

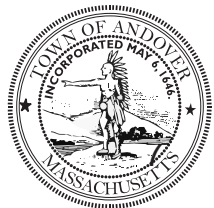


## Information and FAQ



Learn more.  
Sign up for updates.

[AndoverCCA.org](http://AndoverCCA.org)



## What is Community Choice Aggregation?

Community Choice Aggregation (CCA) is a state-regulated program that addresses a growing demand by Massachusetts electricity consumers to purchase renewable energy at competitive prices. Also known as Municipal Aggregation, the program authorizes a municipality to negotiate prices and terms with competing electricity suppliers on behalf of the community. One hundred forty-six Massachusetts towns and cities already participate in this program today. Andover should, too.

CCA offers the following potential benefits to consumers:

- ✓ Higher percentage of local renewable energy
- ✓ Rate stability
- ✓ Lower rates
- ✓ Trustworthy alternative to scams from third-party suppliers

Through CCA, Andover would be able to purchase energy with a higher renewable content than required by the Massachusetts Renewable Portfolio Standard, in keeping with the town's values as a designated Massachusetts Green Community.

The program would give consumers greater control over the price and content of their electricity supply by offering one or more alternatives to National Grid Basic Service. It would also allow customers to resume National Grid Basic Service at any time, with no penalty or fee. For all customers, National Grid would continue to be the distributor and billing agent.

Massachusetts General Law, M.G.L. c. 164 sec. 134, outlines CCA rules. To implement CCA in Andover, the town must take the following steps:

- ✓ Vote at Town Meeting to authorize the town to initiate the program
- ✓ Plan the program in consultation with MA Department of Energy Resources
- ✓ Make the plan available for review by citizens
- ✓ Secure approval of the plan by the Select Board
- ✓ Submit the plan to MA Department of Public Utilities for final approval

Let's bring  
**Community Choice  
Aggregation**  
to Andover

~ Supported by ~



Andover

**WECAN**

Working to Educate for Climate Action Now

# FAQ



## What is Community Choice Aggregation (CCA)?

CCA is a Massachusetts state-regulated program that offers the potential to increase the renewable content of the electricity used by an entire town while keeping supply rates stable and affordable for everyone.

## How does CCA work?

CCA empowers cities and towns to create large buying groups of customers in order to seek bids for cheaper supply rates. By grouping electricity customer accounts within municipal boundaries, CCA creates economies of scale, enabling participating cities and towns to obtain competitive rates for account holders as a whole.

## What are the steps for implementing a CCA program in Andover?

1. Approval by voters at Town Meeting
2. Development of plan by town government
3. Public review of plan
4. Approval of plan by Select Board
5. Submission of plan to MADPU for final approval

## How do CCA programs acquire their renewable energy supply?

There are several organizations that supply renewable energy to CCA programs. One example is the Green Energy Consumers Alliance, a Boston-based nonprofit, which supplies local renewable energy to a number of CCA programs in Greater Boston. The Green Energy Consumers Alliance purchases renewable energy wholesale, mostly from community-based wind power projects located in Massachusetts and Rhode Island. They have a history of entering into long-term contracts with renewable energy developers, helping them grow their portfolio based on wind and solar.

## How do I join or leave the CCA program?

If enacted, the Andover CCA program will offer one or more supply options to National Grid customers.

Initially, if you get your supply from National Grid Basic Service, you will be switched automatically to the program's default supply option. If the program offers other options - for example, with higher or lower renewable content than the default - you can switch (opt up or opt down) at any time. You can also return to National Grid Basic Service (opt out) at any time, without penalty or cost. You can even opt out before the program starts.

If you do not subscribe to National Grid Basic Service, you will not be enrolled automatically, but you can enroll if you wish.

## Do I have to participate in CCA if I don't want to?

No, residents and businesses can opt out of the CCA program at any time without penalty.

## What if I choose to leave the CCA program early?

You may terminate your CCA participation (opt out) at any time without any early termination or exit fee. After opting out, you may return at any time with no associated re-enrollment fee; but upon returning, you are not guaranteed the original contract rate.

## Can National Grid be a CCA supplier?

No. By law, utilities cannot bid for CCA supply contracts.

## Will Andover municipality profit from the CCA program?

No, Andover will not profit from the CCA program. However, as a current customer of National Grid Basic Service, the municipality has the potential to benefit from the program in the same way as residential and business customers would.

## Under the program, can I continue to participate in National Grid's budget billing/equal payment plan?

Yes, you may continue to participate in a budget payment plan.

## Whom should I call in case of an outage or an issue with my electric bill?

To report an outage, contact National Grid at (800) 465-1212. All billing questions will continue to be directed to National Grid at (800) 322-3223.

## What is a Third-Party Supplier (TPS)?

A TPS is a for-profit company that sells electricity supply into the grid which may be purchased by individual electricity customers under contract.

## If I participate in a CCA program or enroll with a TPS, will the utility take longer to restore my electricity in the event of an outage?

No. Since the 1997 deregulation law stipulates that your utility can generate revenue only by delivering your electricity, and not by providing the electricity supply, they have no incentive to give priority to their own Basic Service customers when restoring service.

## I have received offers from TPS's promising lower electricity rates. What should I do?

In March 2018, the Attorney General's office released a report citing "aggressive sales tactics and false promises of cheaper electric bills", and calling for the TPS industry to be shut down.

Beware of scams. Before agreeing to purchase electricity from a TPS, you should read the complete contract fine print and have a clear understanding of rate details and any termination penalties.

## A few months after I switched to a TPS, my rate jumped above the utility Basic Service rate. Can this happen with a CCA supplier?

CCA supply rates are typically fixed for the contract period (months or years). While they aim to offer a favorable price for the promised energy mix, there is no guarantee that they will be lower than the utility Basic Service rate.

## What is the origin of CCA in Massachusetts?

CCA came out of the Restructuring Act of 1997, specifically Massachusetts General Law, M.G.L. c. 164 sec. 134. The law was enacted to ensure that the benefits of energy deregulation would be passed on to residential and business electricity customers.

## If I opt out, can I opt back in at a later date?

After opting out, you may return to the CCA program at any time with no associated re-enrollment fee; but upon returning, you are not guaranteed the original contract rate. After you re-enroll, the CCA program rate will appear on your utility bill in the next available billing cycle. Since National Grid takes at least two days to process a change of supplier, you are encouraged to re-enroll at least five business days before the meter read date indicated on your utility bill, to help ensure that re-enrollment occurs on a timely basis.

## Can businesses participate in the CCA program?

Yes, businesses can participate.

## How will CCA affect my electric bill?

Your electric utility bill has two cost components – delivery and supply. CCA affects only the supply component. CCA does not affect the price of delivery, which is set by the utility and regulated by MA DPU.

Once enrolled in CCA, you will continue to receive one bill for both delivery and supply from National Grid, and National Grid will continue to provide the same level of service as before. While CCA aims to offer favorable supply prices, savings relative to National Grid Basic Service is not guaranteed, due to potential fluctuations in National Grid pricing.

## Will the CCA supply rate be lower than National Grid Basic Service rate?

While CCA aims to offer favorable supply prices, savings relative to National Grid Basic Service is not guaranteed, due to potential fluctuations in National Grid pricing. The CCA rate is typically fixed for the duration of the supply contract, which may last several years. On the other hand, the National Grid Basic Service rate changes every six months for residential, small business, and lighting accounts, and every three months for large commercial and industrial customers.

## Will I have to pay a deposit to participate in CCA?

No, you will not have to pay a deposit.

## Will there be a change to my electric meter?

No, there will be no change to your meter. National Grid will continue to read your meter to determine how much energy you consume.

## What if I have a solar photo-voltaic (PV) system?

If you have a solar PV system, you can participate in the CCA program, as long as you subscribe to National Grid Basic Service. You will continue to receive net metering credits, which will appear on your National Grid bill and be calculated based on the National Grid Basic Service price, as before. There will be no change in your eligibility to earn or sell SRECs.

