



MASSACHUSETTS POWER INFORMATION DISCLOSURE LABEL Q4 '19 – GRAFTON ENERGY CHOICE

GENERATION PRICE

Price per kWh at all levels of use. Prices do not include regulated charges for customer service and delivery.

The price you pay for generation is set forth in the town aggregation agreement of Grafton and Direct Energy Services, LLC. If you have any further questions about what you pay for electricity per kWh, please contact the Direct Energy Services, LLC customer service number below. The generation price will not vary based on the amount of electricity the customer uses.

CUSTOMER SUPPORT CONTRACT

Contact the Town's consultants at 1-844-241-8597.

Program Generation Price	Energy Choice Standard	Energy Choice Green - Optional	Period
Standard/Optional Rate Customers	10.91 ¢/kWh	11.31 ¢/kWh	10/2019 – 10/2021

Direct Energy Services, LLC (Town's electric supplier)
 Toll-Free: 1-866-968-8065
 Address: 12 Greenway Plaza, Ste. 250
 Houston, TX 77046
www.directenergy.com
csdirectenergy@directenergy.com

For energy emergencies or general inquiries, please contact National Grid at (800) 233-5325. For general inquiries, please contact National Grid at (800) 732-3400.

You can also write to National Grid – Customer Correspondence, PO Box 1040 Northborough, MA, 02090 or visit www.eversource.com.

Demand for electricity supplied by Direct Energy Services, LLC ("DES") was met by the generating resources or fuel types noted below.

Power Attribute Content – Direct Energy Services, LLC	
Energy Choice Standard	
Source	Percentage
Renewable Energy (MA Class I RECs) to meet MA minimum requirements	14.00
RECs to meet other MA requirements	10.94
Regional Residual Mix	75.06
Total	100.00
Energy Choice Green - Optional*	
Source	Percentage
MA Class I Renewable Energy Credits from newer renewable generating facilities in New England (MA Class I RECs), added voluntarily	20.00
Required MA Class I RECs mandated by Commonwealth of Massachusetts	14.00
National Wind RECs**	66.00
Total	100.00

Regional Residual Mix by Fuel - 2018	
Fuel	Fuel%
System Mix	20.71
Biogas	0.00
Biomass	0.11
Coal	8.65
Diesel	0.92
Digester Gas	0.00
Efficient Resource (Maine)	0.00
Fuel Cell	0.00
Hydroelectric/Hydropower	1.05
Jet	0.02
Landfill Gas	0.00
Municipal Solid Waste	0.12
Natural Gas	34.63
Nuclear	26.56
Oil	6.65
Solar Photovoltaic	0.18
Trash-to-Energy	0.34
Wind	0.01
Wood	0.04
Total	100

**Wind generating facilities outside of New England

* Direct Energy purchases additional RECs for this product to comply with the Massachusetts RPS Class II and APS requirements.

NOTES: 1. You may also call DES at 1-866-968-8065 or the Massachusetts Division of Energy Resources at 1-617-626-7300



AIR EMISSIONS

Emissions for each of the following pollutants are based on Regional Residual Mix data by the New England Power Pool (NEPOOL) and ISO New England for the most current data reporting period.

Emission Type	Lbs. per MWh
Nitrogen Oxides (NO _x)	1.71
Sulfur Dioxide (SO ₂)	3.72
Carbon Dioxide (CO ₂)	882.54

LABOR INFORMATION**REGIONAL AVERAGE GENERATION RESOURCE LABOR CHARACTERISTICS**

January 1, through December 31, 2016, Provided by ISO New England Inc.

Generating Workforce	Output (MWh)	%
Collective Bargaining	36,593,812	32%
Non-Collective Bargaining	76,609,202	68%
Total	113,203,014	100%

GENERATION PRICE CONTRACT

Generation prices do not include regulated charges for customer service and delivery. Those charges are billed by your local distribution company.

POWER SOURCES

The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. Regional Residual Mix represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas and ocean thermal.

EMISSIONS

- Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.
- Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog) and may cause respiratory illness in children with frequent high-level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters, which is destructive to fish and other animal life.
- Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

LABOR DATA

The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management and protected by union contracts.