

## Environmental Disclosure for Generation Services Massachusetts Gas & Electric ("MAG&E")



Electric power suppliers are required by the Department of Public Utilities (DPU) to provide customers with a disclosure label. The label enables consumers to look at energy sources, air emissions and information about a specific power supplier. Consumers can then compare energy labels to make the best choice of supplier based on their energy needs. MAG&E purchases all of its electric energy from the wholesale market. The generation source mix shown below is based on NEPOOL-GIS reporting of regional generation resources.

Generation Prices				
Average Residential Customer Use per Month	250 kWh	500 kWh	1,000 kWh	2,000 kWh
Average Residential Customer Generation per Month	\$0.1543	\$0.1587	\$0.1614	\$0.1311
Average Commercial Customer Use per Month	1,000 kWh	10,000 kWh	20,000 kWh	40,000 kWh
Average Commercial Customer Generation per Month	\$0.1606	\$0.1602	\$0.1602	\$0.1602
This is the average price per kWh at different levels of use. Prices do not include regulated charges for customer service and delivery.	Your average generation price will vary according to how much electricity you use. See your most recent bill for your monthly use, and the Terms and Conditions or your bill for actual prices.			
Customer Service	1-866-705-9795			
Contract	Please refer to your Terms & Conditions and Welcome Letter for the prices and terms for Generation Services.			
	Power Source	Known Sources	System Power	Total
Generation by fuel type as a percentage of total generation is supplied by ISO-New England who operates the regional power market.  ISO-New England Power Pool System Mix from the period of January 1, 2021-December 31, 2021	Biomass	0%	2%	2%
	Coal	0%	0%	0%
	Hydro: Large	20%	5%	25%
	Hydro: Small	0%	0%	0%
	Imported power	0%	8%	8%
	Municipal trash	4%	1%	5%
	Natural gas	0%	22%	22%
	Nuclear	0%	12%	12%
	Oil	0%	3%	3%
	Other	3%	1%	5%
	Solar Photovoltaic	2%	2%	5%
	Wind	12%	3%	15%
Air Emission			New England Average (lbs/Mwh)	
Carbon Dioxide (CO <sub>2</sub> ), Nitrogen Oxide (NO <sub>x</sub> ), Sulfur Dioxide (SO <sub>2</sub> ) emission rates from these sources, relative to the regional average is compared to emissions from a new unit as determined by the Mass Department of Environmental Protection.			CO <sub>2</sub>	623
			NO <sub>x</sub>	0.57
			SO <sub>2</sub>	0.32
Labor Information		20% of the electricity assigned to this electricity product came from power source with union contracts with their employees. There have been no recorded disputes for the reporting period.		

Competitive electricity suppliers licensed by the Massachusetts Department of Public Utilities must provide Retail Customers with an information booklet describing customer protection and rights with respect to competitive energy supply, pursuant to G.L. c.164, §1F(5)(i) and 220 C.M.R. 11.06(5).

### Disclosure of Rate and Contract Term

**Fixed Rate** . If you have chosen a Fixed plan please refer back to your Welcome Letter for your Fixed Rate and the length of your term. At the end of your Fixed Rate plan, your existing agreement will continue on either: (i) the Fixed Rate plan provided in the renewal notice sent to you between thirty and sixty days prior to the end of your Term; or (ii) on a month-to-month Variable Rate. You may also choose to enroll in a new product offered by Company at the time of your renewal. Cancellation fees as listed on your Welcome Letter or Terms & Conditions will apply if you terminate a fixed price agreement prior to the end of the then-current term.

**Variable Rate** . If you have chosen a Variable Rate, it will change at the Company's discretion and may be higher or lower each month based on business and market conditions. Variable Rates are set in the Company's discretion and may vary based on numerous factors, including, but not limited to, the Company's assessment of applicable market conditions, operation costs, historic and projected supply and hedging costs, prior meter read cycle's pricing and balancing costs, projected customer bill amounts and Utility pricing or "price to compare" and applicable pricing reset dates and may include the following additional costs: ancillary services and other ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable renewable portfolio standards, and a profit margin determined in the Company's discretion that may vary from month to month. Your Variable Rate will not include taxes, which will be assessed separately, and will not include any fees, taxes or charges directly assessed by the Utility or any other third party with the right to assess taxes or fees for the Services.

In addition to Viridian's generation charges, you will be responsible for paying the delivery charges as well as any applicable taxes and fees.

### Billing

You will continue to receive a single bill from your Distribution Company. Your Distribution Company will set your payment due date and collect payment. Any bill not paid in full by its due date will incur late payment fees set by your Distribution Company. If you do not pay your bill in full, you will receive two requests for payment from Viridian. If your bill remains unpaid, you will be transferred without interruption to standard offer service with your Distribution Company.

### Inquiry, Service and Complaint Procedures

If you have a complaint, question or inquiry about MAG&E's Terms of Service, you may contact MAG&E one of the following ways:

- By telephone at 866-705-9795, Monday through Friday, 8:30 a.m. a 6:30 p.m. EST
- By email at [CustomerService@MAGandE.com](mailto:CustomerService@MAGandE.com)
- By mail at 6555 Sierra Dr., Irving, TX, 75039

Massachusetts Gas & Electric  
6555 Sierra Dr.  
Irving, TX 75039  
[www.MAGandE.com](http://www.MAGandE.com)