TOWN OF ARLINGTON
DEPARTMENT OF PLANNING and
COMMUNITY DEVELOPMENT

TOWN HALL, 730 MASSACHUSETTS AVENUE
ARLINGTON, MASSACHUSETTS 02476
TELEPHONE 781-316-3090

MEMORANDUM

To: Jim Feeney, Town Manager
Cc: Claire Ricker, Director, Planning and Community Development
Ryan Katofsky, Chair, Clean Energy Future Committee
Ashley Maher, Select Board Administrator
From: Talia Fox, Sustainability Manager, Planning and Community Development
Date: October 2, 2024
RE: 2024 Arlington Community Electricity Contract Launch

The purpose of this memorandum is to update the Select Board on activities associated with the November 2024 contract transition for the Arlington Community Electricity (ACE) Program. It provides a summary of the new ACE contract components, the contract transition process for ACE participants, and participant communications.

New ACE Contract Components

In May 2024, informed by the Select Board's guidance and after a competitive bidding process, the Town secured a new, three-year supply contract for the ACE program.[1] The Town will contract with a new supplier, Direct Energy Services, LLC, from November 2024 through December 2027. The ACE default "Local Green" product contains 100% total Class I renewable energy, including the state Renewable Portfolio Standard (RPS)[2] requirement. The Town will be the first community in the state to offer a 100% total Class I renewable energy default product. The Town has also eliminated the optional RPS +50% "Local Greener" product and retained the RPS +100% "Local Greenest" product.

Prices for all products in the ACE program are decreasing. The following table displays new rates and savings compared to the current ACE contract.

ACE Product Rates and Renewable Energy Content for 2024-2027 Contract

Product	**Rate ($/kWh)**	**Rate Reduction Compared to Current ACE Contract**	**Estimated Annual Savings for Average Residential User Compared to Current ACE Contract Rates***
ACE Basic	$0.13380	2.71 ¢/kWh	$149
ACE Local Green (Default)	$0.16230	0.97 ¢/kWh	$53
ACE Local Greenest	$0.17430	2.36 ¢/kWh	$129

Notes: *Based on the average consumption of 5,502 kWh/ per regular residential (R-1) household. Total costs of electricity for R-2 and R-3 low-income customers are lower than R-1 customers.

[1] For additional details on the 2024 ACE contract renewal, see April 18 memo, "2024 Arlington Community Electricity Contract Update," and March 13 memo, "2024 Arlington Community Electricity Contract Renewal Default Level," sent to Jim Feeney, Town Manager, from Talia Fox, Sustainability Manager.
[2] The RPS is the Massachusetts policy that sets minimum renewable energy standards for all electricity suppliers.

Contract Transition Process

New pricing takes effect beginning with the November 2024 meter read (for most Arlington customers, November 6, 2024). Participants will see this change on the bill they receive in mid-December.

Program participants will *automatically* receive the new pricing for their current product, with two exceptions:

- The ACE Local Greener (RPS +50%) product is no longer being offered. The approximately 250 participants currently enrolled in this product will automatically receive the default ACE Local Green (100% total) product, which contains more renewable energy for a lower price, unless they choose otherwise.
- Any customer that has requested Eversource put a "supplier block" on their account cannot be transitioned. They will need to call Eversource to remove the block themselves. (Customers may have requested a supplier block through Eversource to remove their account from third-party supplier marketing lists.)

Participant Communications

All current participants will receive a letter notifying them of the new ACE pricing and their options. Letters are anticipated to reach participants the week of October 14 (following the Columbus Day holiday). The Town will also issue a press release and social media posts prior to this date, as well as update the ACE website, ACE.ArlingtonMA.gov. The Department of Planning & Community Development (DPCD) worked alongside volunteers to share information about the new contract at several events throughout the spring and summer, including the Electrify Arlington Fair, Farmers Market, and Town Day, among others.

In its March 18, 2024, meeting, the Select Board underscored that a transition to a 100% default product should be accompanied by efforts to educate ACE participants about their options. Via the Electrify Arlington program's outreach to low-income residents, renters, and seniors, DPCD has and will continue to emphasize how participants can switch to the lowest priced ACE Basic product, sign up for the 42% Eversource discount rate, and access other cost and energy saving opportunities. DPCD is in communication with staff from Arlington EATS, the Arlington Housing Authority (specifically Menotomy Manor, where residents pay their utility bills), the Housing Corporation of Arlington, and Council on Aging, among other partners, regarding opportunities to share information on the ACE contract transition. Efforts to table at relevant events and include ACE literature in convenient locations are actively underway.