



# Town of Arlington

## ARLINGTON COMMUNITY ELECTRICITY

July 22, 2025

The town of Arlington is pleased to introduce you to our electricity supply program, Arlington Community Electricity (ACE). The program is designed to help our community members manage electricity supply costs and increase the use of renewable energy. This letter explains the program and your options.

Your account is scheduled for automatic enrollment in “ACE Local Green” supply beginning September 2025.

ACE has multiple options to choose from including “Arlington Basic,” which costs less than Eversource’s upcoming residential supply price.

You may opt out and not participate now, or anytime in the future.

**The deadline to opt out of the program before your enrollment begins is August 24, 2025.**

ACE is a group purchasing program for electricity supply offered by the Town. Your electric bill from Eversource has two sections: Supply (the source of electricity) and Delivery (getting electricity to you). As your utility, Eversource will always manage Delivery. If you participate in Arlington’s program:

- **What changes?** Participation in the program will only change the name of the supplier and the cost of supply, shown in the Supply section of your electric bill from Eversource.
- **What stays the same?** Everything else remains the same. Delivery costs from Eversource are not impacted. Eversource will continue to manage all electricity billing. All existing payment arrangements such as budget or balanced billing and low-income rate class discounts remain in effect. Any solar net metering credits or other solar benefits also stay the same. Eversource will continue to respond to power outages and maintain poles, wires, and your meter.

ACE is a municipal aggregation program. More than 200 cities and towns operate similar programs. Massachusetts law structures the program as automatic enrollment and requires that customers be afforded the opportunity to opt out before enrollment. You can opt out of the program at any time, without penalty.

### ARLINGTON’S SUPPLY PRODUCTS

Our automatic enrollment product is ACE Local Green. To choose one of the other supply options, call our electricity supplier or fill out an online form as directed in Next Steps below.

**Our prices are fixed for 37 months, from November 2024 until your December 2027 meter read.**

ARLINGTON BASIC (Option)	ACE LOCAL GREEN (Auto-enroll)	ACE LOCAL GREENEST (Option)
<p><b>13.380 ¢/kWh</b></p> <p><b>Meets State minimum MA Class I renewable energy standards</b></p> <p><b>(27% in 2025)</b></p>	<p><b>16.230 ¢/kWh</b></p> <p><b>Provides 100% total renewable energy from MA Class I sources</b></p> <p><b>(100% in 2025)</b></p>	<p><b>17.430 ¢/kWh</b></p> <p><b>Provides over 100% renewable energy from MA Class I sources</b></p> <p><b>(127% in 2025)</b></p>

The Eversource Basic Service residential price is 14.884 ¢/kilowatt-hour (kWh) from August 1, 2025 – January 31, 2026, and contains the minimum amount of renewable energy required by the State. Because Eversource prices change frequently and future rates are unknown, future savings cannot be guaranteed.

If you participate in the program, your Eversource bill will show “Direct Energy Town of Arlington” as the supplier. The Arlington price will take effect as of your September 2025 meter read.

### NEXT STEPS

- No action is necessary to receive the ACE Local Green product.
- To choose Arlington Basic or ACE Local Greenest, call our program’s electricity supplier, Direct Energy, at (866) 968-8065, or submit a request at [ACE.ArlingtonMA.gov](https://www.ace.arlingtonma.gov).
- To continue with Eversource Basic Service for your electricity supply, you must opt out. **To opt out before being automatically enrolled, you must take one of the following actions on or before August 24, 2025:**

postmark and mail the enclosed opt-out card      or      call Arlington’s supplier at (866) 968-8065      or      submit the opt-out form at [ACE.ArlingtonMA.gov](https://www.ace.arlingtonma.gov)

## PROGRAM COMPARISON TO EVERSOURCE BASIC SERVICE

	<b>Eversource Basic Service</b> (If you opt out)	<b>Arlington Basic</b> (Option)	<b>ACE Local Green</b> (Auto-enroll)	<b>ACE Local Greenest</b> (Option)
<b>Price</b>				
Residential	14.884 ¢/kWh	13.380 ¢/kWh	16.230 ¢/kWh	17.430 ¢/kWh
Small Business	15.150 ¢/kWh			
Large Business	12.078 ¢/kWh*			
<b>Duration</b>	August 1, 2025 – January 31, 2026*	37 months: November 2024 until December 2027 meter reads	37 months: November 2024 until December 2027 meter reads	37 months: November 2024 until December 2027 meter reads
<b>Renewable Energy in 2025 from New, New England-based Sources</b> (MA Class I Sources) (% of total)				
State required	27%	27%	27%	27%
Voluntary	0%	0%	73%	100%
Total MA Class I	27%	27%	100%	127%
<b>Supplier</b>	Eversource	Direct Energy	Direct Energy	Direct Energy
<b>Other State-Required Renewable or Clean Energy Sources in 2025</b> (Other Sources) (% of total)				
Other Sources	36%	36%	36%	36%
Grand Total	63%	63%	136%	163%
<p>The program cannot guarantee savings beyond the current term of Basic Service, because future Basic Service rates are unknown.</p> <p>*The duration for Eversource Basic Service for Large Business customers is three months: August 1 – October 31, 2025.</p>				

- Program prices apply to service beginning and ending on the days of the month that your meter is read.
- Program prices only apply to the Supply portion of your electric bill. Eversource will continue to set the Delivery charges on your electric bill.
- Visit [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov) for additional details about our program, including an easy-to-use calculator to compare costs.
- **Tax-exempt small business** customers participating in the program must provide a copy of their tax-exemption certificate directly to Direct Energy via email at [usn.taxexemption@directenergy.com](mailto:usn.taxexemption@directenergy.com), or mail to Direct Energy, Attn: USN Tax Exemption Dept, PO Box 180, Tulsa OK 74101-0180 to maintain tax-exempt status.
- At the end of the pricing term in December 2027, you will be automatically renewed in your current product, which may have a higher or lower price and a different percentage of voluntary renewable energy as negotiated by the Town. The Town will announce price changes before any such change takes effect. Product details will always be available on the town's website for the program: [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov).
- The State requires all electricity products to include a minimum amount of renewable energy. The Town voluntarily adds more Class I renewable energy to ACE Local Green and ACE Local Greenest. Class I renewables come from new sources located within, or delivered to, New England, and were built after 1997. Wind, solar, and low-impact hydropower are some of the most common sources that qualify for Class I. For more details on Class I sources and the minimum amount of renewables required by the State, see <http://www.mass.gov/service-details/program-summaries>.
- Information about Eversource Basic Service: visit [www.mass.gov/info-details/basic-service-information-and-rates](http://www.mass.gov/info-details/basic-service-information-and-rates), or call Eversource at (800) 592-2000.

## QUESTIONS & SUPPORT

**To make changes to your enrollment (opt out or enroll in a different product), use the online forms at [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov), or call the supplier at (866) 968-8065. You may opt out of the program at any time with no associated fees or penalties.**

- For questions or troubleshooting, please contact Good Energy, the town's consultant who manages the program, by using the online form on [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov), or by calling (800) 680-9104.
- If you are receiving electricity supply from a competitive supplier, you may have signed up after this letter was created. To continue to receive your electricity from that competitive supplier and prevent any possible early termination fees, **you must contact Arlington's supplier to opt out of the program.** You may do so using the online form on [ACE.ArlingtonMA.gov](http://ACE.ArlingtonMA.gov), or by calling the supplier at (866) 968-8065.