



May 29, 2019

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 Dynegy Energy Services ("Dynegy"), 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 Dynegy to confirm that every account that was enrolled in the City's Program with Direct Energy has been switched over to Dynegy and they confirmed that all participating accounts have been transitioned. 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 Direct Energy 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 that the message resulted from the timing of some participating consumers' meter reads and that all accounts previously enrolled in the City's Program are still enrolled in the City's Program with Dynegy 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 with a long horizontal flourish extending to the right.

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Mark Cappadona  
President  
Colonial Power Group, Inc.