



November 30, 2017

Michael Ossing, City Councilor
Office of the City Council
Marlborough City Hall
140 Main Street
Marlborough, MA 01752

RE: Marlborough's Municipal Aggregation – National Grid On-Bill Messaging

Dear Councilor Ossing:

Colonial Power Group, Inc. ("Colonial") would like to make the City aware of an issue that was brought to our attention yesterday. When consumers participating in Marlborough's Community Choice Power Supply Program ("Program") receive their National Grid bills this month, instead of seeing the anticipated on-bill messaging which indicates their account is being switched to Verde Energy ("Verde"), they may see the following:

Our records indicate that you have switched your supplier option to National Grid Basic service Supplier. If you have been switched without your authorization, a formal complaint can be filed with the Department of Public Utilities.

Colonial has reached out to both National Grid and Verde to confirm that every account that was enrolled in the City's Program with TransCanada has been switched over to Verde and both companies have confirmed that all participating accounts have been transitioned. National Grid is researching the root cause of the erroneous message. Colonial has posted the following notification on its website (<http://www.colonialpowergroup.com/marlborough/>) and respectfully requests the City do the same on its website and/or Facebook page:

Colonial Power Group has been notified that consumers previously enrolled in Marlborough's Community Choice Power Supply Program with TransCanada may see the following messaging on their bill: "Our records indicate that you have switched your supplier option to National Grid Basic service Supplier". Colonial Power Group has confirmed with National Grid that the message was posted in error and that all accounts previously enrolled in the City's Program are still enrolled in the City's Program with Verde Energy as the Supplier. If you were previously enrolled in the City's Program, you still are enrolled and NO ACTION IS REQUIRED.

As always, anyone with any questions or concerns may contact Colonial directly at (866) 485-5858 ext. 1.

Thank you for your consideration.

Very truly yours,

A handwritten signature in blue ink that reads "Mark Cappadona". The signature is written in a cursive style and is positioned above a horizontal line.

Mark Cappadona
President
Colonial Power Group, Inc.

*******PUBLIC NOTICE*******

**THE CITY OF MARLBOROUGH'S
COMMUNITY CHOICE POWER SUPPLY PROGRAM
CONSUMER NOTIFICATION**

The City of Marlborough is pleased to announce that **Verde Energy USA** has been selected as the supplier for its Community Choice Power Supply Program ("Program"). Verde Energy USA will provide electric power supply for all consumers participating in Marlborough's Program. This notice is intended to tell you about this Program for electric power supply. In accordance with state law, it also informs you of your rights and options if you choose not to participate in the Program.

YOU WILL NOT NOTICE ANY CHANGE IN YOUR ELECTRICITY SERVICE. You will see Verde Energy USA printed under the "Supply Services" section of your monthly bill. You will continue to receive one bill from National Grid. You will continue to send your payments to National Grid for processing. National Grid will continue to respond to emergencies, read meters and maintain the distribution and transmission lines. Reliability and quality of service will remain the same. Furthermore, you will continue to have all existing consumer rights and protections.

NEW RATES AND TERMS

	Marlborough's Program* (Supply Services Only)	National Grid Basic Service (Supply Services Only)
Rate Residential Commercial/Streetlight Industrial	\$0.10900 per kWh \$0.10900 per kWh \$0.10900 per kWh	\$0.12673 per kWh \$0.11946 per kWh \$0.10753 per kWh
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>

*Rate includes Consultant Fee of \$0.001 per kWh to facilitate Marlborough's Community Choice Power Supply Program.

PARTICIPATING CONSUMERS will start benefiting from the aggregation rate beginning on the day of the month in November 2017 that their meter is read. This date varies by service area. Your meter reading date is shown on your bill.

IF YOU ARE A BASIC SERVICE CONSUMER WHO HAS BEEN MAILED A NOTIFICATION you do not need to take any action to participate. You will automatically be enrolled. If you do not wish to participate, please follow the instructions specified.

IF YOU WISH TO JOIN THIS PROGRAM you may OPT-IN at www.colonialpowergroup.com/marlborough/ OR call Verde Energy USA at (800) 241-0295 and ask to be enrolled.

IF YOU DO NOT WISH TO PARTICIPATE you must OPT-OUT at www.colonialpowergroup.com/marlborough/, click the OPT-OUT button and follow the instructions specified OR call Verde Energy USA at (800) 241-0295.

Colonial Power Group, Inc. is an energy broker chosen by the City of Marlborough to facilitate the Community Choice Power Supply Program. For more detailed information, call us toll-free at (866) 485-5858 ext. 1.