

Business & Financial Conference





Engaging Customers in Energy Wellness





Agenda

- Braintree Electric Overview
- Program Types
- Why wellness programs
- Details of programs
- Progress to date

gcohen@beld.com - 781.348.1125



Braintree Electric Overview

- Founded in 1892 by Thomas Watson
- 8 miles south of Boston
- 16,500 customers 35,000 residents
- Vertically integrated Generation to meters
- Governance 3 elected light board members
- Broadband business competes with Comcast and Verizon



Energy Wellness Programs

Energy-saving programs

BELD is committed to helping you save energy. Our business is generating and delivering electricity, but our first concern is our customer. We want you to live and work in a clean environment, with money in your pocket. Encouraging you to save energy helps make that a reality. Click on a topic below for more information on our energy-saving programs.

- Customer|Connect
- Braintree Drives Flectric
- Customer solar programs
- Energy Smart Home
- SmartSavings (smart thermostat program)
- Appliance rebate
- Energy education
- Braintree Re-leaf
- Technical assistance





List of newly launched programs

- Residential Community Solar
- Commercial Community Solar launch date: 10/1/18
- Battery Storage for Commercial accts launch
 Date: 10/1/18
 - EV Incentive Programs
 - Private Solar Programs
- Smart Savings (thermostat control) for central
 A/C only launched 6/1/18

Why have community initiative programs?

- Clean energy initiatives should be one of our main focuses
- Customers want to be "green"
- Community Solar projects for those that can't or won't install solar but want to be "green" – renters, position of roof, etc.
- Battery Storage are for customers that can't "shave"/modify their behavior
- Electric vehicles are coming
 - MA goal: 300,000 EVs by 2025 influence when charging occurs (off peak)
- Summer Peaker HVAC Thermostat control can make a difference
- Private Solar benefits of solar with some type of pay back from utility



Engaging Customers



Public Power Week—save the dates

Celebrate Public Power Week with BELD! This annual celebration is observed the first week of October by 2,000+ utilities that collectively provide electricity on a not-for-profit basis to more than 47 million Americans. BELD is a public power system controlled by the community it serves. This provides our town with important benefits not enjoyed by customers of private, investor-owned

In partnership with the Department of Elder Affairs, we'll host our popular annual Senior Breakfast Tuesday, Oct. 2. Come to 71 Cleveland Ave. for a tasty meal prepared and served by the Braintree Rotary Club and hear a BELD representative give an overview of what's new at the Light Department. There'll be giveaways and drawings as well. Two seatings will be available, 8 and 9:30 a.m., so please call 781.848.1963 to make your reservation.

Look for the BELD tent at the Farmers Market between 9 a.m. and 1 p.m. Saturday, Oct. 13. We'll be providing information on our new broadband offerings and other services, as well as our partnership with Braintree Drives Electric (BDE), a local initiative designed to help Braintree residents take full advantage of all the benefits of driving electric vehicles. Market-goers can pick up giveaways, and BELD customers can enter our free drawing exclusively for Braintree residents for a chance to win a "Taste of the Market" basket, Bring the completed ticket on the bill insert includ-

For information on Public Power Week, visit our website at www.beld.com.

ed with this newsletter to enter!

Extra fees add up



Did you know that

Xfinity charges \$6.95

a month for Regional

Sports Networks (in-

cluding NBC Sports

Boston, which is owned

monthly broadband bill.

Campanelli Drive solar project update

SunRaise Investments and BELD announce the completion of a new shared community solar project on Campanelli Drive, SunRaise constructed, financed, and owns the 2.443.5-kilowatt project, which consists of more than 6,000 solar modules and is expected to generate 2.937 gigawatt-hours (GWh) of electricity per

BELD will purchase all the electricity from the solar project, which is one of the area's largest, and send this clean power to businesses in the area through a Community Solar offering. The participating businesses will enjoy a stable and reduced clean power rate for a period of 10 years.

"At BELD, we're always looking for ways to increase our supply of renewable energy," said BELD General Manager Bill Bottiggi, "This project adds significantly to the supply of solar power we are able to offer the community."

The environmental impact of the project is substantial and measurable. The 2.937 GWh of annual generation is enough to power 325 average Braintree homes for a year and translates to 4.82 million pounds of carbon dioxide equivalent. This compares to 2.4 million pounds of coal burned.

"SunRaise is happy to be supplying a forward-thinking utility such as BELD with low carbon solar electricity and a means of cost savings for business customers in the community," said Patrick Jackson, Principal of

SunRaise and BELD are proud of the environmental and economic successes of this project and look forward to maintaining a long-term partnership.

project, visit https://vimeo.com/276769410.

by Comcast), and \$9.95 a month for High Definition cable service? That's more than \$200 extra a vear just to have access to these services! BELD Broadband has never charged these extra fees. Call us at 781.348.BELD (2353) to learn more wavs we can save you money on your To see a video of the

Social Media

Bill Stuffers

Bill Messages

Key Accounts Rep for commercial accts – direct contact

Organized Events – Farmers Markets, School Programs, Breakfasts, Fundraisers

Weekly Summer Concerts

Direct Targeted Mailers

AMI Interval Data

Calls and scheduled appointments

Energy Advisor performs hame audits



Engaging Customers cont...

Presentations at local schools (all ages) Contests with popular prizes Positive Rating with customers Visible Presence Very low outages so BELD is known throughout surrounding area – not just Braintree Broadband provider



The Good Neighbor Energy Fund is open



chusetts Good Neighbor Energy Fund (GNEF) is available to all eligible candidates. The Fund helps households in temporary crisis with the payment

of their energy expenses. GNEF's "Give the Gift of Warmth" campaign goal this year is to raise \$500,000 and assist more than 1,500 households.

The Fund is often the last resort for families who do not qualify for federal and state assistance programs. The Salvation Army, which administers the Fund,

pays energy providers directly for households with a gross income between 60 and 80 percent of the state's median levels. For example, a household of four needs a total gross yearly income between \$66,115 and \$88,153 to qualify.

This campaign year's Fund disbursement is \$425 per eligible household per heating season. To apply to the Fund for assistance, visit your local Salvation Army Corps Community Center, or call

Participating energy companies support their respective customers' generosity through various giving programs. Braintree residents who wish to support the Fund can "Give the Gift of Warmth" by donating online at magoodneighbor.org or mailing a check to "Good Neighbor Energy Fund," c/o The Salvation Army, 25 Shawmut Road, Canton, Massachusetts 02021-1408.

Want to add an EV charging station to your business?

While Braintree's residents continue to drive electric vehicles (EV) at a higher rate than other towns on the South Shore, local organizations are jumping on the EV bandwagon. This summer, two local religious institutions installed electric vehicle charging stations.

The Archdiocese of Boston (66 Brooks Drive) and Tian Ann Temple (49-59 Hayward Street) approached Braintree Drives Electric with a desire to provide electric vehicle charging to their employees and visitors. Both organizations have joined the growing movement of publicly accessible charging stations in the area. By expand ing charging options, these organizations are helping to reduce carbon emissions in town and fight climate change.



Both organizations also enrolled their chargers in BELD's Non-Residential Charging program, meaning that BELD can gather data about when the chargers are being used. This will give BELD and Braintree Drives Electric insights into expanding EV and EV charging solutions to everyone in

If you have a business located in Braintree, you can also join this effort. Providing chargers for visitors and patrons is an excellent

way to attract business and to commit to a cleaner, healthier community.



Of course, residents are also encouraged to join, and can visit www.BraintreeDrivesElectric. com to learn more about how to enroll vehicles and receive

COMMUNITY BULLETIN BOARD

Friends of Pond Meadow Park Pumpkin Fest/Family Day

Sat. 10/13; 11 a.m.- 3:30 p.m. Hayrides, face painting, games, pumpkins, decorations & food; 781,843,7663 (rain date 10/14).

INTERFACE Referral Service

By calling the Helpline at 888.244.6843 (M-F, 9 a.m.-5 p.m.) you can speak directly with a trained counselor who will help match you (or someone you love) with a mental health professional. Your wellbeing is important, so make

the call today! This service is funded and supported by the Braintree Community Partnership on Substance Use.

First Congregational Church Autumn Fair

Braintree recycling note

lottery tree & several food options.

charging incentives.

Sat. 10/27; 9 a.m.-2 p.m., 12 Elm St. Free event with vendor tables including Scentsy, Usborne Books, The Gifted Heart, silent auction, themed gift baskets, children's activities, a

Please don't put plastic bags in recycling carts—they break down processing equipment & increase our costs.



150 Potter Road Braintree, MA 02184 781.348.BELD (2353)

PAYMENT OPTIONS Sign up for AutoPay at beld.com, or call 781.348.1001 to make a one-time payment.

PAYMENT LOCATIONS

150 Potter Road Our office is open from 7:30 a.m. to 4:30 p.m., Monday through Friday. Customer Service is open until 7 p.m. on Thursday

Drop Boxes Top of Potter Road Beside Town Hall Cash accepted only at South Shore Bank 1010 Washington St. 372 Washington St.

BROADBAND HELPDESK Mon-Fri: 8 a.m.-8 p.m. 3-S & holidays: 8 a.m.-4 p.m.

COMMISSION MEETINGS Public meetings are usually held monthly. Call 781.348.2353 or check www.beld.com

to confirm time and date HOLIDAY CLOSINGS

Monday, September 3

Labor Day Friday, September 28 Employee Appreciation Day

> Monday, October 8 Columbus Day







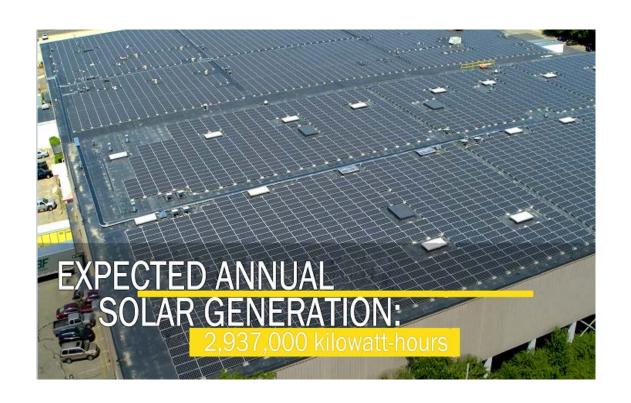








Solar Programs...



Residential Community
Solar
Private Residential Solar
Commercial Community
Solar
Private Commercial Solar
Purchase Power

Agreements



Battery Storage Program





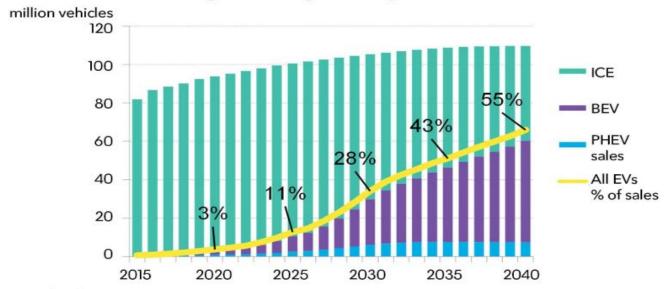
Battery Storage Program

- MA Clean Energy Center
- Large customers (coincident peak demand)
- Customers that can't control their peak due to operational constraints such as HVAC load and industrial processes
- Discharge its 2MW/4MWh battery energy storage system to reduce the peak demand
- Simple to read bills OTC for capital contribution \$130/kW
- Customer Demand credit and charge line items on bill



Global Electric Vehicle Sales

Annual global light duty vehicle sales

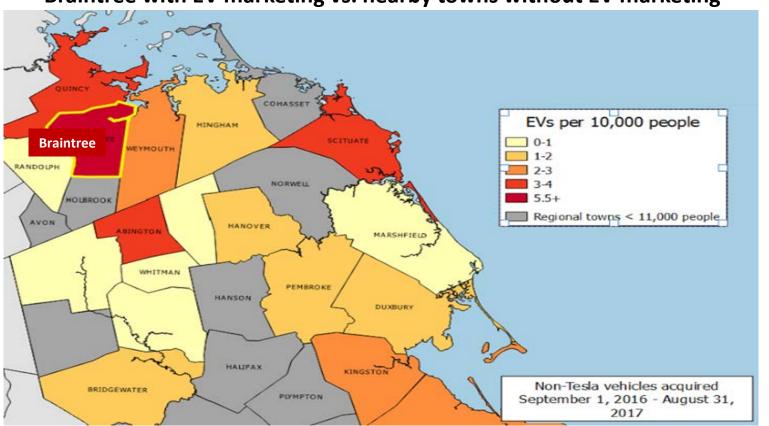


Source: Bloomberg New Energy Finance

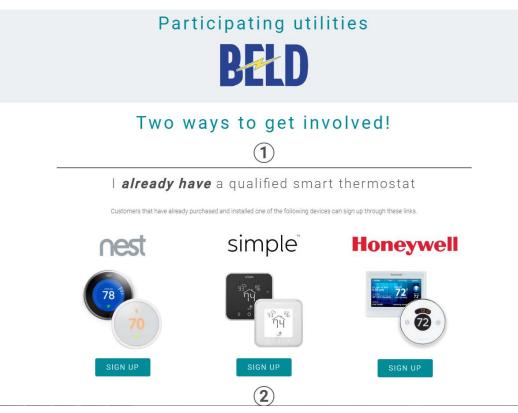


Marketing Impact EV's

Braintree with EV marketing vs. nearby towns without EV marketing



Smart Thermostat – communicating w/customer



- Customers sign up either at our site or thermostat manufacturer site
- Very simplified approach
- They can even order on line and sign up for install by professional



Smart Thermostat – communicating w/customer



Dear *[FNAME]*.

Congratulations, you're approved! Your account is eligible for the SmartSavings Program!

You'll receive your sign-up bonus in the form of a electronic gift card soon. As a reminder, participation in program Community Energy Hours qualifies you for additional gift cards! So what are Community Energy Hours?



Community Energy Hours help lower demand during peak energy hours, like those hot summer afternoons when everyone's cranking up their air conditioning.



Smart thermostats help you use less energy during those peak hours by automatically cooling your home ahead of time.



You can expect up to 15 four-hour program events each year; these events can take place from 12–7 p.m., and only on weekdays.



You'll receive an electronic \$20 gift card at the end of the summer for your participation.



You can override your smart thermostat if you're uncomfortable, and there's no penalty for not participating in a program event.

As always, if you have any questions, please contact us at hello@thesmartsavingsprogram.com. In addition, please send us a note if you move to a new address.

Thanks for your participation! SmartSavings Customer Care

- Customers sign up either at our site or thermostat manufacturer site
- Receives email with details of program
- Rebates for thermostat purchase are issued on bill
- No more than 15 events in a given season



Smart Thermostat – communicating w/customer



Dear Gail,

We're writing to let you know that Community Energy Hours are scheduled for today, 08/28/2018, during the hours of 4:00 PM - 6:00 PM.

During this event, we will make small adjustments to your thermostat's set point in order to reduce your energy usage. This helps to make the grid more resilient, and your community more sustainable.

You can expect your home to raise only a few degrees during an event, but if you find yourself uncomfortable, you can always opt-out of an event by adjusting your set point.

As a reminder, Community Energy Hours can occur weekdays between June 1 and September 30, between noon and 7 p.m. They will last no longer than four hours, and SmartSavings will call no more than 15 events.

Thank you for helping to save energy! SmartSavings Customer Care

- Event notifications
- Send email advising of upcoming event
- If customers bypass thermostat control, we are notified



Progress to date

- 90 Residential Community Solar customers signed up 10% of panels leased
- EVs Over 300 residents engaged with program, 70+ at home test drives, 150+ rides/drives at events resulting in 60 enrolled in off peak load control program
- 30 Private Solar customers (commercial and residential)
- 132 enrolled in Thermostat Program (launched 6/1/18)
- Just won grant to Study Floating Solar potential location Reservoir



Billing Strategy

- Keep it simple clear line item credit
- Programs available to both residential and commercial
- Customers could be part of multiple Energy
 Smart programs
- Appliance Rebate credits get applied to customer bills and not have to wait for rebate check



TO ENSURE PROPER CREDIT, RETURN THIS STUB AND WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK

Printed on 50% post-consumer recycled paper

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\$M*

VANESSA KHOUY 23 BOWER RD BRAINTREE, MA 02184

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Sample Bill – EV only

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CURRENT CHARGES		_	\$59.88
TOTAL AMOUNT DUE		_	\$114.92



TO ENSURE PROPER CREDIT, RETURN THIS STUB AND WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK

Printed on 50% post-currounce recycled paper

Customer Account Number

OVER 65? ENROLL IN OUR SENIOR DISCOUNT PROGRAM TODAY!

3 HOWIE RD BRAINTREE

\$M*

DANNY K TAM 3 HOWIE RD BRAINTREE, MA 02170

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MESSAGES: *Payments or adjustments made after Jul 27,2018 may not be reflected on this statement. If we receive \$26.83 by Aug 14, 2018 you earn a discount of \$4.29

Sample Bill – EV and Private Solar



TO ENSURE PROPER CREDIT. RETURN THIS STUB AND WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK

OVER 65? ENROLL IN OUR SENIOR DIS

Printed on 50% post-consumer recycled pape

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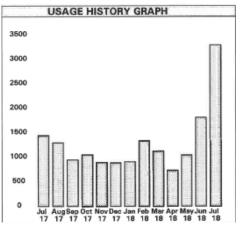
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Sample Bill – EV and Community Solar

New Inground pool not EV (3/1/18)



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CURRENT CHARGES		_	\$440.71
TOTAL AMOUNT DUE		_	\$440.71

Sample Bill – Battery Storage

00000197018237.68\$M

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