



Andover Community Power Program Frequently Asked Questions (FAQ)

- 1. What is Andover Community Power?** Andover Community Power is our Town's new electricity supply program. It is designed to provide residents and businesses with new electricity supply and options that feature competitive prices, longer-term price stability and more renewable energy (though savings cannot be guaranteed). This program was approved by the Andover Town Meeting in 2020 and by the Department of Public Utilities in January 2024. Nearly 170 other cities and towns in Massachusetts, including North Andover, Dracut and Chelmsford, have similar programs.
- 2. When does it start?** The Town chose Dynegy to provide the program's electricity starting June 2024. All program prices are fixed for 42 months until December 2027.
- 3. How do I participate?** The answer depends on your current electricity supplier:
 - I am using National Grid Basic Service** (most residential customers) - Anyone currently using National Grid Basic Service supply is eligible for automatic enrollment and will receive a letter in early April informing them of their options and how to opt-out (i.e. not participate) if desired. The deadline to opt-out before the program begins is May 13, 2024. Those that do not opt-out will begin receiving electricity from Andover Community Power in June 2024.
 - I have chosen another electricity supplier** already - Anyone that has proactively chosen their own electricity supplier will not be automatically enrolled in the program; however, these customers may sign up for the program at any time (please check with your current supplier for any cancellation penalties). To join, use the form at acp.andoverma.gov or call (866) 220-5696.
- 4. Do I have to participate?** Participation is voluntary. Customers may opt-out at any time, without penalty, before or after the program begins. To opt out, do any one of the following:

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

or

Call Andover's supplier,
Dynegy at (866) 220-5696

or

Submit the opt-out form at
acp.andoverma.gov

- 5. Will this program cost more or less than what I have now?** The Town's primary offering, *Andover Standard*, will cost less than the National Grid Residential Basic Service rate at launch, while also providing 15% voluntary renewable energy from New England. However, it is important to note that the Town cannot guarantee savings compared to National Grid Basic Service. Andover Community Power prices are fixed for 42 months through December 2027, but Basic Service prices change every six months for residential and commercial customers, and every three months for industrial customers. See the table on the next page for pricing of all three of the Andover Community Power options.
- 6. Can I switch between options in Andover's program?** Yes. You can switch between any of the Andover options at any time. To switch, use the form at acp.andoverma.gov or call the (866) 220-5696.

7. Where does voluntary renewable energy come from? The voluntary renewable energy (i.e. the amount above and beyond the minimum required by the State) qualifies as Class I. Class I is the State's term for new, regional renewable energy. The voluntary Class I in Andover's program is all located within New England and comes primarily from wind and solar projects.

8. Why is this an automatic enrollment program? The State law that enables municipal aggregation programs like Andover Community Power, M.G.L. c.164 section 134(a), specifies that these programs are opt-out. This design was intended to give a Town or City enough buying power to attract qualified suppliers and negotiate favorable prices for the community (again, recognizing that savings cannot be guaranteed).

9. What changes if someone participates in Andover Community Power? There are two parts to a National Grid electricity bill – (1) Supply and (2) Delivery. Enrolling in Andover Community Power only changes the Supply part. National Grid will continue to provide all Delivery services, which includes responding to power outages.

10. If I participate:

a. Will I get another bill? No, there will still only be one electricity bill per month, sent by National Grid.

b. What about Low-Income discounts or budget billing? Customers in the Low-Income rate class will continue to receive their current percentage discount on the entire electricity bill. Budget billing customers also will continue to receive budget billing for their entire bill.

c. What about solar and net metering? Customers that receive solar electricity benefits from net metering credits, community shared solar or similar payments will continue to receive those benefits.

d. What about Mass Save energy efficiency? Customers who have access to Mass Save energy efficiency program benefits will continue to receive those benefits too.

Andover Community Power Options

	National Grid Basic Service (Residential)	Andover Basic	Andover Standard (automatic for eligible customers)	Andover Ultimate
Price	18.213 ¢/kWh	13.286 ¢/kWh	13.905 ¢/kWh	14.637 ¢/kWh
Voluntary Renewable Energy*	None	None	Adds 15% voluntary renewable energy (MA Class I RECs)	Adds voluntary renewable energy (MA Class I RECs) to total 100%
Duration	November 1, 2023, through July 31, 2024	June 2024 through December 2027	June 2024 through December 2027	June 2024 through December 2027

The program cannot guarantee savings beyond the current term of National Grid Basic Service, as stated in the table above, because future Basic Service rates are unknown.

*Voluntary Renewable Energy is in addition to the State's required renewable energy content for all electricity supplies. The State's required renewable energy content is 62% in 2024. For more detail, see resources on acp.andoverma.gov.