MA Electric Aggregation – FAQ’s for Company Website

**Q. I never met with or received a call from a Supplier, but see that I am enrolled with one. How did that happen?**

A. You may be enrolled with a competitive supplier as a result of the implementation of an electric municipal aggregation in your city or town.

**Q. What is a municipal aggregation?**

A. Massachusetts law allows communities to implement municipal aggregations. After receiving specific and required state approvals, a community can negotiate with a Supplier to provide electric supply for eligible customers in the city or town. If your municipality participates in an aggregation, you should have been sent educational information and an opt-out card for you to mail in if you chose not to participate in your municipality’s aggregation.

**Q. Who is eligible for automatic enrollment in a municipal aggregation?**

A. Massachusetts customers are eligible for automatic enrollment in a municipal aggregation if they receive basic service for their electric supply and do not participate in National Grid’s GreenUp program.

**Q. Can I get out of the municipal aggregation?**

A. Yes. There is no fee to exit the aggregation. You may call National Grid at **1-800-322-3223** and request to be dropped from the aggregation and be brought back to the utility’s basic service for your electric supply. You can also contact the Supplier and request to be dropped from the municipal aggregation.