

Central Falls Community Electricity Aggregation

Frequently Asked Questions

- 1. What is Central Falls Community Electricity and why are we doing this?** Central Falls Community Electricity is our City's electricity supply program designed to provide residents and businesses competitive prices and options for renewable energy. This program was launched in May 2023 along with six other Rhode Island communities. When the program launched, eligible electricity customers received a Notification Letter which provided a 30-day consideration period. Following State law, any customer that did not affirmatively opt-out by the end of the consideration period was enrolled in the program.
- 2. Why did I recently receive a Notification Letter?** The Program periodically sends Notification Letters to new electricity customers in MUNI, to give them the chance to participate. The Notification Letter provides a 30-day consideration period, and any customer that does not affirmatively opt-out by the end of the consideration period will be enrolled in the program.
- 3. Do I have to participate?** No. Participation is voluntary. If you receive a Notification Letter, you will have until the date on their letter to opt out of the program without being enrolled. If you are enrolled in the Program, you may opt-out at any time, without penalty. To opt out, you can either call the supplier NextEra Energy Services Rhode Island, LLC at (877) 200-8620 or use the opt-out form at the program website: CentralFallsCommunityElectricity.com.
- 4. How can I tell if I'm enrolled?** Residents enrolled in the program will see their supplier listed as "City of Central Falls c/o NextEra" on the second page of their RI Energy bill. See a sample bill excerpt below or the full sample bill [here](#).

Account: [REDACTED] Page 2

kWh Delivered (to Customer)			
Meter Number	Reading Dates	Meter Reading	Kilowatt-Hours
[REDACTED]	May 1	06187	909
	Apr 1	05278	
Days Billed: 30		Avg. kWh/Day: 30	Total Delivered: 909 kWh
Date Range	Annual Total Usage	Avg Monthly Usage	
Jun 2023 - May 2024	13773 kWh	1148 kWh	

Next meter reading on or about: May 31, 2024 Billing Cycle: 4

Price will reflect the current pricing for the product you are in (all pricing available on the program website).

Billing Summary	
Previous Balance	\$815.66
Payment Received - Thank You!	-\$816.03
Balance as of May 3, 2024	\$0.00
	\$94.33
	\$135.18
Gross Earnings Tax	\$9.57
\$229.51 at 0.041667	
Excess Credit	-\$0.37
Total Other Charges/Adjustments	\$9.20
Amount Due By 5/29/24	\$238.71
Account Balance	\$238.71

Supply Details

NEXTERA ENERGY Supply Charges for Apr 1 - May 1
 Energy Charge 909 kWh at 0.XXXXXX 94.33
 Total NEXTERA ENERGY SERVICES RI LLC Supply **\$94.33**

For questions on these charges, please contact this supplier at:
 0-000-000-0000
NEXTERA ENERGY SERVICES RI LLC
 20455 SH 249
 Suite 200
 HOUSTON TX, 77070

Delivery Details	
Rate: A-16 Residential-Std Ofr	
Customer Charge	6.00
RE Growth Program Chg	4.02
LIHEAP Enhancement Chg	0.79
Distribution Energy Chg	909 kWh at 0.06118 55.61
Renewable Energy Dist Chg	909 kWh at 0.02233 20.30
Energy Efficiency Programs	909 kWh at 0.01169 10.63
Transmission Charge	909 kWh at 0.04161 37.83
Total Delivery Charges	\$135.18

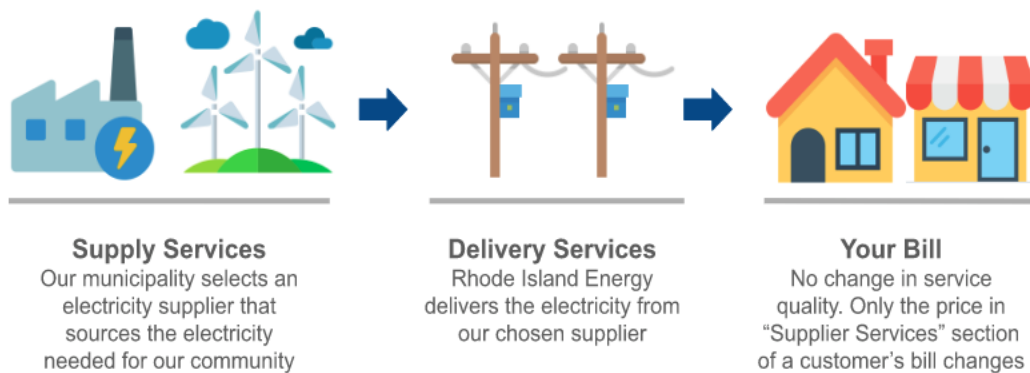
General Information

Save time and money! Sign up for paperless billing and receive a \$ 0.37 credit on your monthly bill. Enroll today at RIEnergy.com/PaperlessBill.

Will we be able to reach you during a power outage? During a power outage, phones with a direct link to a local phone line are able to operate. Phones that

- 5. How long are the prices set for?** The Program is currently structured to change prices every six months for residential and commercial customers, similar to RI Energy's Last Resort Service. Prices for Industrial customers change every three months. Roughly a month prior to any price change, there will be an announcement from the Program and City. You are able to opt-out of the program at any time.
- 6. Where can I see the current pricing?** The current pricing for all products will always be available on the Program website: CentralFallsCommunityElectricity.com. The chart on the homepage features residential pricing, pricing for commercial or industrial accounts you can find that on the [Products and Pricing page](#).
- 7. Will this program cost more or less than what I have now?** A goal of Central Falls Community Electricity is to provide a cost competitive supply products compared to RI Energy's Last Resort Service. While the residential price has been lower in every period so far, savings compared to the utility rate cannot be guaranteed in every pricing period going forward. Remember, if you are dissatisfied with Central Falls Community Electricity's performance, you may always opt out at any time, without penalty.

- 8. Why is this an automatic enrollment program?** State law that enables these programs allows for automatic enrollment, subject to a 30-day consideration period, in order to give municipalities enough buying power to negotiate favorable rates for the community.
- 9. What if I've already chosen my own non-utility electricity supplier?** Anyone that has proactively chosen their own electricity supplier will not receive a Notification Letter or be automatically enrolled in the program.
- 10. If I wasn't automatically enrolled, can I still join?** Yes. You can opt-in to the program by calling the supplier at (877) 200-8620 or using the program website, CentralFallsCommunityElectricity.com. Please note, if you already have a non-utility supplier, that supplier may assess a cancellation fee if you choose to switch to the City's program prior to that contract running its course.
- 11. What changes if someone participates in Central Falls Community Electricity?**



There are two parts to a Rhode Island Energy electricity bill – (1) Supply Services and (2) Delivery Services. Enrolling in Central Falls Community Electricity only change the Supply Services part. Rhode Island Energy will continue to provide all Delivery Services, which includes responding to power outages and billing services.

- 12. Will I get another bill?** No, there will still only be one electricity bill per month, sent by Rhode Island Energy.
- 13. What about Low-Income discounts or budget billing?** Customers in the Low-Income Rate Class (A60) or those on budget billing will continue to receive their existing benefits. Customers enrolled in an Arrearage Management Plan ("AMP") Program must finish their AMP to participate in the program.
- 14. What about solar and net metering?** Customers that receive solar electricity benefits from net metering credits and/or Renewable Energy Growth program payments will continue to receive those benefits.
- 15. What are the roles of Good Energy and NextEra in this program?** Good Energy is the City's consultant. They have been retained to coordinate the work of the different municipalities engaged in the same program and to implement the program on behalf of the City. NextEra (specifically, NextEra Energy Services RI, LLC) is the supplier with whom the City has a contract to supply the electricity needed for the program.