



TOWN OF BOXFORD
Office of the Town Administrator
7A Spofford Road
Boxford, MA 01921

DATE: Monday, March 25, 2025
TO: Town of Boxford Department Heads
FROM: Matt Coogan, Town Administrator
RE: **Boxford Community Electricity Launch**

The Town will be launching communications related to a new Town program, Boxford Community Electricity. This memo provides context for what to do if your departments receive phone calls or other inquiries.

Boxford Community Electricity will be an electricity program that will provide new electricity supply options for all residents and businesses in town. The electricity supply prices officially begin in June 2024. Starting in April 2024, we will be publicizing the program through the means listed below.

The Town has hired a consultant, Good Energy, to manage the program and handle customer support. The program is being overseen through the Town Administrator's office and our Sustainability Committee.

3 Key Messages for Any Callers:

- 1. If they want to know if this is a legitimate program:**
 - a. Confirm that the Boxford Community Electricity program is the official, Town-sponsored program.
 - b. Remind that all communications from the Town about the program will have the Town seal.

- 2. If they wonder why a notice mentions Dynegy:** This is because the Town has chosen Dynegy to provide electricity for the program. Again, as long as the communication received had the Town seal on it, it is legit.

- 3. If they have any other questions:** Direct callers to either:
 - a. The program website, BoxfordElectricity.com where they can submit a question via online form; or
 - b. The program support phone number (978) 216-2838. The Town's consultant, Good Energy, will respond to all calls and messages.

Attached, please find an FAQ about the program, and you can also learn more online at BoxfordElectricity.com. Please note that a link to the program website is also accessible from the Town of Boxford website, BoxfordMA.gov

Public Communication Schedule:

- April 2: Press releases, social media posts, and flyers will announce the new program
- April 5: Postcards will arrive in mailboxes for most residential and small business customers, with a simple heads up about the upcoming program and community meetings to learn more
- April 12: An official notification letter will arrive in mailboxes for most residential and small business customers. It contains instructions on how to participate or not (called opting out)
- April 23: Community meeting about to answer questions about the program at Town Hall
- May TBD: Once letters arrive, a 30-day consideration period begins which will last through mid-May. Exact deadlines will be listed in the notification letter and on the Program website. Anyone may continue to opt-out at any time thereafter. See attached FAQ for more detail.



BOXFORD COMMUNITY ELECTRICITY

Frequently Asked Questions

- 1. What is Boxford Community Electricity?** Boxford Community Electricity is our Town's new electricity supply program. It is designed to provide residents 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 Boxford Town Meeting in 2020 and by the Massachusetts Department of Public Utilities in January 2024. Nearly 170 other cities and towns in Massachusetts have similar programs.
- 2. When does it start?** Through a competitive bid process, 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. Letters will arrive around April 12 and that begins a 30-day consideration period which will last through mid-May. Exact deadlines will be listed in the notification letter and on the Program website. Those that do not opt-out will begin receiving electricity from Boxford Community Electricity 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 BoxfordElectricity.com or call Dynegy at (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 Boxfords supplier, Dynegy at (866) 220-5696 *or* Submit the opt-out form at BoxfordElectricity.com
- 4. Will this program cost more or less than what I have now?** The Town's primary offering, *Boxford Standard*, will cost less than the National Grid Residential Basic Service rate at launch, while also providing 10% additional voluntary renewable energy from New England. However, it is important to note that the Town cannot guarantee savings compared to National Grid Basic Service. Boxford Community Electricity 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 table on the next page for pricing of the Boxford options.

5. **Can I switch between options in Boxford’s program?** Yes. You can switch between any of the Boxford options at any time. To switch, use the enroll/change form at BoxfordElectricity.com or call the supplier at (866) 220-5696.
6. **Where does the 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 Boxford’s program is all located within New England and comes primarily from wind and solar projects.
7. **Why is this an automatic enrollment program?** The State law that enables municipal aggregation programs like Boxford Community Electricity, 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).
8. **What changes if someone participates in Boxford Community Electricity?** There are two parts to a National Grid electricity bill – (1) Supply and (2) Delivery. Enrolling in Boxford Community Electricity only changes the Supply part of the bill. National Grid will continue to provide all Delivery services, which includes billing and responding to power outages.
9. **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.

Boxford Community Electricity Options

	Boxford Basic	Boxford Standard (automatic for eligible customers)	Boxford 100
Price	13.502 ¢/kWh	13.915 ¢/kWh	14.853 ¢/kWh
Voluntary Renewable Energy*	None	Adds 10% voluntary renewable energy (MA Class I RECs)	Adds voluntary renewable energy (MA Class I RECs) to total 100%
Duration	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 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 BoxfordElectricity.com.