

**Town of Norfolk**  
**D.P.U. 24-79**  
**2024 Annual Report**

In accordance with D.P.U. 23-67-A Municipal Aggregation Guidelines Section VI, dated July 9, 2024,  
Please find the following attachments:

Public Access	(Attachment III.C )	
Organizational Structure	(Attachment IV.A )	
Equitable Treatment of Customer Classes	(Attachment IV.B.1.c )	
Procurement of Supply	(Attachment IV.B.2 )	
Representative Opt-Out Notification	(Attachment IV.B.6.a )	N/A for 2024
Representative Notification of Product Change	(Attachment IV.B.6.b )	N/A for 2024
Annual Product Information	(Attachment IV.B.7.b.i )	N/A for 2024
Annual Product Rate Component Information	(Attachment IV.B.7.b.ii )	N/A for 2024
Annual Renewable Energy Content Information	(Attachment IV.B.7.b.iii )	N/A for 2024

Submitted separately in a single file containing all Colonial Power Group clients via DOER/SharePoint portal:

Annual Report (Excel file)	(Attachment VI)	N/A for 2024
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PUBLIC ACCESS TO PLAN/ONGOING PROGRAM INFORMATION	
Description	Location
Municipal website	<a href="https://norfolk.ma.us/">https://norfolk.ma.us/</a>
Program website	<a href="https://colonialpowergroup.com/norfolk/">https://colonialpowergroup.com/norfolk/</a>
Communication vehicles/ Outreach activities	Activities posted on municipal website
Social media accounts	<a href="https://www.facebook.com/NorfolkMA">https://www.facebook.com/NorfolkMA</a>
Municipal cable access TV	<a href="https://www.youtube.com/user/NorfolkCable">https://www.youtube.com/user/NorfolkCable</a>
Announcement to local/regional media	<a href="https://www.norfolkwrenthamnews.com/">https://www.norfolkwrenthamnews.com/</a>
Physical posting in municipal buildings	Town hall, clerk's office, library, senior center, etc
Municipal departments, boards and committees	<a href="https://norfolk.ma.us/government/boards__committees/select_board/index.php">https://norfolk.ma.us/government/boards__committees/select_board/index.php</a>
Community organizations	As appropriate

If a link leads to a "page not found" error, please copy and paste the URL into the address bar of your web browser.

ORGANIZATIONAL STRUCTURE			
	Performing Entity		
Core Functions	Town	Consultant	Supplier
Liaisons/Representatives/Agents			
Municipal Representative/Agent before Department	<a href="https://norfolk.ma.us/departments/administrator/index.php">https://norfolk.ma.us/departments/administrator/index.php</a>		
Liaison with DOER		X	
Liaison with Electric Distribution Companies		X	
Plan Elements			
Procurement of Supply	X	X	
Product Determination	X		
Other Funding/Costs	X		
Customer Enrollment			X
Customer Notifications/Outreach/ Education	X	X	
Ongoing Program Information	X	X	
Program Termination	X		
Annual Reports		X	
Customer Service	<a href="https://norfolk.ma.us/departments/administrator/index.php">https://norfolk.ma.us/departments/administrator/index.php</a>	Colonial Power 866-485-5858 ext. 1 <a href="https://colonialpowergroup.com/contact/">https://colonialpowergroup.com/contact/</a>	Direct Energy 866-968-8065 <a href="https://www.directenergy.com/en/private/residential/energy/aggregations">https://www.directenergy.com/en/private/residential/energy/aggregations</a>
Other (description )			

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EQUITABLE TREATMENT OF CUSTOMER CLASSES					
Plan Element					
Procurement	Product Rate	Other	Customer	Customer	Ongoing
of Supply	Setting/Renewable	Funding	Enrollment	Notification	Program
	Energy Content	Sources/Costs			Information
(§ IV.B.2)	(§ IV.B.3)	(§ IV.B.4)	(§ IV.B.5)	(§ IV.B.6)	(§ IV.B.7)
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Table IV.B.1.c identifies the Plan elements for which the treatment between customer classes (or subclasses) may vary in order to ensure equitable treatment. The municipality anticipates that varied treatment that reflects the disparate characteristics of each customer class will be reasonable and appropriate.

Customer classes and subclasses differ in many respects such as electrical load, electricity consumption patterns or load factors, interest in and the ability to support enhanced renewable energy or opportunities described in the DOER Best Practices or factors associated with Environmental Justice Populations such as English proficiency. These distinctions are expected to affect all aspects of Program operation. For example, effective and responsive procurement, product determination, enrollment, notification and ongoing customer education efforts will vary between residential and larger commercial or industrial customers due to differences between customers in these classes and their consumption patterns. These factors will necessarily affect the Program’s best practices for all of the elements identified in Table IV.B.1.c. Examples of appropriate, varying treatment for each element are also described below.

**Procurement of Supply** – While supply procurement actions and the expected timeline for each action are typically the same across all customer classes, alternative approaches may be employed for some classes or subclasses, for example in the context of procuring local renewable energy sources consistent with DOER Best Practices.

**Product Information** – Product information may vary by customer class or subclass. Certain customer subclasses differ in material respects in electrical load, electricity consumption patterns, and load factors. The Program therefore may offer such subclasses different rates to mitigate negative outcomes for other customer classes. For example, large industrial Electric Customers who (i) are new Auto-Enroll Customers, (ii) have previously opted out of the Program, or (iii) are being served by a Competitive Supplier may request to join the Program. Given the high monthly usage of such customers, enrollment may be at the then-current market price.

**Other Funding Sources/Other Costs to Participants** – Product funding or costs may vary by customer class or subclass.

**Customer Enrollment** –Customer enrollment may vary by customer class or subclass, including for example with respect to large industrial customers. On a periodic basis, the municipality will (1) automatically enroll new Auto-Enroll Customers, with the exception of new large industrial Auto-Enroll Customers, subject to the opt-out provisions for initial enrollments described above; and (2) provide Non-Auto-Enroll Customers with the opportunity to join the Program on an opt-in basis. Large industrial Electric Customers who (i) are new Auto-Enroll Customers, (ii) have previously opted out of the Program, or (iii) are being served under competitive supply may request to join the Program at the then-current market price.

**Customer Notifications** – Opt-Out notices and procedures, notifications of product change, and customer notification and educational materials and procedures may vary by customer class or subclass.

**Ongoing Program Information** – Access to ongoing Program information will sometimes be differentiated, for example to better accommodate Electric Customers who require specialized translation or assistive technology to aide their access to and understanding of information.

PROCUREMENT OF SUPPLY	
Procurement Steps	Timeline
Issue RFQs/RFPs	11/19/24
Evaluate/Select Bids	12/23/24
Negotiate/Execute Contracts	12/23/24
Other (description)	-