



Town of Arlington

ARLINGTON COMMUNITY ELECTRICITY

Dear Arlington electricity customer,

We are reaching out regarding a recent notification letter you received from the Arlington Community Electricity (ACE) program. You should not have been sent a notice, because our records indicate that you previously chose to opt out of the program. We apologize for this mistake and want to assure you that we will honor that request and you will not be enrolled in the ACE program.

What happened?

ACE, the Town's electricity supply program, has been active since 2017 and periodically sends notification letters to new electricity customers in Town. The program sent such a notification in July 2025. In accordance with the Town's approved Plan, the notice alerted the recipient that their electricity account would be enrolled in the ACE program unless they chose to opt out before the August 25 deadline. However, the mailing list mistakenly included some customers who had previously chosen to opt out and stay with Eversource Basic Service.

What is happening to my electricity account?

There will be no change to your account. A review of our records confirmed that your account previously opted out and should not have received the July notification letter.

What do I need to do?

You do not need to do anything. You will not be enrolled in the ACE program, and you will continue to receive Eversource Basic Service as your electricity supply. We apologize for this inconvenience and any confusion it may have caused. The ACE program always intends to honor customers' requests to opt out.

Who can I call with questions?

Please call the Town's consultant, Good Energy, which provides customer support for our program, at (800) 680-9104. You may also submit questions at ace.arlingtonma.gov/support or contact the Town's Sustainability Manager, Talia Fox, at tfox@town.arlington.ma.us or 781-316-3428.

For additional information on the ACE program please visit ace.arlingtonma.gov.