



RUTLAND COMMUNITY ELECTRICITY

Rutland Community Electricity Program Launch Frequently Asked Questions

1. **What is Rutland Community Electricity?** Rutland Community Electricity is our Town's new municipal aggregation program. It is designed to provide residents with new electricity supply options that feature competitive prices, longer-term price stability and more renewable energy (though savings cannot be guaranteed). This program was approved by the Rutland Town Meeting in 2025 and by the Department of Public Utilities in February 2026.
2. **When does it start?** The Town chose Direct Energy to provide the program's electricity supply, starting October 2026. All program prices are fixed for 13 months until November 2027.
3. **How do I participate?** The answer depends on your current electricity supplier:
 - a. **I am using National Grid Basic Service** (most residential customers) - Anyone currently using National Grid Basic Service is eligible for automatic enrollment. They will receive a letter in August detailing their options and how to opt out (i.e. not participate) if desired. The deadline to opt out before the program begins is **September 12, 2026**. Those that do not opt out will begin receiving electricity supply from Rutland Community Electricity in October 2026.
 - b. **I have chosen another electricity supplier already** - Anyone that has proactively chosen their own electricity supplier will not be automatically enrolled in the program. While these customers can voluntarily join the program, they are advised to check if their current supplier charges early termination fees or penalties. To join, use the form at RutlandCommunityElectricity.com or call (508) 356-4681.
4. **Do I have to participate?** Participation is voluntary. Customers may opt out at any time without penalty, either before or after the program begins. To opt out, please choose one of the following actions:

Return (by mail) the
opt-out card mailed to
your home or business

or

Call the program supplier
at (866) 968-8065

or

Submit the opt-out form at
RutlandCommunityElectricity.com
5. **Will this program cost more or less than what I have now?** The Town's primary offering, *Rutland Standard*, will cost less than the National Grid Residential Basic Service rate at launch. However, because National Grid prices change frequently and future rates are unknown, future savings cannot be guaranteed. While the program prices are fixed for 13 months until November 2027, Basic Service prices change every six months for residential and commercial customers, and every three months for industrial customers. Please see the table on the next page for a full comparison of all program options.
6. **Can I switch between options in Rutland's program?** Yes. You can switch between any of the program supply options at any time. To switch, use the form at RutlandCommunityElectricity.com or call (866) 968-8065.

RutlandCommunityElectricity.com

7. **Where does the voluntary renewable energy come from?** Voluntary renewable energy is in addition to State-mandated minimums. The program's additional, voluntary renewable energy qualifies as "MA Class I," which is the State's term for new, regional renewable energy. These MA Class I sources must be located within or directly delivered to New England, and they come primarily from wind and solar projects.
8. **Why is this an automatic enrollment program?** The State law that enables municipal aggregation programs like Rutland 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 Rutland Community Electricity?** There are two parts to your National Grid electricity bill – (1) Supply and (2) Delivery. Enrolling in Rutland Community Electricity only changes the Supply portion. National Grid will continue to provide all Delivery services, which includes responding to power outages, as well as maintaining your poles, wires, and your meter.
10. **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 happens to my existing benefits, such as discounts or budget billing?** All existing benefits -- including low-income discounts, heat pump discounts, and budget billing arrangements -- will continue uninterrupted.
 - 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.

Rutland Community Electricity Supply Options

	Rutland Basic	Rutland Standard (automatic for eligible customers)	Rutland Plus
Price	15.837 ¢/kWh	16.239 ¢/kWh	16.904 ¢/kWh
Voluntary Renewable Energy*	No additional renewable energy (69% in 2026)	Adds 10% renewable energy (79% in 2026)	Adds renewable energy to total 100% (100% in 2026)
Duration	13 months: October 2026 until November 2027 meter reads	13 months: October 2026 until November 2027 meter reads	13 months: October 2026 until November 2027 meter reads

The program cannot guarantee savings beyond the current term of Basic Service because future Basic Service rates are unknown.

*Voluntary Renewable Energy is in addition to the State's required renewable energy content for all electricity supply. The State's required renewable energy content is 69% in 2026. For more details, see resources on RutlandCommunityElectricity.com.