



LONGMEADOW COMMUNITY ELECTRICITY

Frequently Asked Questions

1. **What is Longmeadow Community Electricity?** Longmeadow 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 the Longmeadow Town Meeting in 2023 and by the Department of Public Utilities in March 2025. More than 200 other cities and towns in Massachusetts have similar programs.
2. **When does it start?** The Town chose Direct Energy to provide the program's electricity, starting August 2025. All program prices are fixed for 15 months until November 2026.
3. **How do I participate?** The answer depends on your current electricity supplier:
 - **I am using Eversource Basic Service** (most residential customers) - Anyone currently using Eversource Basic Service supply is eligible for automatic enrollment and will receive a letter in June informing them of their options and how to opt out (i.e. not participate) if desired. The deadline to opt out before the program begins is **July 19, 2025**. Those that do not opt out will begin receiving electricity from Longmeadow Community Electricity in August 2025.
 - **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 LongmeadowCommunityElectricity.com or call (866) 968-8065.
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 Longmeadow's
supplier, Direct Energy, at
(866) 968-8065

or Submit the opt-out form at
LongmeadowCommunityElectricity.com
5. **Will this program cost more or less than what I have now?** The Town's primary offering, *Longmeadow Standard*, will cost less than the Eversource Residential Basic Service rate at launch. However, it is important to note that the Town cannot guarantee savings compared to Eversource Basic Service. Longmeadow Community Electricity prices are fixed for 15 months until November 2026, but Basic Service prices change every six months for residential and commercial customers, and every three months for industrial customers. See table on next page for pricing of all Longmeadow options.
6. **Can I switch between options in Longmeadow's program?** Yes. You can switch between any of the Longmeadow options at any time. To switch, use the form at LongmeadowCommunityElectricity.com or call (866) 968-8065.

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7. **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 Longmeadow's program is all located within New England and comes primarily from wind and solar projects.
8. **Why is this an automatic enrollment program?** The State law that enables municipal aggregation programs like Longmeadow 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).
9. **What changes if someone participates in Longmeadow Community Electricity?** There are two parts to a Eversource electricity bill – (1) Supply and (2) Delivery. Enrolling in Longmeadow Community Electricity only changes the Supply portion. Eversource will continue to provide all Delivery services, which includes responding to power outages.
10. **If I participate:**
 - a. **Will I get another bill?** No, there will still only be one electricity bill per month, sent by Eversource.
 - 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.

Longmeadow Community Electricity Options

	Longmeadow Basic	Longmeadow Standard (automatic for eligible customers)	Longmeadow Plus
Price	13.070 ¢/kWh	13.471 ¢/kWh	14.388 ¢/kWh
Voluntary Renewable Energy*	No additional renewable energy (63% in 2025)	Adds 10% renewable energy (73% in 2025)	Adds renewable energy to total 100% (100% in 2025)
Duration	15 Months: August 2025 until November 2026 Meter Reads	15 Months: August 2025 until November 2026 Meter Reads	15 Months: August 2025 until November 2026 Meter Reads

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 63% in 2025. For more details, see resources on LongmeadowCommunityElectricity.com.