

535 Connecticut Avenue., 6th Floor, Norwalk, CT 06854 1-888-354-4415 www.ppandu.com

Electric power suppliers are required by the Department of Public Utilities (DPU) to provide customers with a disclosure label. The label enables consumers to look at energy sources, air emissions and information about a specific power supplier. Consumers can then compare energy labels to make the best choice of supplier based on their energy needs. Public Power purchases all of its electric energy from the wholesale market. The generation resource mix shown below is based on the NEPOOL Generation mix reported at <https://www1.nepoolgis.com/myModule/rpt/myRpt.asp?r=226&TabName=System%20Mix%20By%20Fuel%20-%20New%20England>

Generation Prices				
Average Residential Customer Use per Month	250 kWh	500 kWh	1,000 kWh	2,000 kWh
Average Residential Customer Generation per Month	\$0.11427	\$0.11427	\$0.11427	\$0.11427
This is the average price per kWh at different levels of use. Prices do not include regulated charges for customer service and delivery.	Your average generation price will not vary according to how much electricity you use. See your most recent bill for your monthly usage.			
Customer Service	1-800-830-2944			
Contract	See https://masspowerchoice.com/Natick/resources for terms of service and other important information.			

The following table shows the generation mix for the Town of Natick Standard Product:

Mass. RPS	MA Class I RECs	National Wind	NE ISO
23.62%	5.00%	0.00%	71.38%

NE ISO Power Sources	Power Source	System Power	Total
Liquid BioGeneration by fuel type as a percentage of total generation is supplied by ISO-New England who operations the regional power market. ISO-New England Power Pool System Mix from the period of July 1, 2018 – September 30, 2018	Air-source heat pump	0.03%	0.03%
	Biogas	0.01%	0.01%
	Biomass	1.77%	1.77%
	Coal	10.93%	10.93%
	Diesel	1.38%	1.38%
	Digester gas	0.08%	0.08%
	Efficient Resource (Maine)	0.21%	0.21%
	Fuel cell	0.27%	0.27%
	Geothermal	0.00%	0.00%
	Ground- and Water-source heat pump	0.08%	0.08%
	Hydroelectric/Hydropower	3.80%	3.80%
	Hydrokinetic	0.00%	0.00%
	Jet	0.03%	0.03%
	Landfill gas	0.47%	0.47%
	Liquid biofuels	0.01%	0.01%
	Municipal solid waste	0.54%	0.54%
	Natural Gas	39.30%	39.30%
	Nuclear	26.05%	26.05%
	Oil	6.71%	6.71%
	Solar Photovoltaic	3.28%	3.28%
	Solar Thermal	0.01%	0.01%
	Trash-to-energy	2.11%	2.11%
	Wind	1.76%	1.76%
Wood	1.18%	1.18%	
Total	100%	100%	
Air Emission	New England Average (lbs/MWh)		
Carbon Dioxide (CO ₂), nitrogen oxides (NO _x), sulfur dioxide (SO ₂) emission rates from these sources, relative to the regional average is compared to emissions from a new unit as determined by the Mass Department of Environmental Protection.	CO ₂	1,072.29	
	NO _x	2.13	
	SO ₂	4.21	
Labor Information	It is not known what percentage of the electricity from Public Power came from power sources with union contracts.		

Competitive electricity suppliers licensed by the Massachusetts Department of Public Utilities must provide Retail Customers with an information booklet describing customer protection and rights with respect to competitive energy supply, pursuant to G.L. c.164, §1F(5)(i) and 220 C.M.R. 11.06(5).

Disclosure of Rate and Contract Term

Fixed Rate The Town of Natick has entered into a fixed price opt-out aggregation program pursuant to Massachusetts Law. You have or will receive important information about this program in the mail. The rate for your generation charge will be \$0.11427 subject to the Regulatory Event provisions of the aggregation agreement. At the end of your current contract, you will either continue in the Town of Natick's Aggregation program or returned to your utility. There are no cancellation fees if you terminate your participation in the program.

In addition to Public Power's generation charges, you will be responsible for paying the delivery charges as well as any applicable taxes and fees.

Billing

You will continue to receive a single bill from your Distribution Company. Your Distribution Company will set your payment due date and collect payment. Any bill not paid in full by its due date will incur late payment fees set by your Distribution Company. If you do not pay your bill in full, you will receive two requests for payment from Public Power. If your bill remains unpaid, you will be transferred without interruption to standard offer service with your Distribution Company.

Inquiry, Service and Complaint Procedures

If you have a complaint, question or inquiry about the Town of Natick Power Program, you may contact Public Power one of the following ways:

- By telephone at 800-830-2944, Monday through Friday, 8:30 a.m. to 6:30 p.m. EST
- By email at service@ppandu.com
- By mail at 535 Connecticut Avenue, 6th Floor, Norwalk, CT 06854