

Merrimack County Community Power

Information for Interested Municipalities – 4/30/24

Key Points of Contact

- Jessica Reindeau, Community Relations Coordinator, Merrimack Co., jriendeau@merrimackcounty.net
- Ross Cunningham, Administrator, Merrimack Co.
- Andrew Hatch, Outreach Coordinator, CPCNH, Andrew.Hatch@CommunityPowerNH.gov

Key Dates and Milestones

Merrimack County Board of Commissioners has yet to authorize the launch of Merrimack County Community Power. Should the Board of Commissioners authorize the program in May/June 2024, Merrimack County Community Power will be on schedule to launch service and enroll customers in October 2024.

The following key dates and milestones assume a May/June Board of Commissioners authorization and an October launch. Subsequent launch windows will be available starting in 2025.

Milestones	Date	Day
Merrimack Co. Board of Commissioners adopts Cost Sharing Agreement and Member Services Contract and authorizes launch	May/June	
Public Utilities Commission deadline to approve Program	May 21	Tue
CPCNH & utility rates known for period Aug 1, 2024 – Jan 31, 2024	June 27	Thu
Deadline for municipalities to join and participate in October launch	June 28	Fri
CPCNH Risk Management Meeting (option to delay launch)	Aug 12	Mon
Maildrop. Webpage and Contact Center “Go-Live”	Aug 26	Mon
Window for public info sessions	Sept 2 - 10	
Launch! Enrollment commences	Oct 1	Tue

Note: Certain dates may be subject to change.

How Customers Can Join – Opt-in Service

Upon the launch of Merrimack Co. Community Power, any electric customer within the County may elect to enroll in the program by calling 1-866-603-POWR (7697) or by visiting www.CommunityPowerNH.gov/merrimack-co.

How Municipalities Can Join – Default Service (Opt-out)

Any municipality within the county may, by majority vote of their governing body pursuant to RSA 53-E:6, request to join Merrimack County Community Power by adopting and submitting the resolution provided below to the County Commissioners:

Resolved, that we hereby commit the [Town/City] of _____ to join Merrimack County Community Power to provide default supply service on an opt-out basis to retail electricity customers within the [Town/City]'s boundaries, pursuant to RSA 53-E:6(I), understanding that the [Town/City] may appoint a representative and alternate to the Merrimack County Community Power Council to support joint oversight of the program.

In joining the program, a municipality elects Merrimack Co. Community Power as the default electricity provider for their residents and businesses on an opt-out basis.

Municipalities that elect to join prior to July 2024 will be eligible to participate in the October launch and enrollment of customers.

Merrimack County Community Power Council

Merrimack County's Electric Aggregation Plan provides for the establishment of a Community Power Council for the purpose of creating a transparent, participatory, and flexible decision-making structure for the mutual advantage of participating municipalities.

Cities and towns that join the program may appoint a representative to the Council. Duties of the Community Power Council include:

- Nominating representatives to CPCNH
- Keeping participating municipalities informed about the program
- Supporting communities looking to join the program
- Approving withdrawal of municipalities from the program
- Evaluating cost effective and innovative solutions to local energy needs

Public Engagement and Printed Materials

CPCNH supports community outreach prior to and throughout the customer notification and launch process. CPCNH provides the following printed materials:

Material	Dimensions / Format	Quantity
Logo design and files	Jpg, png, pdf, ai, esp; circular & horizontal	n/a
Banner	30" x 72"	1-2
Poster	24" x 36"	2-6
Yard Signs	18" x 24"	4-8
Handouts	8" x 5.5"	250-500

Enrollment Letters & Public Information Sessions

On behalf of Merrimack Co. Community Power, at least 30 days prior to enrollment of customers CPCNH will mail written notification to each retail electric customer within municipalities that have elected to participate in the program (RSA 53-E:7 – III). Monday August 26 is the target date to mail enrollment letters for the October launch. See the attached example of an enrollment letter.

Within 15 days after the mailing, Merrimack Co. will hold at least one public information meeting to answer questions on the program (RSA 53-E:7 – IV). CPCNH provides customized presentation slides and is available to attend one or more such meetings. CPCNH advises that the public information session be scheduled between 9/2/24 and 9/10/24. August 12 is the deadline for confirming date/time/location of sessions for such information to be included in enrollment letters.

.gov Webpage & Contact Center

CPCNH will work with the team to customize Merrimack Co. Community Power's webpage, which is a customer-facing site containing comprehensive customer service information and a portal customers may use to opt-in/out/up:

www.CommunityPowerNH.gov/merrimack-co

CPCNH's customer contact center is open Monday through Friday, 8am – 5pm eastern time, excluding holidays. All customer inquiries should be directed to:

1-866-603-POWR (7697) | info@CommunityPowerNH.gov

For the October launch, the contact center and webpage have a target "go-live" date of Monday August 26, the date scheduled to mail enrollment letters. Merrimack County may submit talking points to CPCNH to provide to the contact center.