

Aggregation Frequently Asked Questions

1. Some people have been knocking on my door, telling me that the City of Lowell’s aggregation program is going away. Is this true?

The City of Lowell’s Community Choice Power Supply Program is not ending. The City continues to maintain oversight of the program and work on behalf of its residents and businesses to make the program a success.

Please be cautious of door-to-door solicitors. Any company that wishes to go door-to-door in Lowell must have a canvassing license. Solicitors are required to exhibit their licenses at the request of any citizen. If they cannot do this, you should reach out to the police department for further enforcement activities.

2. What does it mean that the supplier is changing for the City of Lowell’s aggregation program? Will my service change?

Your service will not change under the change in the City’s program. You will still receive your electricity bills from National Grid. The only difference that you will notice is that under the “Supply Services” portion of your bill (which is typically on the back side of the bill), you will now see “Connecticut Municipal Electric Energy Cooperative (CMEEC)” instead of “Hampshire Power.”

3. When will changes take place?

You will notice the change with your December 2017 bills.

4. Why did my rate go up from 10.8 cents/kWh to 12.2 cents/kWh?

There are many different factors that determine the rate a supplier charges. The factors that have caused the rate to go up for Lowell’s program are costs associated with system reliability that all suppliers must pay. These costs increased by 250% starting in June 2017. Other competitive suppliers will incur similar cost increases.

5. How does my rate compare to National Grid’s?

	Lowell’s Program* (Supply Services Only)	National Grid Basic Service** (Supply Services Only)
Rate		
Residential	\$0.12200 per kWh	\$0.12673 per kWh
Commercial/Streetlight	\$0.12200 per kWh	\$0.11946 per kWh
Industrial	\$0.12200 per kWh	\$0.10753 per kWh
Renewable Energy Content	100% Maine Hydro Renewable Energy Certificates (RECs)	Meets Massachusetts renewable energy requirements
Duration	November 2017 – May 2018 <i>[Rates apply to service beginning and ending on the days of the month that your meter is read in your service area.]</i>	November 1, 2017 – April 30, 2018 <i>[Residential and Small Commercial rates change every 6 months. Large Commercial and Industrial rates change every 3 months.]</i>
Exit Terms	NO PENALTY CHARGE	May receive a reconciliation charge or credit <i>[Industrial G-2 & G-3 only]</i>

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6. Can I leave Lowell's program without penalty?

You can still leave or join Lowell's program at any time without penalty.

If you choose to go with another competitive supplier, please be sure to read the fine print in the agreement. Sometimes, competitive suppliers will offer a low rate initially that increases over time. Some programs also include auto-renewal or early penalty clauses in their contracts. Please make sure you understand all terms and conditions before utilizing a competitive supplier.

7. I have heard a lot about green power. Does the City's program have green power?

Lowell was the first City in the Commonwealth to procure a carbon neutral power supply. The City's program not only meets Renewable Portfolio Standards required by all suppliers, but it also purchases environmental attributes known as Renewable Energy Certificates (RECs) to cover the entire load of the Community Choice Power Supply Program. Currently, these RECs come from Maine hydropower sources.

8. How do I opt out of the program?

New customers in the Lowell Community Choice Power Supply Program will be mailed opt-out cards. Simply sign and date the cards, place them in the postage-paid envelopes provided, and drop them in the mail.

Customers can also opt-out by:

- Visiting www.colonialpowergroup.com/Lowell or by
- Calling 866-596-5858 x 1.

9. Who can I speak to if I have other questions?

The program is managed by the Department of Planning and Development. You may call either:

Phil Ferreira, Housing and Energy Programs Manager, at 978-674-1410 or

Katherine Moses, Energy Manager, at 978-674-1438