



Town of Southbridge

SOUTHBRIDGE COMMUNITY ELECTRICITY

December 29, 2025

The Town of Southbridge is pleased to introduce you to our electricity supply program, Southbridge Community Electricity. 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 “Southbridge Standard” supply beginning with your next available meter read.

Your new supply “Southbridge Standard” has a fixed price until December 2027 and has more renewable energy than National Grid Basic Service.

You may opt out and not participate. You may also select another supply option offered by Southbridge.

The deadline to opt out of the program before your enrollment begins is **January 31, 2026**.

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

- **What changes?** Participation in the program will only change the name of the supplier and the cost of supply on your bill, shown in the Supply section of your electric bill from National Grid.
- **What stays the same?** Everything else remains the same. Delivery costs from National Grid are not impacted. National Grid 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. National Grid will continue to respond to power outages and maintain poles, wires, and your meter.

Southbridge Community Electricity 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 can opt out before enrollment. You can opt out of the program at any time, without penalty.

SOUTHBRIDGE’S SUPPLY PRODUCTS

Our automatic enrollment product, Southbridge Standard, is designed to be cost-competitive while providing additional renewable energy. There are alternative supply options available for those interested in the least cost or more renewable energy content.

Our prices are fixed for 35 months, from January 2025 until your December 2027 meter read.

SOUTBRIDGE BASIC (Option)	SOUTHBRIDGE STANDARD (Auto-enroll)	SOUTHBRIDGE PLUS (Option)
12.610 ¢/kWh no additional renewable energy (69% in 2026)	13.040 ¢/kWh adds 10% renewable energy (79% in 2026)	13.930 ¢/kWh adds renewable energy to total 100% (100% in 2026)

The National Grid Basic Service residential price is 15.484 ¢/kilowatt-hour (kWh) from August 1, 2025 - January 31, 2026, and contains the minimum amount of renewable energy required by the State. Because National Grid prices change frequently and future rates are unknown, future savings cannot be guaranteed.

If you participate in the program, your National Grid bill will show “” as the supplier. The Southbridge price will take effect as of your next available meter read.

NEXT STEPS

- No action is necessary to receive the Southbridge Standard product.
- To choose Southbridge Basic or Southbridge Plus, call our program’s electricity supplier, Direct Energy, at (866) 968-8065, or submit a request at southbridgecommunityelectricity.com.
- To continue with National Grid 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 January 31, 2026:**

Postmark and mail the enclosed opt-out card or call Southbridge’s supplier at (866) 968-8065 or submit the opt-out form at southbridgecommunityelectricity.com.

PROGRAM COMPARISON TO NATIONAL GRID BASIC SERVICE

	National Grid Basic Service (If you opt out)	Southbridge Basic (Option)	Southbridge Standard (Auto-enroll)	Southbridge Plus (Option)
Price				
Residential	15.484 ¢/kWh	12.610 ¢/kWh	13.040 ¢/kWh	13.930 ¢/kWh
Small Business	14.411 ¢/kWh			
Large Business	17.130 ¢/kWh*			
Duration	August 1, 2025 - January 31, 2026*	35 months: January 2025 until December 2027 meter reads	35 months: January 2025 until December 2027 meter reads	35 months: January 2025 until December 2027 meter reads
Renewable Energy Content in 2026 (% of total)				
State required	69%	69%	69%	69%
Voluntary (Class I sources)	0%	0%	10%	31%
Total	69%	69%	79%	100%
Supplier	National Grid	Direct Energy	Direct Energy	Direct Energy
The program cannot guarantee savings beyond the current term of Basic Service, because future Basic Service rates are unknown. *The duration for National Grid Basic Service for Large Business customers is three months: November 1, 2025 - January 31, 2026.				

- 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. National Grid will continue to set the Delivery charges on your electric bill.
- Visit southbridgecommunityelectricity.com 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, 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: southbridgecommunityelectricity.com.
- The State requires all electricity products to include a minimum amount of renewable energy. The Town voluntarily adds more Class I renewable energy to Southbridge Standard and Southbridge Plus. 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 National Grid Basic Service: visit www.mass.gov/info-details/basic-service-information-and-rates, or call National Grid at (800) 322-3223

QUESTIONS & SUPPORT

To make changes to your enrollment (opt out or enroll in a different product), use the online forms at southbridgecommunityelectricity.com, 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 southbridgecommunityelectricity.com, or by calling (508) 722-2314.
- If you receive 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 Southbridge’s supplier to opt out of the program.** You may do so using the online form on southbridgecommunityelectricity.com, or by calling the supplier at (866) 968-8065.