

## Community Power Governance and Funding

Does the Coalition's Board of Directors receive a salary or other payments or benefits for overseeing Exeter Community Power?

No. The Coalition's Board of Directors are volunteers appointed by their city, town or county to ensure good governance, oversight and accountability of the Coalition.

How is Exeter Community Power financed? Are any tax dollars used to finance or operate Exeter Community Power?

Exeter Community Power will be financed by the revenues received from our customers based on the electricity they consume. Exeter Community Power will be self-funded and does not use any tax dollars, which ensures that any financial benefits directly serve the community.

## Role of the Electric Distribution Utility

How does Exeter Community Power partner with Unitil?

Exeter Community Power provides electric generation, which is the source of your power, but Unitil continues to provide electric delivery, billing services and maintenance of the lines, just as they always have.

Are Community Power customers still eligible to obtain rebates from Unitil and NHSaves for energy efficiency?

Yes. The Public Utilities Commission authorizes Unitil to collect fees (called Systems Benefits Charge) from all customers to fund NHSaves energy efficiency incentive programs. Unitil will still collect these fees and Exeter Community Power customers will remain eligible for these incentives and services.

Do I get billed separately by Exeter Community Power?

No. We work together with Unitil so that you will get just one bill each month. Our charges for electricity generation are included on your Unitil bill.

Exeter Community Power charges for generating the electricity you use. When you begin receiving our electric generation service, previous charges for generation that used to go to Unitil are replaced by charges from Exeter Community Power. Unitil will continue to charge for the transmission and delivery of electricity, along with a variety of other regulatory and program charges at the same rates they always have. There are no duplicate charges for electricity generation.

A limited number of customers with special circumstances — such as customers generating their own electricity and participating in Net Energy Metering 2.0 and large energy users participating in special rate offerings — may receive a separate bill from Exeter Community Power in addition to their regular utility bill.

## Who will send me my bill?

You will continue to get just one bill from Unitil. A few lines on the bill change since the charges for power generation will come from Exeter Community Power instead of Unitil.

## Who do I call with questions about my bill?

If you ever have questions about the Exeter Community Power portion of your bill, contact us at [Exeter.CommunityPowerNH.gov](http://Exeter.CommunityPowerNH.gov), or email us at [Info@CommunityPowerNH.gov](mailto:Info@CommunityPowerNH.gov). If you have questions about the rest of your Unitil bill, contact Unitil at <https://unitil.com/contact/contact-customer-service>.

## Will I be able to opt out of a Smart Meter if I join Exeter Community Power?

Exeter Community Power does not own any meters at this time. Unitil owns and maintains the energy distribution system, including the meters at your home or business. So, if you wish to opt out of a Smart Meter, please contact Unitil directly.

## Will Unitil charge different delivery rates to Exeter Community Power customers above those of non-Exeter Community Power customers?

No. Unitil must provide the same rates for all customers in their service area whether or not they receive electricity from Exeter Community Power or another third-party energy service provider.

## Product Options

### How much clean and renewable energy does Exeter Community Power provide?

Exeter Community Power procures renewable and carbon-free electricity on behalf of our customers. Each electricity product has a different percentage of renewable energy. Our product options are shown in the table below:

<u>PRODUCT</u>	<u>CONTENT</u>
<b>Granite Basic</b>	23.4% Renewable (minimum required by state law)
<b>Granite Plus</b>	33% Renewable or Carbon Free
<b>Clean 50 (optional)</b>	50% Renewable or Carbon Free
<b>Clean 100 (optional)</b>	100% Renewable or Carbon Free

Exeter will select either Granite Basic or Granite Plus as the default product in February 2023 when the rates become known.

### What are the sources of power for Exeter Community Power and where are they located?

Exeter Community Power gets its electricity from suppliers that have gone through a rigorous qualification and selection process. These suppliers get their electricity from a variety of generation sources. At a minimum, our default Granite Basic option comes from 23.4% renewable sources such as wind, solar and hydroelectricity.

### How does Exeter Community Power procure power?

Exeter Community Power contracts with private firms to procure energy. Over time, we plan to steadily incorporate increasing amounts of locally generated renewable energy.

## How can I be sure Exeter Community Power is actually procuring 50 or 100% renewable energy on my behalf?

We are required by state law and regulation to provide an annual report verifying the amount of renewable energy procured for our customers. This is the same standard and verification process used by New Hampshire utilities and competitive electricity suppliers.

## What are Renewable Energy Certificates?

Renewable energy generating facilities create electricity that is delivered to a network of transmission wires, often referred to as “the grid.” The grid is segmented into regional power pools and in many cases these pools are not interconnected. To help facilitate the sale of renewable electricity nationally, a system was established that separates renewable energy generation into two parts: electrical energy produced by a renewable generator and the renewable “attributes” of that generation. The renewable attributes or “green” attributes are sold separately as renewable energy certificates, or RECs. Only one certificate may be issued for each unit of renewable energy produced. The electricity that was split from the REC is no longer considered “renewable” and cannot be counted as renewable or zero-emissions by whoever buys it.

## How do I sign up for Exeter Community Power Granite Basic, Granite Plus, Clean 50 or Clean 100?

Signing up is easy! Simply visit our website [www.Exeter.CommunityPowerNH.gov](http://www.Exeter.CommunityPowerNH.gov) if you decide to use our website you’ll want to have your Unitil bill on hand because we will need your account information to process your request.

## Can I switch between the Exeter Community Power Granite Basic, Granite Plus, Clean 50 and Clean 100?

Yes—you can “opt up” to Exeter Community Power Granite Plus, Clean 50 or Clean 100 at any time, and you can “opt down” to Granite Basic. And if you want to switch back again, just call and let us know or log-on to our website [www.Exeter.CommunityPowerNH.gov](http://www.Exeter.CommunityPowerNH.gov) and make the change there.

## Is there a grace period if I sign up, switch, or opt out?

Customers who opt out of Exeter Community Power service may return to Exeter Community Power at any time so long as adequate notice is given in advance of the next regular meter reading by Unitil. There are no exit fees or charges for transferring between Granite Basic and utility provided service. Customers requesting to switch on dates other than on the next available regular meter reading date may be charged an off-cycle meter reading and billing charge.

## Electric Assistance Program and Net Metering

### Will I continue to receive my Electric Assistance Program (EAP) discounts with Exeter Community Power?

Yes. Electric Assistance Program discounts continue to be available to Exeter Community Power customers as well as Unitil customers and provides the same discount regardless of enrollment with Exeter Community Power or Unitil. Customers enrolled in Exeter Community Power continue to receive their Electric Assistance Program discount. There is no need to reapply with Exeter Community Power. New Electric Assistance Program enrollments or renewals must still be done through Unitil's customer service center or website.

### How does Community Power work for Net Metering Customers?

Our Community Power programs are committed to supporting the growth of local renewable energy sited at the customer level. Locally generated power can offset other costs that are part of our customers electric bills, especially if that power is generated at times of peak electricity usage.

Together, our Coalition's member communities have championed state policies that support expansion of New Hampshire's clean energy economy, and we will continue to do so on behalf of our customers.

We aim to expand opportunities for net metering and local renewable energy over time, and to empower customers with new and innovative rates — including net metering rates and time-of-use rates — along with other products and programs to support the growth of a local clean energy economy.

### Are Net Metering Customers enrolled in Community Power on an opt-out or opt-in basis?

This is the first time Community Power programs have existed in New Hampshire. Implementation requires coordination and data sharing by utilities in accordance with regulatory rules and state law. As of this date, the utilities have not indicated how they are going to comply with rules and provide the data required for us to provide service to net metered customers.

Upon initial launch, Net Metering customers will only be automatically enrolled (on an opt-out basis) if utilities have fully complied with rules and provided the data necessary to enable Community Power to fully accommodate Net Metering customers.

## I have Standard Net Metering 1.0 (systems installed prior to 9/1/17). Can I participate in Community Power?

Yes. Excess power your net metering system puts onto the grid is accounted for in the form of kilowatt-hour (kWh) credits towards your future electricity consumption. The same kWh crediting will be used if you participate in Community Power. Your Net Metering will continue to be based on a 1-to-1 credit for the full retail electricity rate (meaning both the energy supply and energy delivery charges).

## What happens to my bank of kWh credits from excess power I've put onto the grid?

If you have accrued a bank of kWh credits, when you transition to Community Power, that bank of kWh credits may not carry over, but you may be able to cash out your credits with your utility company.

## I have Alternative Net Metering 2.0 (systems installed on or after 9/1/17). Can I participate in Community Power?

Yes. You are currently compensated for excess power you put onto the grid in the form of a monthly monetary credit, meaning the utility company pays you the dollar value of your excess generation on a monthly basis. This approach to Net Metering creates taxable income which should be reported as part of your annual 1040 U.S. Individual Income Tax Return.

If you join Community Power, the monthly monetary credits you previously received for excess electricity supply may be replaced with monthly kilowatt-hour (kWh) credits which will automatically offset the cost of future electricity you draw from the grid. Your delivery charges and crediting mechanisms will remain unchanged.

If you are an Alternative Net Metering 2.0 customer, you may be dual-billed, meaning you will receive one bill from your electric distribution utility for delivery charges and credits, and one bill from your Community Power provider for your energy supply charges and credits.

Your Net Metering will continue to be based on the Alternative Net Metering 2.0 tariff. For more information see the Public Utilities Commission summary:

<https://www.puc.nh.gov/sustainable%20energy/Group%20Net%20Metering/PUC-SE-NEM-Tariff-2020.pdf>.

## Rate Setting

### How does Exeter Community Power set its rates?

Exeter Community Power rates are set through Community Power Coalition of New Hampshire, a public non-profit governed by its member cities, towns and counties including Town of Exeter. The Coalition ensures you'll have a steady, predictable outlook on your rates. You'll also have the satisfaction of working with a local provider, governed by local leaders whose interests are aligned with yours.

The Coalition's Board and Committee meetings are open to the public. Customers can always know about rate changes 30 days in advance, and rates are publicly posted on the NH Department of Energy's website alongside the rates of other electricity supply options (<https://www.energy.nh.gov/engyapps/ceps/shop.aspx>).

### How do I know that Exeter Community Power will not raise its rates?

Exeter Community Power energy rates are set by the Community Power Coalition of New Hampshire's Board of Directors, which includes representatives from the Town of Exeter. The Exeter Select Board, through the Coalition, is committed to providing Exeter residents, businesses, and organizations with affordable energy rates. Unlike the rates of the local investor-owned utility, which are set on a by the Public Utilities Commission, Exeter Community Power rates are set by local officials from Exeter, acting alongside other local partners through our nonprofit Coalition power agency. The public is welcome to attend the rate setting meetings and participate in the process.

## Enrollment

### Am I – or is my business – in the Exeter Community Power service area?

All Exeter Community Power customers must have a service address within the incorporated area of the Town of Exeter. We are sorry, but residents and businesses outside the incorporated Town limits cannot receive service from Exeter Community Power.

### How do I know when my service begins?

We'll begin serving all accounts in April, 2023. All customers will receive a notice by mail advising them of their enrollment in Exeter Community Power.

## My neighbor received a notice but I haven't received anything. Why?

Exeter Community Power serves customers within the legal boundaries of the Town of Exeter. If your address is within Town limits and you have not elected to opt out and remain with Unitil generation service or choose to take service from a competitive electricity supplier, you will be automatically enrolled into Exeter Community Power. If you have not yet received a notice it is on the way.

## I just moved to a new address and I want to establish service. How do I sign up? Can I participate now if I'm not already a customer?

Establishing service is easy. Contact Unitil one week before you will need service at your new address and schedule an appointment by contacting Unitil at <https://unitil.com/contact/contact-customer-service>. New customers who move into the Exeter Community Power service area are automatically enrolled into Exeter Community Power and will be mailed a notification with information about their options.

## Do I have to participate in Exeter Community Power? Can I opt out?

You get to decide! Any customer may opt out of Exeter Community Power. If you already received an enrollment notice, you can choose to opt out now or online.

## Why can't I opt out now?

The ability to opt out will begin one month prior to the anticipated launch of April, 2023.

## Can I participate in Exeter Community Power if I am not in Exeter?

No. Customers can only participate if they or their businesses are located within the Exeter Town limits.

## Why was I enrolled into Exeter Community Power?

Historically, Unitil has been the default power provider to most customers. However, in 2019 when state legislators updated New Hampshire's Community Power law, municipalities and counties became able to provide an alternative default service option to Unitil called Community Power. You now have the power to choose who provides your energy, Exeter Community Power, Unitil, or a competitive electricity supplier of your choosing.

## Why am I getting this letter/postcard from Exeter Community Power?

The letter/postcard is a notification that your account is now eligible for Exeter Community Power service and you can choose between Exeter Community Power, Unitil or a competitive electricity supplier. We're now the default provider and all customers who elect to remain with Exeter Community Power will begin receiving our electricity service beginning in April, 2023. State law requires that as we begin to offer our service, we must contact our customers in writing with a mailed notification before the switch to our service.

## Why is Exeter Community Power enrollment automatic and why do I have to opt out in order to stay with Unitil?

New Hampshire's Community Power law enables Exeter Community Power to operate as an opt out program and become the default provider of electric generation for customers within our service area. Customer choice is very important to us. We provide written notice to our customers so that you can choose where your electricity comes from and how your dollars are spent.

## How do I opt out?

If you have received an enrollment notice, you can choose to opt out now. While we don't want to lose you as a customer, you always have the choice to opt out.

If you wish to opt out right now, you may visit our website, [Exeter.CommunityPowerNH.gov](http://Exeter.CommunityPowerNH.gov) and click the Opt Out button. Have your Unitil bill on hand because we will need your account information to process your request.

## Can I return to Exeter Community Power after I opt out?

Customers who opt out of Exeter Community Power service may return at any time so long as adequate notice is provided in advance of the next monthly billing period and meter read by the utility company.

## Is there a fee for opting out?

Exeter Community Power does not charge a fee for opting out. Optional Exeter Community Power products are subject to their own terms and conditions.