



WHITMAN COMMUNITY ELECTRICITY

Frequently Asked Questions

1. **What is Whitman Community Electricity?** Whitman Community Electricity is our Town's new electricity supply program. It is designed to provide residents with new electricity supply and options that feature competitive prices, longer-term price stability and more renewable energy (though savings cannot be guaranteed). This program was approved by the Whitman Town Meeting in 2023 and by the Department of Public Utilities in March 2025. More than 200 other cities and towns in Massachusetts have similar programs.
2. **When does it start?** The Town chose Direct Energy to provide the program's electricity starting October 2025. All program prices are fixed for 50 months until December 2029.
3. **How do I participate?** The answer depends on your current electricity supplier:
 - **I am using National Grid Standard Service** (most residential customers) - Anyone currently using National Grid Standard Service supply is eligible for automatic enrollment and will receive a letter in November informing them of their options and how to opt-out (i.e. not participate) if desired. The deadline to opt-out before the program begins is **September 22, 2025**. Those that do not opt-out will begin receiving electricity from Whitman Community Electricity in October 2025.
 - **I have chosen another electricity supplier** already - Anyone that has proactively chosen their own electricity supplier will not be automatically enrolled in the program; however, these customers may sign up for the program at any time (please check with your current supplier for any cancellation penalties). To join, use the form at Electricity.Whitman-MA.gov or call (866) 220-5696.
4. **Do I have to participate?** Participation is voluntary. Customers may opt-out at any time, without penalty, before or after the program begins. To opt out, do any one of the following:

Return (by mail) the
opt-out card mailed to
your home or business

or

Call Whitman's supplier,
Dynergy at (866) 220-5696

or

Submit the opt-out form at
Electricity.Whitman-MA.gov
5. **Will this program cost more or less than what I have now?** The Town's primary offering, Whitman Standard, will cost less than the National Grid Residential Standard Service rate at launch, however, it is important to note that the Town cannot guarantee savings compared to National Grid Standard Service. Whitman Community Electricity prices are fixed for 50 months through December 2029, but Basic Service prices change every six months for residential and commercial customers, and every three months for industrial customers. See table on next page for pricing of all Whitman options.
6. **Can I switch between options in Whitman's program?** Yes. You can switch between any of the Whitman options at any time. To switch, use the form at Electricity.Whitman-MA.gov or call (866) 220-5696.

Electricity.Whitman-MA.gov

7. **Where does the voluntary renewable energy come from?** The voluntary renewable energy (i.e. the amount above and beyond the minimum required by the State) qualifies as Class I. Class I is the State's term for new, regional renewable energy. The voluntary Class I in Whitman's program is all located within New England and comes primarily from wind and solar projects.
8. **Why is this an automatic enrollment program?** The State law that enables municipal aggregation programs like Whitman Community Electricity, M.G.L. c.164 section 134(a), specifies that these programs are opt-out. This design was intended to give a Town or City enough buying power to attract qualified suppliers and negotiate favorable prices for the community (again, recognizing that savings cannot be guaranteed).
9. **What changes if someone participates in Whitman Community Electricity?** There are two parts to a National Grid electricity bill – (1) Supply and (2) Delivery. Enrolling in Whitman Community Electricity only changes the Supply part. National Grid will continue to provide all Delivery services, which includes responding to power outages.
10. **If I participate:**
 - a. **Will I get another bill?** No, there will still only be one electricity bill per month, sent by National Grid.
 - b. **What about Low-Income discounts or budget billing?** Customers in the Low-Income rate class will continue to receive their current percentage discount on the entire electricity bill. Budget billing customers also will continue to receive budget billing for their entire bill.
 - c. **What about solar and net metering?** Customers that receive solar electricity benefits from net metering credits, community shared solar or similar payments will continue to receive those benefits.

Whitman Community Electricity Options

	Whitman Standard (automatic for eligible customers)	Whitman Plus
Price	14.184 ¢/kWh	15.029 ¢/kWh
Voluntary Renewable Energy*	No additional renewable energy	Adds voluntary renewable energy (MA Class I RECs) to total 100%
Duration	50 months: October 2025 until December 2029 Meter Reads	50 months: October 2025 until December 2029 Meter Reads

The program cannot guarantee savings beyond the current term of Standard Service, as stated in the table above, because future Standard Service rates are unknown.

*Voluntary Renewable Energy is in addition to the State's required renewable energy content for all electricity supplies. The State's required renewable energy content is 63% in 2025. For more detail, see resources on Electricity.Whitman-MA.gov.