



UNDERSTANDING YOUR ELECTRIC BILL: A GUIDE FOR WORCESTER RESIDENTS

Did you know there are multiple rates on your electric bill? This guide explains what each charge means, what Worcester's municipal electricity program offers, and what to watch out for.

UNDERSTANDING YOUR ELECTRIC BILL: SUPPLY VS. DELIVERY

Your electric bill has two parts. **Delivery** covers the cost of maintaining the wires, poles, meters, and equipment. Everyone in Worcester pays the same delivery charges because National Grid handles this for the whole city. **Supply** is the electricity itself, which can come from the City's aggregation program, National Grid's Basic Service, or another supplier you choose. These two charges appear separately on your bill so you can see what you're paying for each.

Supply Services

SUPPLIER GREEN WORC ELECTRICITY AGGREGATION PROG
P. O. BOX 180
TULSA, OK 74101

PHONE 1-866-968-8065 ACCOUNT NO 00000-00000

Electricity Supply	0.15320	x 155 kWh	23.75
Total Supply Services			\$23.75



Delivery Services

Service Period	No. of days	Current Reading	-	Previous Reading	=	Total Usage
May 5 - Jun 7	33	54853 <i>Actual</i>		54698 <i>Actual</i>		155 kWh

METER NUMBER NEXT SCHEDULED READ DATE ON OR ABOUT Jul 8

RATE Residential Regular R-1

If Income Eligible = Rate R-2
for Discounted Rate

Learn more and get help from Worcester's no-cost Smart Energy Advice program by calling 508-456-5752 or emailing energyadvice@worcesterma.gov.

ELECTRIC SUPPLIER CHOICES IN WORCESTER

1. **Green Worcester ElectriCITY** - The City's Program (default for most residents). Most Worcester residents are automatically enrolled in this municipal aggregation program. It offers three plan options, all with fixed prices for the contract term and renewable energy above the state minimum. Because National Grid's future rates are unknown, savings can't be guaranteed - but fixed pricing means no surprise increases mid-contract.
greenworcesterelectricity.com
2. **National Grid Basic Service** - The utility's standard option. Rates change periodically and are publicly posted. nationalgridus.com/MA-Home/Rates/Service-Rates
3. **Competitive (Third-Party) Suppliers** - Private companies that sell electricity for profit. See the section below before considering this option.

Compare all electricity supplier options: energyswitchma.gov

UNDERSTANDING COMPETITIVES SUPPLIERS

The MA Attorney General's Office has consistently found that residents, especially low-income households, pay higher rates through competitive suppliers than through the utility or municipal programs. While some customers are satisfied with their supplier, it's important to go in informed.

Watch out for:

- Rates that rise after an introductory period, often without clear notice
- Auto-renewing contracts and high cancellation fees
- Door-to-door or phone salespeople claiming to represent National Grid or the City - neither will ever contact you this way
- Pressure to share your National Grid account number - only do this when you're ready and willing to switch

REVIEWING YOUR COMPETITIVE SUPPLY CONTRACT

If you're currently with a competitive supplier and want to review your options or leave your contract, here's what to do:

1. Check your contract for cancellation terms
2. If you were misled, call the company and ask to waive any cancellation fees
3. Report deceptive practices to the MA Consumer Hotline: **617-727-8400**
4. Contact the Smart Energy Advice program for assistance by calling 508-456-5752 or emailing energyadvice@worcesterma.gov

Compare all options: energyswitchma.gov

More on competitive supply: mass.gov/competitive-electric-supply

Smart Energy Advice information & resources: worcesterma.gov/energyadvice