TOWN OF HOLBROOK

MUNICIPAL AGGREGATION PLAN

TABLE OF CONTENTS

I. Introduction
II. Definitions
III. Procedural Requirements
  A. Initiation of Process
  B. Consultation with DOER
  C. Public Review
IV. Plan Elements
  A. Organization Structure
  B. Programs Operations
    1. Statutory Requirements
    2. Procurement of Supply
    3. Product Information
    4. Other Funding Sources/Other Costs to Participants
    5. Custer Enrollment
    6. Customer Notification
    7. Access to Ongoing Program Information
    8. Program Termination
  C. Rights and Responsibilities of Program Participants
V. Department Review
VI. Annual Reports
VII. {reserved}
VIII. Notifications to Electric Distribution Companies
IX. Plan and Program Changes
X. Implementation of Guidelines
XI. Municipal Aggregation LICSS Programs

Attachment 1 – Representative Opt-Out Notice

I. INTRODUCTION

This is the municipal aggregation plan for the Holbrook Community Electricity Program, developed consistent with the municipal aggregation statute, G.L. c. 164, § 134(a) and Department Guidelines. Through the Program, the Town of Holbrook will provide new electric supply options to Holbrook residents and businesses. National Grid, the Town's Electric Distribution Company, will remain responsible for the distribution of electricity, maintaining electricity infrastructure and responding to power outages.

The Program allows the Town to decide the features of electric supply options, known as Products. It will be available to all residents and businesses, and will launch offering a Default Product and two optional Products. Upon launch, all Auto-Enroll Customers will automatically be enrolled in the Default Product unless they opt out or select an optional Product. Once the Program is active, Participants can switch to an optional Product or opt out to choose another Competitive Supplier or stay with National Grid Basic Service. Those not initially participating can join the Program at any time.

A key focus of the Program will be to provide electric supply options that match the diverse needs of our community, which include:

- Negotiating the best terms and conditions for electric supply: It is important to note that the Program cannot guarantee prices will be lower than the National Grid Basic Service rates at all times, because Basic Service rates change frequently and future prices are unknown.
- Supporting the growth of renewable electricity.
- Supporting electrification, particularly for heating and transportation currently powered by fossil fuels.

II. DEFINITIONS

Annual Report – means the report that the Municipality shall file annually with the Department that includes Program information for the previous year.

Auto-Enroll Customer – means an Electric Customer who is eligible to be enrolled in the Program on an opt-out basis, specifically all Basic Service customers except for those customers who (1) have informed the Electric Distribution Company they do not want their account information shared with their municipality, or (2) are participating in an optional "green power" program that requires them to remain on Basic Service.

Basic Service – means the electric supply product that the Electric Distribution Company provides to Electric Customers that are not receiving an electric supply product from a Competitive Supplier or through participation in the Program.

Competitive Supplier – means an entity licensed by the Department to sell electric supply products to Electric Customers, as defined in 220 CMR 11.02.

Consultant – means the entity retained by the Municipality to assist with the development and operation of the Plan and Program.

DOER – means the Massachusetts Department of Energy Resources.

DOER Best Practices – means the *DOER Recommended Best Practices for Advancing Clean Energy in Municipal Aggregation Plans,* as may be amended from time to time.

Default Product – means the Product that Participants in the Program receive unless they affirmatively select an alternate Product.

Department – means the Massachusetts Department of Public Utilities.

Electric Customer –means the customer of record of an account with an Electric Distribution Company.

Electric Distribution Company or EDC – means National Grid, the company that provides electric distribution service within the Municipality.

Electric Supply Agreement or ESA – means the contract between the Municipality and a Program Supplier concerning electricity supply for the Program.

Electricity Broker – means an entity that is licensed by the Department to facilitate or otherwise arrange for the purchase and sale of electric supply and related services to customers, as defined in 220 CMR 11.02.

Environmental Justice Population[1] – in Massachusetts, an environmental justice population is a neighborhood that meets one or more of the following criteria:

- the annual median household income is not more than 65 percent of the statewide annual median household income;
- minorities comprise 40 percent or more of the population;
- 25 percent or more of households lack English language proficiency; or
- minorities comprise 25 percent or more of the population and the annual median household income of the Municipality in which the neighborhood is located does not exceed 150 percent of the statewide annual median household income.

Guidelines – means the Department-approved Municipal Aggregation Guidelines in D.P.U. 23-67, as may be amended from time to time.

kWh – means kilowatt-hour.

Municipality or Town – means the Town of Holbrook.

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[1] See Environmental Justice Policy of the Executive Office of Energy and Environmental Affairs (Updated June 24, 2021) available at https://www.mass.gov/doc/environmental-justice-policy6242021-update/download.

Opt-In Product - means a Product that Participants in the Program must affirmatively select to receive.

Opt-Out Notice – means the document sent to Auto-Enroll Customers to inform them of their right to opt-out of such enrollment (see Section IV.B.6.a, below).

Participant – means an Electric Customer that is participating in the Program.

Plan – means this municipal aggregation plan.

Product – means an electric supply product available to Participants in the Program.

Program – means the Holbrook Community Electricity program, which aggregates Electric Customers located within its municipal boundaries for the purpose of procuring electric supply and energy-related products and services, pursuant to G.L. c. 164, § 134(a).

Program Supplier – means the Competitive Supplier that is providing electric supply and, if applicable, energy-related products and services to Participants.

III. PROCEDURAL REQUIREMENTS

III.A. INITIATION OF PROCESS

Holbrook obtained the authorization by a majority vote of its Town Meeting to initiate a process to develop a municipal aggregation plan on May 27, 2026.

III.B. CONSULTATION WITH DOER

The Town consulted with DOER in developing its Plan, pursuant to G.L. c. 164, § 134(a), in a meeting on July 27, 2026 which included its Consultant, Good Energy. The consultation took place prior to public review of the Plan (see below) and included a review and discussion of the DOER Recommended Best Practices for Advancing Clean Energy in Municipal Aggregation Plans ("DOER Best Practices"), as discussed further in Section IV.B.3.

III.C. PUBLIC REVIEW

The Town made its proposed Plan available for public review from September 23, 2026 through October 23, 2026 through a prominent link on its municipal website.

IV. PLAN ELEMENTS

IV.A. ORGANIZATIONAL STRUCTURE OF THE PROGRAM

Table IV.A identifies the entity or entities (Municipality, Consultant, Program Supplier) that will perform core functions of the Program.

Table IV.A – Organizational Structure

Core Functions	Performing Entity			Plan section in which tasks are described
	Municipality	Consultant	Supplier	
Liaisons/Representatives/Agents				
Municipal Representative/Agent before Department		X		*Section V*
Liaison with DOER		X		*Section III.B*
Liaison with Electric Distribution Companies		X		*Section VIII*
Plan Elements				
Procurement of Supply		X		*Section IV.B.2*
Product Determination	X			*Section IV.B.3*
Other Funding/Costs	X			*Section IV.B.4*
Customer Enrollment			X	*Section IV.B.5*
Customer Notifications/Outreach/ Education	X	X		*Section IV.B.6*
Ongoing Program Information		X		*Section IV.B.7*
Program Termination	X			*Section IV.B.8*
Annual Reports		X		*Section VI*
Customer Service		X	X	*Section IV.A*

Customer Service information: Customer service contact information at the time of Plan development is:

- The Town encourages customers to visit the Program website, HolbrookCommunityElectricity.com, to use the online contact forms and to view the latest customer support information and resources.
- Municipality: Jordan T. Remy, Assistant Town Administrator at jremy@holbrookmassachusetts.us and 617-767-4312.
- Consultant: Good Energy at support_ma@goodenergy.com and 781-200-5180.
- Program Supplier: To be determined based upon completion of bidding.

IV.B. PROGRAM OPERATION

IV.B.1. Statutory Requirements

Pursuant to G.L. c. 164, § 134(a), a Plan shall provide for:

IV.B.1.a. Universal Access

All customers residing or located within the municipal boundary will be eligible to participate in the Program, either through an automatic enrollment process or upon request of the customer to join the Program (see Section IV.B.5, below).

IV.B.1.b. Reliability

Holbrook has retained the services of Good Energy, a Department-approved Electricity Broker that is licensed to provide municipal aggregation consulting services. Holbrook offers this as demonstration that it has the technical expertise necessary to operate and manage the Program.

IV.B.1.c. Equitable Treatment of All Customer Classes

Table IV.B.1.c identifies the Plan elements for which the treatment between customer classes (or subclasses) may vary. For each Plan element identified, the Plan explains (in the applicable section below) why the varied treatment is reasonable and appropriate in consideration of the disparate characteristics of each customer class or subclass.

Table IV.B.1.c Equitable Treatment of Customer Classes

Plan Element					
Procurement of Supply (§ IV.B.2)	Product Rate Setting/Renewable Energy Content (§ IV.B.3)	Other Funding Sources/Costs (§ IV.B.4)	Customer Enrollment (§ IV.B.5)	Customer Notification (§ IV.B.6)	Ongoing Program Information (§ IV.B.7)
-	X	-	-	-	-

IV.B.2. Procurement of Supply

Table IV.B.2 identifies: (1) the actions Holbrook expects to take, upon Department approval of the Plan, to procure supply for the Program; and (2) the expected timeline for each action, identified as the number of days after Department approval, based on the assumption that the Department approves the Plan on Day 0.

Table IV.B.2 - Procurement of Supply

Procurement Steps	Expected Timeline
Notify EDC of Department Approval	1
File Updated Procurement Timeline with EDC[2]	14
Issue Request for Proposals	15
Negotiate ESA	15 through 44
Evaluate Bids & Execute ESA	45

The Consultant will manage the procurement of supply, and all final procurement decisions will be made by the Town. Whether the Town conducts an individual solicitation or participates in a solicitation with a buying group, at the conclusion of the bidding process it will select a Competitive Supplier offer appropriate for its residents and businesses. Participation in a buying group shall not require the Town to select the same price, terms or Competitive Supplier as other members of the buying group. If none of the bids are satisfactory, the Town will reject all bids and repeat the solicitation for bids as often as needed until market conditions yield an offer that is acceptable.

IV.B.3. Product Information

Table IV.B.3 identifies, for each Product, (1) the components of the rates that will be charged to Participants, and (2) the renewable energy content, including the types of renewable energy resources that comprise the voluntary component. All funds collected through rates will be used specifically for the benefit of the Program.

The Table and discussion below describe the Town's expected approach to its Products and its process to make final determinations. The Plan addresses how Holbrook will update this table in Section IV.B.7 (Ongoing Program Information), below.

[2] The Town will file its update in the docketed proceeding with the Department. The Town will continue to file updated procurement timelines, on a monthly basis, until it has executed an ESA.

Table IV.B.3 - Product Information

	Standard (Default)	Basic (Optional)	Plus (Optional)
Rate Components (in $/kWh)			
Supply and Renewable Energy Content	TBD	TBD	TBD
Consultant Services	$0.00125	$0.00125	$0.00125
Municipality Services	0	0	0
Other Services	0	0	0
TOTAL	TBD	TBD	TBD
Renewable Energy Content (in % of total)			
Required (2026)	69%	69%	69%
Voluntary RPS Class I	10%	0%	31%
TOTAL	79%	69%	100%
Supplier Name	TBD	TBD	TBD
Effective Dates	TBD	TBD	TBD

Number of Products: The Program expects to offer a Default Product and two Opt-In Products at launch.

Rate Components - Uses and Values:

- *Supply and renewable energy component:* This component comprises the cost of all-requirements power supply, all renewable energy required by the Commonwealth, and any additional renewable energy added by the Town. The value of this component will be determined by the unit pricing provided by bidding suppliers and the quantity of additional renewable energy the Town desires in each Product. The Town expects the Standard Product to have some voluntary renewable energy, but less than the Plus Product. The Town expects the Plus Product to have enough voluntary renewable energy to always total 100% renewable. The Town expects the Basic Product to contain no voluntary renewable energy.
- *Consultant services component:* This component is the cost of Consultant services, whose responsibilities include assisting the Town to obtain regulatory approval of the Plan, strategizing for and managing the procurement of electric supply, developing and implementing the public education plan, interacting with the Electric Distribution Company and Competitive Supplier, monitoring the ESA and reporting to the Town, maintaining the Program website, providing Program customer support, including addressing customer complaints, producing regulatory reports and managing supplemental filings with the Department (e.g., Plan amendments). The value of this component is expected to be $0.00125 per kilowatt hour for all Products.
- *Municipality services or other services components:* The Town does not expect to include additional components at Program launch.

DOER Best Practices: The Town consulted with DOER regarding its Best Practices. The Town intends this Program to provide economic and environmental benefits to the community, as well as accelerate the State's progress toward its clean energy goals. As described above, the Town expects to launch its program utilizing DOER's Best Practice #3, the purchase of additional Massachusetts Class I RECs (i.e., New England-based renewable energy) in both the Default Product and the optional Plus Product. This approach supports the Commonwealth's emissions reduction goals and will enable the Town, from the very start of the Program, to provide their residents and businesses an option for cleaner power and to contribute to the growth of clean energy in the New England region at scale. The Town expects to explore the the opportunity to use rate components to finance new, local clean energy facilities (DOER's Best Practice #1), and, if pursued, is most likely to integrate such a solution in a subsequent ESA. The Municipality will assess the need for and benefits of using a rate component to fund some or part of municipal staff time (DOER's Best Practice #2) but does not anticipate doing so for the first ESA launch.

Differences in Rate Setting: The Program may distinguish among customer rate classes by soliciting separate Program pricing for each of those classes. Such varied treatment is appropriate given differences in load profile and individual customer usage and demand, such that pricing will be based on the cost to serve each customer class.

The Program may distinguish among the following Participants:

- Medium, large and very large business customers that join after the start of an ESA may receive pricing based on then-current market prices at the time the customer joins the Program. This treatment is reasonable as these customers represent a greater quantity risk to the Program Supplier than other new customers, and therefore they would impose greater costs on the Program, and the costs to serve them at that time may be different.
- Customers re-joining the Program after having previously opted out may be offered market-based pricing. This treatment is reasonable because after leaving the Program, the Program Supplier would not expect to serve that customer's load, and the costs to serve them upon return may be different.
- To the extent authorized by the Department pursuant to D.P.U. 20-145-D and the Guidelines, the Town may pursue Low Income Community Shared Solar established in the Solar Massachusetts Renewable Target (SMART) 3.0 regulations (225 CMR 28.00) to provide discounts to the low-income residential customers meeting the regulatory requirements.

The ESA will establish how the Program will distinguish pricing, and such distinctions will be reflected in the Ongoing Program Information that Holbrook will make available (see Section IV.B.7.b).

Decision Making: The Town will finalize the number of Products, the level of renewable energy in each Product, and the values for all rate components and term length after approval of the Plan and after receiving price bids. The Town will make its decisions by assessing the

competitiveness of the final prices, the potential environmental benefits and incremental value the Town could create for Program Participants.

Other Energy-Related Products & Services: In addition to Default and Opt-In Products described above, the Town has the discretion to offer other energy-related products or services. At this time, the Town has not identified any such products or services to offer; however, the Town will consider proposals by prospective competitive suppliers during bidding, as well as by its Program Supplier, once the Program is active. The Town will make a decision whether to offer such additional energy-related products and services if the Town determines that doing so would provide incremental value to Program Participants.

IV.B.4. Other Funding Sources/Other Costs to Participants

Holbrook has not identified other funding sources. Participants will incur no additional costs beyond Product rates.

IV.B.5. Customer Enrollment

IV.B.5.a. Initial Enrollment

Prior to enrollment, Holbrook will send an Opt-Out Notice to Auto-Enroll Customers, informing them that they will be automatically enrolled in the Program unless they take the action(s) specified in the Opt-Out Notice. Holbrook will provide customers with at least 30 calendar days (plus six days to account for delivery) to opt out of the Program. After that time, Holbrook will enroll all Auto-Enroll Customers that did not opt out, in accordance with the requirements of the Electric Distribution Company. Auto-Enroll Customers that do not opt out will be enrolled in the Default Product, unless they notify Holbrook that they seek to receive an Opt-In Product.

Holbrook recognizes that if it does not begin the initial enrollment of Participants within two years of Department approval, the Department will deem the Program to be terminated. Holbrook further recognizes that if it seeks to reinstate its Program at a later date, it must comply with the procedural requirements set forth in the Guidelines, Section III.

IV.B.5.b. Ongoing Enrollment

On a periodic basis, Holbrook will obtain from National Grid lists of new Auto-Enroll customers that have opened accounts within the municipality, and Holbrook will automatically enroll such new Auto-Enroll Customers, subject to the opt-out provisions for initial enrollments described above.

Any Electric Customer in the Municipality may voluntarily enroll in (i.e., opt-in to) the

Program by any of the following methods: 1) calling the Program's toll-free number; 2) submitting a form on the Program website; or 3) calling the Program Supplier's toll-free number. Certain customers may receive market pricing, as described above in Section IV.B.3. Rate Setting.

IV.B.5.c. Opt-In Product Enrollment

Any electric customer in the Municipality may voluntarily enroll in (i.e., opt-in to) any Opt-In Product as described in Section IV.B.5.b.

Holbrook will notify Participants enrolled in an Opt-In Product prior to any change in the Product's rates and/or renewable energy content. At the commencement of the new price/renewable energy content, Participants will continue to receive their current Product, subject to the new applicable price and renewable energy content, unless the Participant informs the Municipality otherwise.

A Participant enrolled in an Opt-In Product that is being discontinued must affirmatively select another Product. If the Participant does not make such a selection, the Participant will be enrolled in the Default Product.

IV.B.6. Customer Notifications

IV.B.6.a. Opt-Out Notice

Holbrook will deliver an Opt-Out Notice to all Auto-Enroll Customers at least 36 calendar days prior to enrollment. The Opt-Out Notice will inform customers (1) that they are to be automatically enrolled in the Program, (2) that they have the right to opt out of the Program without penalty, and (3) of the actions they must take to opt out. The Notice will include Product information related to price, term, and renewable energy content, and will identify the actions that a customer must take to select an Opt-In Product. Finally, the Notice will include information on National Grid Basic Service rates, including how to access Basic Service, and the fact that it is available to them without penalty. Attachment 1 includes a representative form of Holbrook's proposed Opt-Out Notice.

The Town will address residents with limited English proficiency by including a language access document with the Opt-Out Notice. The language access document will contain a message in 26 languages encouraging Auto-Enroll Customers to have the notification translated and providing the Program website address and toll-free number. The Town will also provide machine translation of the Program website.

Holbrook will (1) send the Opt-Out Notices in a clearly marked municipal envelope that identifies it contains important information regarding participation, and (2) include a self-addressed, postage-paid envelope for the opt-out reply card.

IV.B.6.b. Notification of Product Change

Holbrook will notify Participants of changes in price or renewable energy content of any of its Products. The notification will identify both the Product's existing and new price and renewable energy content, and will identify the actions Participants must take if they no longer seek to purchase the existing Product.

IV.B.6.c. Other Notifications

IV.B.6.c.i. General Program Information

Upon approval of its Plan, Holbrook may deliver information and educational materials regarding its Program to each Electric Customer within its boundary, including Participants and non-Participants. Holbrook may request, no more than quarterly, that National Grid provide the information (customer name, mailing address (and service address, if different), and rate class) necessary to facilitate such notifications. Holbrook will not share this information with Program Suppliers. In the event that Holbrook sends notices or educational materials to customers enrolled to receive service from a Competitive Supplier, such notification or educational materials will inform those customers that, if they enroll in the Program, they may incur an early cancellation fee from their Competitive Supplier, and that they should check with their Competitive Supplier on this matter before enrolling in the Program.

IV.B.6.c.ii. Program Supplier Communications

Upon approval from the Town, an active Program Supplier may communicate with Participants regarding the Program and, if applicable, energy-related products or services.

IV.B.7. Ongoing Program Information

Holbrook specifies that it will provide the public with access to the ongoing program information listed in sections a through c, below. Holbrook will make this information available to the public through a prominent link on the Town's website. Table IV.B.7 identifies the methods by which Holbrook will communicate to the public how they can access this information.

Table IV.B.7 - Public Access to Ongoing Program Information

Location	Description
Municipal website	Program announcements displayed in a prominent location, consistent with other municipal updates. Machine translation available on the website. Detailed Program information available through a prominently displayed link to the Program website.
Program website	Will include current rates and all information listed in section 7.a through c below. Copies of the Opt-Out Notices and notifications of product change will be posted on the website. Presentation materials and recordings of public meetings will be posted on the website. Machine translation available on the website.
Social media accounts	Posts on official Town social media accounts, such as the Town of Holbrook page on Facebook.
Municipal cable access TV	Announcements sent to Holbrook Cable Access Media (https://www.hcamtv.org/).
Announcement to local/ regional media	Announcements sent for publication in the local media, including the Patriot Ledger www.patriotledger.com.
Physical posting in municipal buildings	Flyers and announcements will be posted in Town Hall, Holbrook Public Library and Holbrook Council of Aging.
Municipal departments, boards, and committees	Updates presented to the Select Board as part of regular meetings, which can be attended in person or remotely via virtual meeting platform.

Table IV.B.7 (Continued) - Public Access to Ongoing Program Information

Community organizations	Updates sent to local groups with requests that they publicize it to their constituents: ○ Self-Help, Inc. (selfhelpinc.org) collaborates with lower-income households on initiatives such as energy assistance and energy-related concerns. ○ Holbrook Food Pantry (https://www.facebook.com/p/Holbrook-Food-Pantry-100069265855314/) reaches out to more low-income and environmental justice households. ○ Holbrook Housing Authority (https://holbrookha.com/) focuses on meeting housing and other homecare needs of low-income families, elderly and the disabled across Holbrook. ○ Rotary Club of Holbrook (https://rotary7950.com/clubinfo/holbrook) will help connect the Program with those interested in the environmental and financial benefits of the electricity supply options. ○ North and South Rivers Watershed Association (NSRWA) (nsrwa.org) is a regional environmental nonprofit focused on protecting and restoring South Shore watersheds. Its work includes watershed protection, environmental education, conservation, and community engagement. The association can engage community members interested in the Program's environmental benefits. ○ Holbrook Council on Aging (https://www.holbrookma.gov/266/Council-on-Aging) is the Town's organization to support senior citizens in the community. ○ Religious institutions, such as St. Joseph Parish (https://www.stjosephholbrook.org/).

In the table above:

- The Town has a significant population of residents with limited English proficiency, and commonly speak Cape Verdean and Haitian Creole as well as Portuguese, Spanish and Vietnamese. They will be able to access the entire Program website through

embedded machine translation. Translated copies of the Opt-Out Notice and product change notifications, as well as translation services for public meetings, will be provided upon request. The Program Supplier's customer support will also offer translation services.

- Holbrook has Environmental Justice zones identified based on income and minority status. The Town will engage with local organizations that support economically disadvantaged individuals (e.g., religious groups, Self-Help, Inc, and the Holbrook Housing Authority) to help connect with these communities.
- Those who require audial assistance will have access to digital copies of presentations and all announcements will be written, either electronically or in-print. Customer support will be available via email as well.
- Those who require visual assistance will have access to live-streamed meetings as well recordings of those meetings for future access. Screen reader technology will be able to read announcements posted via social media, local media, and on the Program website. Customer support will be available via phone.
- The Town seeks to reach those who may not routinely access the Municipality's website or are otherwise hard to reach by utilizing a diversity of outreach approaches, including existing governmental and non-governmental communication channels (e.g., Select Board meetings and diversity of local community groups), local media, social media, and physical postings. Additionally, meetings will be held in Town-run accessible spaces for those with mobility issues and/or live-streamed for remote access.

IV.B.7.a. Updated Product Information

Holbrook will update Product rates and renewable energy content as necessary, in the format shown in Table IV.B.3.

IV.B.7.b. Annual Program Information for the Previous Year

Holbrook will provide Program information annually for the previous year as required by the Guidelines.

- IV.B.7.b.i. Product information - rate components, renewable energy content, and participation
- IV.B.7.b.ii. Product rate component information
- IV.B.7.b.iii. Renewable energy content information
- IV.B.7.b.iv. Organizational structure, as set forth in Table IV.A

- IV.B.7.b.v. Equitable treatment of customer classes, as set forth in Table IV.B.1.c
- IV.B.7.b.vi. Supply procurement activities, as set forth in Table IV.B.2
- IV.B.7.b.vii. Representatives of all notifications sent during the previous year
- IV.B.7.b.viii. Methods of Public Access, as set forth in Table IV.B.7.c.iii
- IV.B.7.b.ix. Other funding source/costs to Participants, if applicable

IV.B.7.c. General Program Information

Holbrook will provide and maintain access to Program-related documents (e.g., Plan, Department Order, Program press releases) on its Program website.

IV.B.8. Termination of the Program

Holbrook will take all reasonable actions to ensure a continuous supply of electricity to Participants. Although the Town is not contemplating a termination date, the Program could be terminated upon the termination or expiration of the ESA without any extension or negotiation of a subsequent supply contract, or upon the decision of the Town to dissolve the Program effective on the end date of the existing ESA.

To minimize the chance of termination, at least 90 days prior to the end of the term of the initial ESA, the Town will solicit bids for a new ESAto continue the Program with the same or new Competitive Supplier.

In the event of Program termination:

- At least ninety days prior to the termination: the Town will notify the Electric Distribution Company and Department
- At least thirty days prior to the termination:
  - The Town will notify Program Participants through postings on the Program and Town websites, media releases, social media, and a physical posting in Town buildings.
  - The Town will notify the service list for the docket in which the Department approved the Municipality's Plan.
- It will be the responsibility and requirement of the Competitive Supplier to return the customers to Basic Service of the Electric Distribution Company in accordance with the then applicable Electronic Data Interchange rules and procedures.

In the event of Program termination, Holbrook will not file a new Plan for Department approval for a minimum of two years from the date of termination, defined as the date by

which Holbrook has returned all Participants to Basic Service. The new Plan will fully describe the circumstances that led to the termination, and the steps Holbrook has taken to protect against a second termination.

IV.B.9. Rights and Responsibilities of Program Participants

Participants will be able to: (1) select any of the Products offered to the applicable customer class or subclass; (2) switch from one Product to another by contacting the Consultant or the Program Supplier; and (3) leave the Program at any time without penalty by contacting the Consultant, the Program Supplier or Electric Distribution Company.

V. DEPARTMENT REVIEW

Holbrook will submit this Plan to the Department for review and approval.

Holbrook's representative before the Department is its consultant, Good Energy. Jordan T. Remy, Assistant Town Administrator at jremy@holbrookmassachusetts.us and 617-767-4312, should be included on all correspondences with the Town's Consultant.

VI. ANNUAL REPORTS

Holbrook will submit the following information annually to the Department related to Program operations during the previous year:

- An Excel spreadsheet in the format shown in the Guidelines, Attachment VI;
- A document that includes the information requirements set forth in Section IV.B.7.b, above.

VII. {RESERVED}

VIII. NOTIFICATIONS TO ELECTRIC DISTRIBUTION COMPANIES

VIII.A. PLAN FILING

Holbrook, via its Consultant, notified the Electric Distribution Company upon (1) submitting its proposed Plan to DOER for consultation, and (2) filing the Plan with the Department. Holbrook will notify the Electric Distribution Company upon receiving a Department order approving the Plan.

VIII.B. ELECTRIC SUPPLY AGREEMENT

Holbrook, via its Consultant, will (1) notify National Grid, in a timely manner, when it has executed an ESA with a Program Supplier, and (2) provide the Electric Distribution Company with the information necessary to enroll customers with the Program Supplier. The Town, via its Consultant, shall file the notification in its docketed proceeding at the Department.

Customer enrollment will begin no sooner than 60 days from when Holbrook provides the necessary information to National Grid.

IX. PLAN AND PROGRAM CHANGES

IX.A. PLAN MODIFICATIONS

In the event that Holbrook seeks to modify its Plan in a manner consistent with the Guidelines, it will allow at least 30 calendar days for public review of the revised Plan. Following public review, Holbrook will submit the revised Plan to the Department for informational purposes. Holbrook may seek consultation with the Department to determine if a proposed modification is consistent with the Guidelines.

IX.B. PROGRAM CONSULTANT

In the event that Holbrook hires a new Consultant, it will notify the Department in writing, identifying the new Consultant and including, if applicable, documentation that the Consultant is an Electricity Broker licensed to provide municipal aggregation consulting services (see Section IV.B.1.b, above).

X. IMPLEMENTATION OF GUIDELINES

The Town will comply with all Department directives for implementing the Guidelines.

XI. MUNICIPAL AGGREGATION LICSS PROGRAMS

The Town will submit any proposed low-income community shared solar program (LICSS) under the Program to the Department for review and approval before implementation.

ATTACHMENT 1- REPRESENTATIVE OPT-OUT NOTICE

See next page

Town of Holbrook

HOLBROOK COMMUNITY ELECTRICITY

Month Day, Year

The Town of Holbrook is pleased to introduce you to our municipal aggregation program, Holbrook Community Electricity. This is a Town-run electricity supply program, designed to provide stability protecting against seasonal energy price changes while offering alternatives to increase renewable energy use.

Your electricity account is eligible for automatic enrollment in the Holbrook Standard supply option. Your electricity account number is shown on the enclosed reply card.

It is your choice whether to participate. If you participate, National Grid will continue to deliver your electricity. At any time, you can change your program supply option or leave the program, without penalty.

PROGRAM OPTIONS

Our electricity supply prices are fixed for XX months, from Month Year, until your Month, Year meter read.

HOLBROOK BASIC *(Option)*	HOLBROOK STANDARD *(Auto-enroll)*	HOLBROOK PLUS *(Option)*
XX.XXX ¢/kWh Meets State minimum renewable energy standards **(69% in 2026)**	**XX.XXX ¢/kWh** Adds 10% renewable energy **(79% in 2026)**	**XX.XXX ¢/kWh** Adds renewable energy from Class I sources to total 100% **(100% in 2026)**

Your new supply, Holbrook Standard, costs less than National Grid's Basic Service residential price of XX.XXX ¢/kWh in effect from MONTH YEAR – MONTH YEAR. Because National Grid prices change frequently and future rates are unknown, future savings cannot be guaranteed.

YOUR PARTICIPATION CHOICES

- **Take no action**: your supply will change to the Holbrook Standard price above and will take effect as of your Month Year meter read.
- **Choose an alternative program supply option:** you can choose one of the other supply options above. Call Holbrook Community Electricity's electricity supplier, Supplier Name, at (XXX) XXX-XXXX, or submit a request at holbrookcommunityelectricity.com.
- **Opt-Out:** Participation is not required. If you opt out before enrollment, you will continue with your current supply, National Grid Basic Service. To opt out before your enrollment, please take one of the following actions on or before **Month Day, 2026**:

Mail the enclosed reply card *or* Call the program supplier at (XXX) XXX-XXXX *or* Submit the opt-out form at holbrookcommunityelectricity.com

The deadline to opt out of the program before your enrollment begins is Month Day, 2026.

IF YOU PARTICIPATE IN OUR PROGRAM

- National Grid will continue to deliver your electricity and send your monthly electric bill.
- In the supply section of your National Grid bill, you will see "Supplier Name on Bill" as the supplier.
- The supply line on your bill will reflect a program price.
- Existing benefits, such as net metering or community solar credits, low income or heat pump discounts, and budget billing arrangements will continue uninterrupted.

CUSTOMER SUPPORT

CHANGE SUPPLY OPTION / OPT-OUT

Visit holbrookcommunityelectricity.com or call the program supplier, Supplier Name, at (XXX) XXX-XXXX.

QUESTIONS & SUPPORT

Contact the Town's consultant, Good Energy, at holbrookcommunityelectricity.com, or (781) 200 5180.

PROGRAM COMPARISON TO NATIONAL GRID BASIC SERVICE

	National Grid Basic Service *(If you opt out)*	**Holbrook Basic** *(Option)*	**Holbrook Standard** *(Auto-enroll)*	**Holbrook Plus** *(Option)*
Price				
Residential	nn.nnn ¢/kWh	nn.nnn ¢/kWh	nn.nnn ¢/kWh	nn.nnn ¢/kWh
Small Business	nn.nnn ¢/kWh			
Large Business	nn.nnn ¢/kWh *			
Duration	Month Year – Month Year*	XX months: MONTH YYYY until MONTH YYYY meter reads	XX months: MONTH YYYY until MONTH YYYY meter reads	XX months: MONTH YYYY until MONTH YYYY 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	Supplier Name	Supplier Name	Supplier Name

If you have questions about the State's renewable energy requirements, visit mass.gov/service-details/program-summaries.
*The duration for National Grid Basic Service for Large Business customers is three months: Month Day, Year-Month Day, Year.

IMPORTANT INFORMATION

- **If you are a tax-exempt commercial customer,** to maintain your status, you must provide a copy of the tax-exemption certificate directly to «Supplier» via email at Supplier Tax email, or mail to Supplier_tax_mail.
- **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 opt out of this program by using the online form at holbrookcommunityelectricity.com or by calling the program supplier at (XXX) XXX-XXXX.
- **If you have a power outage,** National Grid will continue to respond, as well as maintain your poles, wires, and your meter.
- **If you have questions about the program's voluntary renewable energy,** visit the program website: holbrookcommunityelectricity.com. MA Class I sources come from new renewable energy facilities 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.