



# Town of Plaistow Community Power

## Important information for customers

10-8-2025

The Town of Plaistow is pleased to be launching our electricity supply program, Plaistow Community Power, with electricity supplier Direct Energy Services, LLC (“Direct Energy”). Plaistow Community Power is a town-operated group purchasing program that pools the electric use of residents and businesses in order to provide competitively priced options. The Plaistow Community Power Plan was approved by Plaistow Select Board in October 2023, by Plaistow voters at Town Meeting 2024, and by the NH PUC as required under NH RSA 53(E). Please read on to learn about the program and your options for participation. **You can also learn more at a community meeting on Wednesday, October 29<sup>th</sup> at 6:30 pm on the 2<sup>nd</sup> floor of the Town Hall, in the Great Hall, 145 Main St. Plaistow, NH 03865.**

**Your electricity account is eligible for automatic enrollment in the program and is scheduled for enrollment in the Plaistow Community Power Default rate starting on your meter read date in December 2025. No action is required to receive this option.<sup>1</sup>**

**If you choose not to participate in the program you must take action to opt out.** To opt out before the program starts, return the enclosed self-addressed opt-out card to the supplier, opt out on the program website, or call the supplier before **11-25-2025**. If you miss the opt out deadline, or choose to participate in the program and then choose to opt out, you can leave the program at any time without penalty and return to the utility default service effective on your next available meter read date.

If you participate in Plaistow Community Power, it will change the source and cost of your electricity supply. It will not affect the cost or quality of service for the delivery of electricity from the utility, Unitil.

**By receiving this letter, you will be enrolled in the Plaistow Default option as of your December 2025 meter read unless you elect to opt out or select one of the optional program rates listed below.**

Plaistow Community Power Electricity Rate Options				Unitil (if you opt out)	
	Default (automatic)	Plus 10% Local Green	100% Renewable	Residential	Small commercial
Rate	\$0.11400	\$0.11790	\$0.14340	\$0.11777	\$0.11050
Renewable Energy	25.2%	35.2%	100%	25.2%	25.2%
Term	24 months (December 2025 to December 2027)			6 months thru Jan 31, 2026	

Plaistow Community Power cannot guarantee savings for the entire contract term because utility default service rates are not known for the entire contract term.

<sup>1</sup> If you are currently receiving electricity supply from a competitive supplier and believe you have received this opt-out letter in error, you must notify the program supplier promptly, **Direct Energy Services at (866) 968-8065**. This will ensure you continue to receive your electricity from that competitive supplier and prevent any possible early termination fees.

## HOW THE PROGRAM WORKS

- If you participate in Plaistow Community Power, the impact on your electricity bill from Unitil will be:
  - The Supplier portion of the bill will change to reflect your participation in Plaistow's program.
  - Unitil will continue to provide all delivery services, including responding to power outages, and Unitil will continue to send you the electricity bill.
  - Customers that receive a discount on their electricity bill through the Electric Assistance Program (EAP) will continue to receive their benefits.
  - Budget billing customers will continue to receive budget billing for the Delivery Services portion of the bill.
- **Pricing:** Program prices apply to service beginning and ending on the days of the month that your meter is read. Any applicable taxes will be added by Unitil to your bill. The town will announce price changes at least 30 days before any such price change takes effect. Product details will be available on the program's website, see below for program website and contact information.
- **Renewable Energy:** All program options include renewable energy to meet the State of New Hampshire's Renewable Portfolio Standard (RPS). Optional Plaistow products add voluntary renewable energy to total 35.2% and 100% renewable energy, respectively. All voluntary renewable energy comes from sources that qualify as NH Class I, the State's designation for new renewable energy located in or imported into New England.
- **Group net metering hosts and customers with solar panels that receive monetary credit for supply** on their electric bill should not participate in the program to avoid losing the supply portion of their credit. All net metering customers should make an informed decision regarding participation in the program before enrolling. For more information, see the net metering FAQ on the program website.

## NEXT STEPS

No action is necessary to receive the 'Plaistow Default' electricity option.

To choose an optional program product call the program supplier, **Direct Energy Services at (866) 968-8065**, or submit a request on the program website <https://plaistowcommunitypower.com/>.<sup>2</sup> Have your electricity bill handy for fastest service.

To Opt-Out and remain with Unitil utility default service for your electricity supply you must take one of the following actions on or before **11-25-2025**.

Complete and mail the enclosed opt-out card      *or*      **Call the program supplier, Direct Energy Services at (866) 968-8065**      *or*      Submit the opt-out form at <https://plaistowcommunitypower.com/>

If enrolled in the program, at any time in the future you may still opt-out of the program, without penalty, or switch to another program option by calling the supplier, **Direct Energy Services at (866) 968-8065** or completing the opt-out form at <https://plaistowcommunitypower.com/>. Customers that opt out of the program and then choose to rejoin and opt back in to the program may be offered a different (market) rate at that time.

## QUESTIONS & SUPPORT

For information or customer support about Plaistow Community Power, please visit <https://plaistowcommunitypower.com/> or call the program supplier **Direct Energy Services at (866) 968-8065**.

If you have questions about the delivery services portion of your bill or about utility default service supply, contact the utility Unitil at (888) 301-7700 or by visiting <https://unitil.com/>.

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<sup>2</sup> <https://plaistowcommunitypower.com/> is currently hosted by the Town's CP consultant ECM Power LLC at <https://ecmpower.com/communities/Plaistow>.