

To those residents of Charlton who may have been enrolled in the [Charlton Community Electricity Aggregation program](#) in error:

The Town has been notified by Public Power LLC, the electric supplier for the Charlton Community Electricity Aggregation program, that a number of residents were mistakenly enrolled in the aggregation program which started last month, July 2017. Public Power reports that there was a delay in the processing of opt-out notices for some residents who elected not to participate in the aggregation program. As a result, some customers who submitted an opt-out notice were incorrectly placed in the aggregation program after expiration of the 30-day opt-out period. As explained below, all customers who submitted opt-out cards, but were incorrectly enrolled in the aggregation program, will be returned to National Grid's Basic Service no later than the next billing cycle. **The inadvertent enrollment of any customers in the aggregation program will not result in those customers paying any additional charges.**

If you mailed in your opt-out card, which was included with your opt-out notice, your opt-out request will be processed by Public Power immediately upon receipt. If your opt-out request was received or processed after the end of the opt-out period, July 9, you may have been incorrectly switched to the aggregation program. The inadvertent enrollment of customers in the aggregation program will not result in those customers paying any additional charges. Such customers will be charged the aggregation program rate of \$0.09366/kWh (which is lower than National Grid's current Basic Service rate of \$0.09432/kWh) for July service. You will subsequently be returned to National Grid Basic Service no later than the next billing cycle in August and will see that rate reflected on your September bill for August service. No further action is required by customers who submitted an opt-out notice.

You may have noticed a message on your most recent National Grid bill indicating that you have switched your electricity supply to Public Power. If you elected to opt-out of the aggregation program, we encourage you to review your most recent National Grid bill immediately in order to determine if an unwanted switch was made. If you think you have been incorrectly placed in the aggregation program, or that you had insufficient time to return the opt-out card, or have any additional questions or concerns, please contact Public Power. They may be reached by phone Monday through Friday from 9:00 AM to 5:00 PM EST (excluding holidays) at (800) 830-2944, or via email at customercare@ppandu.com.

We deeply regret any inconvenience to our residents and are working closely with the program consultant and supplier to remedy the issue as soon as possible.

For additional information about the program, please go to <http://www.townofcharlton.net/electricityaggregation.htm>.