

PLAINFIELD COMMUNITY POWER

FREQUENTLY ASKED QUESTIONS

| | |
|---|---|
| Community Power Basics | 2 |
| What is Plainfield Community Power? | 2 |
| How does it work? | 3 |
| Where do you have to live or have a business to participate in Plainfield Community Power? | 3 |
| When will Plainfield Community Power begin serving customers? | 3 |
| What is Community Power? | 3 |
| Community Power Governance and Funding | 3 |
| Who governs and administers Plainfield Community Power? | 3 |
| What is Community Power Coalition of New Hampshire? | 4 |
| Does the Coalition's Board of Directors receive a salary or other payments or benefits for overseeing Plainfield Community Power? | 4 |
| How is Plainfield Community Power financed? Are any tax dollars used to finance or operate Plainfield Community Power? | 4 |
| Role of the Electric Distribution Utility | 4 |
| How does Plainfield Community Power partner with the electric utility? | 4 |
| Does Plainfield Community Power replace the electric utility? | 4 |
| I am served by NH Electric Cooperative. What does Plainfield Community Power mean for me? | 5 |
| How do Plainfield Community Power rates compare to the utility company? | 5 |
| Are Community Power customers still eligible to obtain rebates from the utility companies and NHSaves for energy efficiency? | 5 |
| Do I get billed separately by Plainfield Community Power? | 6 |
| Who will send me my bill? | 6 |
| Who do I call with questions about my bill? | 6 |
| Will I be able to opt out of a Smart Meter if I join Plainfield Community Power? | 6 |
| Will the utility charge different delivery rates to Plainfield Community Power customers above those of non-Plainfield Community Power customers? | 7 |
| Product Options | 7 |
| How much clean and renewable energy does Plainfield Community Power provide? | 7 |
| What are the sources of power for Plainfield Community Power and where are they located? | 7 |
| How does Plainfield Community Power procure power? | 8 |
| How can I be sure Plainfield Community Power is actually procuring 50 or 100% renewable energy on my behalf? | 8 |
| What are Renewable Energy Certificates? | 8 |
| How do I sign up for Plainfield Community Power Granite Basic, Granite Plus, Clean 50 or Clean 100? | 8 |

| | |
|---|----|
| Can I switch between the Plainfield Community Power Granite Basic, Granite Plus, Clean 50 and Clean 100? | 8 |
| Is there a grace period if I sign up, switch, or opt out? | 9 |
| Electric Assistance Program and Net Metering | 9 |
| Will I continue to receive my Electric Assistance Program (EAP) discounts with Plainfield Community Power? | 9 |
| How does Community Power work for Net Metering Customers? | 9 |
| Are Net Metering Customers enrolled in Community Power on an opt-out or opt-in basis? | 10 |
| I have Standard Net Metering 1.0 (systems installed prior to 9/1/17). Can I participate in Community Power? | 10 |
| What happens to my bank of kWh credits from excess power I've put onto the grid? | 10 |
| I have Alternative Net Metering 2.0 Customers (systems installed on or after 9/1/17). Can I participate in Community Power? | 10 |
| Rate Setting | 11 |
| How does Plainfield Community Power set its rates? | 11 |
| How do I know that Plainfield Community Power will not raise its rates? | 11 |
| Enrollment | 12 |
| Am I – or is my business – in the Plainfield Community Power service area? | 12 |
| How do I know when my service begins? | 12 |
| My neighbor received a notice but I haven't received anything. Why? | 12 |
| 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? | 12 |
| Do I have to participate in Plainfield Community Power? Can I opt out? | 13 |
| Why can't I opt out now? | 13 |
| Can I participate in Plainfield Community Power if I am not in Plainfield? | 13 |
| Why was I enrolled into Plainfield Community Power? | 13 |
| Why am I getting this letter/postcard from Plainfield Community Power? | 13 |
| Why is Plainfield Community Power enrollment automatic and why do I have to opt out in order to stay with my utility? | 13 |
| How do I opt out? | 14 |
| Can I return to Plainfield Community Power after I opt out? | 14 |
| Is there a fee for opting out? | 14 |

Community Power Basics

What is Plainfield Community Power?

Plainfield Community Power is the new, locally controlled electricity provider in the Town of Plainfield! We provide the actual energy known as generation, and our charge replaces what the utility company would have charged for the same service. Although the electric utility company

will continue to charge you for their transmission and delivery lines, there are no duplicate charges because the charges are for different services.

How does it work?

The short answer is, we provide your electricity, and the electric utility company delivers it. In more detail, we supply power to homes and businesses at a higher renewable energy content as the baseline service with an opportunity to opt for up to 50% or 100% renewable energy. The electric utility company continues to be responsible for the billing, maintaining the power lines and handling all new service requests and emergencies.

Where do you have to live or have a business to participate in Plainfield Community Power?

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

When will Plainfield Community Power begin serving customers?

We'll begin serving customers in April, 2023. Plainfield Community Power is required to contact our customers in writing to notify them that they will be receiving Plainfield Community Power electric service. We will do this via mail 30 days before the launch date and will also hold a public hearing to answer questions at least 15 days before launch.

What is Community Power?

Community Power is a program that enables city, Town and county governments to pool (or aggregate) the electricity demand of their communities for the purpose of supplying electricity. A Community Power program buys and/or develops power on behalf of the residents, business, and government electricity users in its jurisdiction. The electricity continues to be distributed and delivered over the existing electricity lines by the incumbent utility, which is either Eversource, Liberty Utilities, or NH Electric Cooperative.

Community Power Governance and Funding

Who governs and administers Plainfield Community Power?

The Plainfield Select Board governs Plainfield Community Power. The program is administered by Community Power Coalition of New Hampshire.

What is Community Power Coalition of New Hampshire?

Community Power Coalition of New Hampshire, also known as “the Coalition,” is a public power agency, created by New Hampshire cities and towns as a non-profit on 10/1/21. The Coalition is governed by a Board of Directors of elected officials, staff, and volunteers appointed by each of our local municipal and county members, including the Town of Plainfield. The Coalition provides comprehensive services to launch and operate Community Power programs.

Does the Coalition’s Board of Directors receive a salary or other payments or benefits for overseeing Plainfield 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 Plainfield Community Power financed? Are any tax dollars used to finance or operate Plainfield Community Power?

Plainfield Community Power will be financed by the revenues received from our customers based on the electricity they consume. Plainfield 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 Plainfield Community Power partner with the electric utility?

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

Does Plainfield Community Power replace the electric utility?

No. The utility companies — Eversource, Liberty Utilities, and NH Electric Cooperative — continue to provide all electric delivery, billing, and power line maintenance. We only replace the electric generation services with your choice of energy product at competitive rates.

I am served by NH Electric Cooperative. What does Plainfield Community Power mean for me?

NH Electric Cooperative customers may choose to join Plainfield Community Power on an opt-in basis. Otherwise, they will remain on the energy service provided by NH Electric Cooperative.

How do Plainfield Community Power rates compare to the utility company?

Residential customers who elect to receive our Plainfield Community Power “Granite Basic” product will receive a minimum of 23.4% renewable energy, and will see dollar savings when compared to Eversource and Liberty generation service.

Customers can also choose to pay just a little more each month and upgrade to one of our optional products, shown below:

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

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

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

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

Do I get billed separately by Plainfield Community Power?

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

Plainfield 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 the utility company are replaced by charges from Plainfield Community Power. The utility companies 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 Plainfield Community Power in addition to their regular utility bill.

Who will send me my bill?

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

Who do I call with questions about my bill?

If you ever have questions about the Plainfield Community Power portion of your bill, contact us at Plainfield.CommunityPowerNH.gov, or email us at Info@CommunityPowerNH.gov. If you have questions about the rest of your utility bill, contact your utility at:

- Eversource: <https://www.eversource.com/content/nh/residential/about/contact>
- Liberty Utilities: <https://libertyutilities.com/contact-us.html>
- NH Electric Cooperative: <https://www.nhec.com/contact-us/>

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

Plainfield Community Power does not own any meters at this time. The utility companies own and maintain 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 your utility directly.

Will the utility charge different delivery rates to Plainfield Community Power customers above those of non-Plainfield Community Power customers?

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

Product Options

How much clean and renewable energy does Plainfield Community Power provide?

Plainfield 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> |
|-----------------------------|---|
| Granite Basic | 23.4% Renewable (minimum required by state law) |
| Granite Plus | 33% Renewable or Carbon Free |
| Clean 50 (optional) | 50% Renewable or Carbon Free |
| Clean 100 (optional) | 100% Renewable or Carbon Free |

Plainfield 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 Plainfield Community Power and where are they located?

Plainfield 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 Plainfield Community Power procure power?

Plainfield 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 Plainfield 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 Plainfield Community Power Granite Basic, Granite Plus, Clean 50 or Clean 100?

Signing up is easy! Simply visit our website www.Plainfield.CommunityPowerNH.gov if you decide to use our website you’ll want to have your electric utility bill on hand because we will need your account information to process your request.

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

Yes—you can “opt up” to Plainfield 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.Plainfield.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 Plainfield Community Power service may return to Plainfield Community Power at any time so long as adequate notice is given in advance of the next regular meter reading by the electric utility. 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 Plainfield Community Power?

Yes. Electric Assistance Program discounts continue to be available to Plainfield Community Power customers and provides the same discount regardless of enrollment with Plainfield Community Power or the electric utility. Customers enrolled in Plainfield Community Power continue to receive their Electric Assistance Program discount. There is no need to reapply with Plainfield Community Power. New Electric Assistance Program enrollments or renewals must still be done through the electric utility'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 Customers (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 Plainfield Community Power set its rates?

Plainfield 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 Plainfield. 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 Plainfield Community Power will not raise its rates?

Plainfield 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 Plainfield. The Plainfield Select Board, through the Coalition, is committed to providing Plainfield 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, Plainfield Community Power rates are set by local officials from Plainfield, 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 Plainfield Community Power service area?

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

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

Plainfield Community Power serves customers within the legal boundaries of the Town of Plainfield. If your address is within Town limits and you have not elected to opt out and remain with electric distribution utility generation service or choose to take service from a competitive electricity supplier, you will be automatically enrolled into Plainfield 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 your electric distribution utility one week before you will need service at your new address and schedule an appointment by visiting either:

- Eversource: <https://www.eversource.com/content/nh/residential/about/contact>
- Liberty Utilities: <https://libertyutilities.com/contact-us.html>
- NH Electric Cooperative: <https://www.nhec.com/contact-us/>

New customers who move into the Plainfield Community Power service area are automatically enrolled into Plainfield Community Power and will be mailed a notification with information about their options.

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

You get to decide! Any customer may opt out of Plainfield 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 Plainfield Community Power if I am not in Plainfield?

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

Why was I enrolled into Plainfield Community Power?

Historically, the electric distribution utility 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 the electric distribution utility called Community Power. You now have the power to choose who provides your energy, Plainfield Community Power, your electric distribution utility, or a competitive electricity supplier of your choosing.

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

The letter/postcard is a notification that your account is now eligible for Plainfield Community Power service and you can choose between Plainfield Community Power, your electric distribution utility or a competitive electricity supplier. We're now the default provider and all customers who elect to remain with Plainfield 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 Plainfield Community Power enrollment automatic and why do I have to opt out in order to stay with my utility?

New Hampshire's Community Power law enables Plainfield 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, Plainfield.CommunityPowerNH.gov and click the Opt Out button. Have your utility bill on hand because we will need your account information to process your request.

Can I return to Plainfield Community Power after I opt out?

Customers who opt out of Plainfield 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?

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