Direct Energy Services, LLC ~ Toll-Free Phone: 1-866-968-8065 ~ 910 Louisiana Street, Houston, TX 77002
www.directenergy.com ~ csdirectenergy@directenergy.com

MASSACHUSETTS POWER INFORMATION DISCLOSURE LABEL Q1 '23 – GREEN WORCESTER ELECTRICITY MUNICIPAL AGGREGATION PROGRAM

GENERATION PRICE

Average price per kWh at different 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 Worcester 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 1-833-926-1207.

Program Generation Price	Worcester Standard Green	Worcester 100% Green Optional	Period
Worcester Standard Green/Worcester 100% Green Optional Rate Customers	25.632 ¢/kWh	27.491 ¢/kWh	12/2022 – 7/2023
Worcester Standard Green/Worcester 100% Green Optional Rate Customers	16.912 ¢/kWh	18.763 ¢/kWh	8/2023 – 12/2023

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Houston, TX 77046
www.directenergy.com /
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(Town's electric supplier)

For energy emergencies, 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 960, Northborough, MA 01532 or visit www.nationalgridus.com

Power Attribute Content – Direct Energy Services, LLC	
Standard Green	
Source	Percentage
Renewable energy (MA Class I RECs) to meet MA RPS requirements	22.00
RECs to meet other MA requirements	37.00
Additional renewable energy from renewable energy projects in New England (MA Class I RECs), added voluntarily	30.00
Regional Residual Mix	11.00
Total	100.00
100% Green Optional*	
Source	Percentage
Renewable energy (MA Class I RECs) to meet MA RPS requirements	22.00
Additional renewable energy from renewable energy projects in New England (MA Class I RECs), added voluntarily	78.00
Total	100.00

Regional Residual Mix by Fuel – 2021	
System Power	Fuel%
System Mix	22.81
Biogas	0.00
Biomass	0.00
Coal	1.01
Diesel	1.71
Digester Gas	0.00
Efficient Resource (Maine)	0.00
Fuel Cell	0.00
Hydroelectric/Hydropower	0.00
Jet	0.02
Landfill Gas	0.00
Municipal Solid Waste	0.00
Natural Gas	67.07
Nuclear	0.00
Oil	7.39
Solar Photovoltaic	0.00
Trash-to-Energy	0.00
Wind	0.00
Wood	0.00
Total	100

* Direct Energy purchases additional RECs for this product to comply with the Massachusetts RPS Class II and APS requirements. DES will purchase renewable electricity from New England-based renewable energy projects.

Direct Energy Services, LLC meets the Commonwealth of Massachusetts' renewable portfolio standards and clean energy compliance requirements with retirement of Class I RECs.

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

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AIR EMISSIONS
Emissions for each of the following pollutants are based on System 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)	**0.54**
Sulfur Dioxide (SO_2)	**0.40**
Carbon Dioxide (CO_2)	**621.46**

LABOR INFORMATION

REGIONAL AVERAGE GENERATION RESOURCE LABOR CHARACTERISTICS

January 1, through December 31, 2019, Provided by ISO New England Inc.

Generating Workforce	Output (MWH)	%
Collective Bargaining	26,903,347	23%
Non-Collective Bargaining	91,885,653	77%
Total	119,789,000	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. System Power 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

Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Arrows represent, for each pollutant, the emission rate from a hypothetical new generation facility.

- Carbon Dioxide (CO_2) 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 (SO_2) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO_2 include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO_2 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. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether a generator or supplier during a strike by or lockout of its employees has replaced them with other workers.