



## WESTCHESTER POWER FREQUENTLY ASKED QUESTIONS

**Q: Do I need to do anything at this time?**

**A:** Most residents will not need to do anything at this time. This includes the following:

- You are currently in the Westchester Power program and want to continue your current supply option (100% renewable or standard) as are the vast majority of New Castle residents (over 4,500 as of year-end 2019)
- You previously opted out of the Westchester Power program and want to remain opted out, since you are with another energy supply company (ESCO) or Con Edison

You will want to return the Westchester Power postcard (or contact Westchester Power) if:

- You are currently in the Westchester Power program and want to switch your supply option (standard supply to 100% renewable or vice versa)
- You are currently in the Westchester Power program and want to opt out
- You previously opted out of the Westchester program (or newly moved into New Castle, and haven't previously been opted into the program) and would like to opt in

**Q: How do I know if I'm currently enrolled in the Westchester Power program?**

**A:** If you are enrolled in the Westchester Power program, your Con Edison bill will list Constellation NewEnergy, Inc. as your electricity supplier. You may also contact Westchester Power (contact information below) to confirm your enrollment status. You are likely enrolled unless you are either a) a resident or small business that moved into New Castle after May 2016 (and didn't already enroll in the program previously) or you explicitly opted out of the program previously.

**Q: What is Westchester Power?**

**A:** Westchester Power is a community energy program (Community Choice Aggregation), which is a countywide energy procurement model that enables local municipalities to pool (or aggregate) their electricity load in order to purchase power in bulk on behalf of their residents, businesses, and municipal accounts at a lower rate than they could have otherwise received. It is a program of Sustainable Westchester, a Westchester based not-for-profit organization, which began in 2016 and currently has 27 participating municipalities with around 115,000 customers.

**Q: What is Sustainable Westchester?**

**A:** Sustainable Westchester is a non-profit consortium of Westchester County local governments and their representatives founded to generate responsible growth through sustainable initiatives. It is headquartered in Mount Kisco. Sustainable Westchester is the manager, coordinator, and administrator of the Westchester Power program.

**Q: Who will be the supplier of my electric power? What is Constellation NewEnergy, Inc.?**

**A:** Sustainable Westchester sent requests for bids to energy suppliers and chose the provider who offered the best rates and met other important criteria, such as financial strength. The chosen supplier is Constellation NewEnergy, Inc. Like other ESCOs they sell electricity supply that gets distributed to end-customers by utilities like Con Edison.

**Q: What are the benefits of the Westchester Power program to me?**

**A:**

- **PRICE STABILITY:** Westchester Power’s electricity supply price is fixed and will not fluctuate on a monthly basis, providing rate protection and insurance compared to supply charges from Con Edison, that fluctuate on a monthly basis. Savings between fixed price and variable options can only be reasonably assessed over the term of the contract, not on a short-term basis. Customers participating in the Westchester Power program saved money over Con Edison supply rates over the first three years of the program, but not over the last 18 months. While electricity traders expect variable power prices to increase significantly over the next several months, the new Westchester Power price will remain fixed for the next eighteen months.
- **CLEAN ENERGY:** What’s really exciting is the New Castle default option for electricity is based on 100% renewables provided by local New York based hydroelectric power, so it makes the world a better place while sending a signal to the market that we prefer renewable energy and not fossil fuel or nuclear based energy. Con Edison’s supplies are primarily fossil fuel based. As of December 2019, over 4,500 customers in New Castle were participating in the program, almost 99% of whom were using renewable electricity, helping to decrease New Castle’s carbon footprint by 16,700 tons per year.
- **COST SAVINGS:** The prices negotiated by Westchester Power are lower than any fixed rate offerings currently available to individual customers from other ESCOs, and 7% lower than the program’s current fixed rate for green supply for residents (11% lower for small businesses). See table below for a comparison.
- **SIMPLICITY:** Most residents and small businesses can enjoy the benefits of the program without doing anything. In the absence of Westchester Power, you would have had to navigate the confusing (and sometimes risky) world of ESCOs to fix your supply pricing or secure renewable electricity.
- **CHOICE:** You also have two other choices:
  - You may opt for a slightly lower cost standard supply option that is powered by fossil fuels and nuclear energy
  - You may opt out of the program at any time, with no termination fee or penalty.

Cents/kWh	100% Renewable (Green) Supply			Standard (Brown) Supply		
	Westchester Power 2021/2022	Westchester Power 2019/2020	Lowest Comparable ESCO 2021	Westchester Power 2021/2022	Westchester Power 2019/2020	ConEd (Last 12-month avg.)
Residential	7.405	7.959	7.800	6.749	6.030	5.600*
Commercial	7.100	7.959	N/A	6.445	6.030	5.290*

\* Con Ed’s variable rate may increase at any time over the next 18 months (as is anticipated by electricity traders)

**Q: Why is the Westchester Power fixed rate lower than what I can get as an individual?**

**A:** When Constellation NewEnergy, Inc. replied to the bid to supply about 115,000 residences and small businesses with electricity, their general and administrative costs (such as their customer acquisition cost) are lower per customer because of the large number of participants, so they are able to pass those savings on to us.

**Q: Who will distribute the electricity and service customers?**

**A:** Con Edison is still responsible for distribution of electricity and billing. They will continue to deliver power, maintain the power lines, and respond to service outages. They are required by law to provide the same customer service to all residents regardless of enrollment in the Westchester Power

program. You will receive only one bill from Con Ed, and on it, you will see separate lines for the electric supply (via Constellation NewEnergy) and electricity delivery (via Con Ed).

**Q: How will this rate impact my bill?**

**A:** The bill you receive from Con Edison shows two electricity charges: 1) supply charges, and 2) Con Ed electricity charges (see example to the right). Westchester Power ONLY impacts the supply charges. The Con Ed charges are the cost of delivering the electricity to you on Con Ed’s electric lines. Note that both supply and Con Ed electricity charges and their relative proportion on your bill may be different from the example shown depending on how much electricity you use. Given the improved cost under the new Constellation NewEnergy contract, residents and small businesses should see a modest reduction in their costs starting January 2021.



Your account number:  
Service delivered to:  
Your electric rate: EL1 Residential or Religious  
Your gas rate: GS3 Residential or Religious Heating  
Next billing date: Tuesday, December 8, 2020

**Your billing summary as of Nov 5, 2020**

Your previous charges and payments	
Total charges from your last bill	\$237.43
Payments through Nov 3, thank you	-\$237.43
<b>Remaining balance</b>	<b>None</b>
Your new charges - details start on page 2	
Billing period: Oct 06, 2020 to Nov 04, 2020	
- Esco electricity supply charges - for 29 days	\$44.52
Con Edison electricity charges	\$90.10
Gas charges - for 29 days	\$163.86
<b>Total new charges</b>	<b>\$298.48</b>
<b>Total amount due</b>	<b>\$298.48</b>
Direct Payment Plan - The amount of \$298.48 will be automatically deducted from your bank on Nov 18, 2020.	

**Q: Is Westchester Power an ESCO?**

**A:** No, Westchester Power is not a commercial endeavor. It’s administrator, Sustainable Westchester is a not-for-profit organization. They will never cold-call you and solicit your account information or payment over the phone. These are not low “teaser rates” that get increased without your knowledge, and you will never be asked to sign a contract. Information that is mailed to you by Westchester Power will also include New Castle’s municipal seal, so you can be assured it is authentic.

**Q: I’ve heard bad stories about people using ESCO’s. How do I know Constellation NewEnergy won’t be one of them?**

**A:** As with many industries, there are good companies and some that take advantage of unsuspecting customers. In this case, Constellation NewEnergy was picked after an extensive bidding process. The contract has been reviewed by 27 municipalities and several law firms. Also, Westchester Power has reserved the right for any resident or business to opt-out at *any time* with no fee or penalty. Finally, Sustainable Westchester, the administrator of the Westchester Power program is a not-for-profit organization. This program has been developed with the sole aim of fixing your supply costs, saving you money and providing you with green renewable electricity.

**Q: What if I have an existing supply contract with a different ESCO?**

**A:** If you have established a contract with a different ESCO but now want to enroll in Westchester Power, you may want to check your contract to see if there is a penalty involved with getting out. Then, contact Westchester Power to help you enroll. If you wish to stay with your current ESCO, you don’t need to do anything.

**Q: I just moved to New Castle. Will I be automatically enrolled in the Westchester Power program?**

**A:** No, you will not be automatically enrolled. Please contact Westchester Power (see contact information below) for enrollment.

**Q: If I previously opted-out of Westchester Power, can I get back in now?**

**A:** Yes, while you will not be automatically enrolled, you can contact Westchester Power (see contact information below) and enroll now.

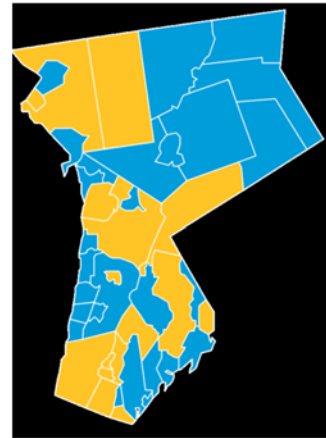
**Q: Why was I enrolled in the Westchester Power program?**

**A:** In 2016, the Town of New Castle designated Westchester Power as the default supply for electricity in our town to leverage its buying power in order to access the benefits noted above and help increase the amount of renewable electricity on the grid. The program’s opt-out structure follows the rules set out by the NYS Public Service Commission. Prior to enrollment, all residents received direct mail communication and were provided opt-out instructions. Additionally, the New Castle Sustainability Advisory Board and the Town Board conducted several outreach efforts. We have strived to communicate price changes and comparisons to the various alternatives through the years, as we are doing now. You have always had the ability to opt-out of the program and choose another supplier or revert to Con Ed without any fees or cancellation charges.

**Q: What municipalities are participating in the Westchester Power program?**

**A:** See map and list below:

- |                    |                  |
|--------------------|------------------|
| Ardsley            | North Salem      |
| Bedford            | Ossining Village |
| Croton-on-Hudson   | Ossining Town    |
| Dobbs Ferry        | Peekskill        |
| Greenburgh         | Pelham Village   |
| Hastings-on-Hudson | Pleasantville    |
| Irvington          | Pound Ridge      |
| Larchmont          | Rye Brook        |
| Lewisboro          | Rye City         |
| Mamaroneck Village | Sleepy Hollow    |
| Mamaroneck Town    | Somers           |
| Mount Kisco        | Tarrytown        |
| New Rochelle       | White Plains     |



**Q: How do I find out more?**

**A:** You may call Sustainable Westchester at their Mount Kisco offices 914.242.4725 from 9AM to 5PM on Monday to Friday. Messages left after business hours will be answered the next business day. You can also email them at [westchesterpower@sustainablewestchester.org](mailto:westchesterpower@sustainablewestchester.org).

Westchester Power is also offering a virtual information session on December 3rd, 2020 at 7:00PM.

You can register online at:

<https://community.sustainablewestchester.org/civCRM/event/info?reset=1&id=80>.

For more information, go to the following websites:

<https://sustainablewestchester.org/wp/> ; <http://www.newcastlesab.org/projects/westchesterpower>

If you want to communicate with someone locally, you can email the New Castle Sustainability Advisory Board at [newcastlesab@gmail.com](mailto:newcastlesab@gmail.com).