooklinegreen.com

Town of Brookline | Community Choice Aggregation

Announcing Brookline Green Electricity

Providing greener electricity to residents and businesses
using Brookline's bulk purchasing power

Coming in January 2017

frequently asked questions

- [about the plan](#) 2
- [electricity billing](#) 3
- [consumer protection](#) 4
- [supplier selection](#) 5
- [timeline](#) 6
- [contact us](#) 6

Electric generation is a major source of the carbon pollution contributing to climate change. Increasing our use of renewable sources of electricity is the single biggest step we can take to reduce carbon pollution.

introduction

Thanks to overwhelming support at Fall 2015 Town Meeting, the Town of Brookline is rolling out Brookline Green Electricity for residents and businesses in early 2017. This Community Choice Aggregation program uses bulk purchasing to offer competitive supply pricing and rate stability for consumers. Plus, it provides more renewable energy options to reduce our reliance on carbon-producing fossil-fuels.

In November the Town of Brookline will mail letters to Eversource account holders explaining the program, confirming enrollment and the switch to the new supplier, and announcing the 30-day opt-out period. To participate in the plan and receive the standard product, Brookline Green, no action is required.

The Town's letter will also include instructions to select an alternative to the standard product or to opt-out of the program altogether. Return the opt-out notice within the 30-day period with your preferences. Once enrolled, residents and businesses will be able to leave the program at any time without having to pay any early termination or exit fees.

This reference guide includes frequently asked questions about the plan, billing, consumer protection, and supplier selection. Please visit www.brooklinegreen.com to learn about scheduled information sessions and any updates, or contact us with your questions. Our contact information is conveniently listed on the back cover.

about the plan

What are the benefits of Brookline Green Electricity?

- **Competitive Pricing:** The Town is working with energy expert Good Energy to obtain competitive rates and annual savings on your electrical bills.
- **Rate Stability:** The Town can lock in competitive rates for a longer term to protect you from volatile electricity prices.
- **Renewable Energy Choices:** You can now choose to have a greater portion of purchased electricity come from renewable resources rather than fossil fuels.
- **Vetted Suppliers:** Thinking about purchasing green electricity, but overwhelmed by the number of suppliers? With our energy expert, the Town vets suppliers and obtains a competitive rate, saving you time and reducing your risks.

What are the plan features?

If you are an eligible Brookline resident or business:

- You are automatically enrolled for first quarter 2017.
- You may opt out during the 30-day opt-out period to remain with your current supplier.
- You can choose to leave the program at any time without penalty fees.
- You will continue to receive one bill from Eversource and to contact Eversource for service and billing issues, outages and emergencies.

What are the plan options?

BROOKLINE GREEN (Automatic Enrollment)

This standard product will deliver 25% more renewable energy than what is required by the Commonwealth of Massachusetts. If you are already an Eversource account holder, you will be automatically enrolled in Brookline Green. No selection is required.

Or, you can select one of these alternatives:

- **BROOKLINE ALL GREEN**

This option provides up to 100% renewable energy.

- **BROOKLINE BASIC**

This option has the same amount of renewable energy as Eversource's basic service.

How do I sign up or opt out?

In November the Town of Brookline will mail letters to Eversource account holders explaining the program, confirming enrollment and the switch to the new supplier, and announcing the 30-day opt-out period. You do not sign a contract. To participate in the plan and receive the standard product, Brookline Green, no action is required.

The letter will also include instructions to select an alternative to the standard product or to opt-out of the program altogether. Return the opt-out notice within the 30-day period indicating your preferences.

Once enrolled, residents and businesses will be able to leave the program at any time without having to pay any early termination or exit fees.

Who is the electricity supplier?

The new electricity supplier will be announced in November in a letter from the Town of Brookline to Eversource account holders and on our website. You will still remain a customer of Eversource, your delivery supplier.

Can I join if my current supplier is not Eversource?

Yes. If you are currently with a supplier other than Eversource and want to join the program, contact the new supplier. Tell them you are with another supplier and want to join the program. You will be placed on a list and will be enrolled in the program when it starts in January. Make sure you have a clear understanding of any termination penalties you may incur from your current supplier.

electricity billing

How does Brookline Green Electricity impact my electricity bill?

Participants will see no change in their utility bill other than a change in price for energy supply. They will continue to receive a single bill, make one payment, and continue to receive the same quality of service from Eversource.

Will my single bill come from Eversource?

Yes.

What part of my bill will this program affect?

Your electricity bill has two cost components – delivery and supply. The aggregation program only changes the supply component of your bill. The delivery portion of your bill will not be affected. The impact on your bill is primarily savings and long term price stability. Participants will see no change in their utility bill other than a change in price under the Supply Services section. Utility delivery rates are regulated by the state and the Federal Energy Regulatory Commission, or FERC, and will not increase.

When will I begin seeing a change in my electricity bill?

The electricity supply under this program is expected to start in January 2017. Changes will appear on the first billing cycle after enrollment.

Under the program, can I continue to participate in my utility's budget billing/equal payment plan?

Yes.

How will I be notified that my account(s) was successfully enrolled in the Brookline Green Electricity program?

Each customer will receive a written notification after the bid informing them of the winning supplier's price compared to the local utility's, and the account holder's right to opt out. In addition, after the 30-day opt-out period has ended, each account holder will receive a letter from Eversource confirming enrollment and that supply service will soon be switched to the winning supplier.

Who do I call if there is an outage or issues with my electricity bill?

All service and billing questions will continue to be directed to: Eversource at (800) 592-2000.

Is there any change to my meter? If so, who reads the meter?

There are no changes to your current meter. Your local utility continues to read your meter.

Is there a deposit required?

No.

consumer protection

Commonwealth of Massachusetts

In 1997 the Commonwealth of Massachusetts enacted a public policy called "Community Choice Aggregation" (CCA) enabling cities and towns to aggregate the buying power of individual electricity customers (residents and businesses) without interfering with the level of service provided by the utility company (M.G.L. c.164 §134). CCA also provides a layer of consumer protection because plans are reviewed by the Department of Energy Resources (DOER) and the Department of Public Utilities (DPU), and because any electric customer can opt out of the CCA plan at any time and at no cost.

Brookline Green Electricity fully complies with Massachusetts General Law Chapter 25A, Section 6 and Chapter 164, Section 134(a). It meets all the requirements established by the Commonwealth of Massachusetts.

DPU Approval of Town Aggregation Plan

The Department of Public Utilities will hold a public hearing on September 14 at 2 pm before approving the Town of Brookline aggregation plan.

Download the Notice of Public Hearing and the DPU Filing (aggregation plan) from our website, or visit the Planning Department at Town Hall, 333 Washington Street, on the Third Floor.

Town of Brookline's Energy Goals

At the Fall 2015 Town Meeting, the Board of Selectmen was authorized to commence a Community Choice Electrical Aggregation Program and purchase electricity in bulk for Brookline residents and businesses as authorized by M.G.L. c.164 §134.

In addition, a resolution was passed that enables the delivery of 25 percent more renewable energy beyond what is already required by the Commonwealth of Massachusetts. The goal is to ensure the addition of new renewable generation to the ISO-New England power grid, or additionality. The mechanism for ensuring that the CCA electric energy is renewable is identical to the mechanism that Massachusetts uses for state compliance: the Renewable Energy Certificate (REC).

Brookline Green Electricity plan offers a standard product and two alternative options giving you more renewable energy choices.

supplier selection

How are we sure that a competent and reputable supplier will be selected?

Only third party suppliers licensed by the state will be eligible to bid. In addition, an in-depth request for proposal is disseminated by the energy consultant to interested third party suppliers requiring them to provide their qualifications. Among other things, the request requires suppliers to demonstrate financial strength, experience, as well as customer service capabilities.

What if the selected supplier goes out of business or is bought?

Good Energy's due diligence process requires bidding suppliers to meet strict qualification requirements. Among other things, the request requires suppliers to demonstrate financial strength, experience, as well as customer service capabilities. This process minimizes any chance of a supplier going out of business. If supplier is bought the purchasing entity will continue to provide supply service under the existing contract terms.

timeline

September 18, 2016

Community information kickoff at Brookline Day
Larz Andersen Park - 11 am to 3 pm

October 2016

Community presentations will be held around Brookline to explain the Brookline Green Electricity program and answer questions. Visit our website for frequent updates.

November 2016

Each account holder will receive a letter from Town of Brookline confirming enrollment and that service will be switching over to the new supplier. You can select an alternative product or opt out of the program during this 30-day opt out period.

January 2017

Brookline Green Electricity will be rolled out and the first billing cycle will begin for account holders. Your Eversource electric billing procedures and service will not change.

contact us

For questions about the plan, product options, and the opt-out period and notices, please contact the Town of Brookline's energy expert, Good Energy toll-free at **800-931-6221**

To contact the Planning Department, email us at **info@brooklinegreen.com**.

For outages, billing and service calls, continue to contact Eversource, 800-592-2000.



Free Decal

Show your support for Brookline Green Electricity!
Receive a free window cling at Town Hall (Third Floor)
to hang on your business, residence, or car window.

Town of Brookline Climate Action Committee Aggregation Subcommittee and Advisory Team

Werner Lohe, Chair

David Lescohier

Alan Leviton

Kathleen Scanlon

Donald Weitzman

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www.brooklinegreen.com