



ENERGY AND CLIMATE COMMITTEE (ECC)

AGENDA

Wednesday, August 27, 2025

4:30 PM

City Hall, 2nd Floor Conference Room

Members:

Paul Roth, Vice Chair
Maureen Nebenzahl
Gordon Leversee
Councilor Bryan Lake
Annu Joshi Bargale
Clair Oursler
Lisa Maxfield
Steven Larmon

Timothy Murphy
Jake Pipp, Alternate
Chuck Redfern, Alternate
Rowland Russell, Alternate
Catherine Koning, Alternate

Staff:

Megan Fortson, Planner

1. **Call to Order and Roll Call**
2. **Election of New Chair**
3. **Approval of Minutes** – July 23, 2025
4. **Signing Updated Rules of Procedure**
5. **Monadnock Clean Energy Fair** – Saturday, September 27th from 10:00 am – 2:00 pm at Peterborough Elementary School
6. **Eversource Main Streets Event** – Updates
7. **2025 Local Energy Solutions (LES) Conference** – Thursday, September 25th from 9:00 am – 4:00 pm at the Doubletree Center in Manchester
8. **Community Power** – Update from Good Energy in advance of upcoming outreach
9. **Work Groups** – Report-outs from first meeting
 - a. Outreach
 - b. Policy
 - c. Resilience
10. **New Business**
11. **Next Meeting:** Wednesday, September 24, 2025 at 4:30 pm

Link to ECC Google Drive Folder:

<https://drive.google.com/drive/folders/1O1WIR0fADTNijRt13v3DU7k2FwxXDcGs?usp=sharing>

City of Keene
New Hampshire

ENERGY AND CLIMATE COMMITTEE
MEETING MINUTES

Wednesday, July 23, 2025

4:30 PM

**City Hall, 2nd Floor Conference
Room**

Members Present:

Paul Roth, Vice Chair
Councilor Bryan Lake
Lisa Maxfield
Gordon Leversee
Timothy Murphy
Charles Redfern, Alternate (Voting)
Catherine Koning, Alternate (Remote/Voting)

Staff Present:

Megan Fortson, Planner

Members Not Present:

Jake Pipp, Alternate
Kenneth Swymer Jr., Chair
Maureen Nebenzahl
Steve Larmon
Clair Oursler
Annu Joshi Bargale
Rowland Russell, Alternate

1) Call to Order and Roll Call

Vice Chair Roth called the meeting to order at 4:30 PM. Roll call was conducted. Vice Chair Roth stated that alternates are voting members today.

2) Approval of Minutes – June 25, 2025

Mr. Leversee made a motion to approve the meeting minutes of June 25, 2025. Councilor Lake seconded the motion, which passed by unanimous roll call vote.

3) Adoption of Updated Rules of Procedure

Vice Chair Roth stated that they had some minor changes last (month) to the Rules of Procedure. He asked if there was any discussion. Hearing none, he asked for a motion.

Councilor Lake made a motion to approve the updated Rules of Procedure. Mr. Redfern seconded the motion, which passed by unanimous, roll call vote.

Ms. Fortson stated that in order for the updated Rules of Procedure to become official, they need a quorum of members who are physically here to sign the printed copy of the Rules of Procedure at the end of the meeting. She continued that she will then file the document with the City Clerk's Office.

4) NH Saves Button-Up Weatherization Workshop

Vice Chair Roth stated that the NH Saves Button-Up Weatherization Workshop will be November 6th at 6:00 PM, with the location to be determined.

Ms. Koning stated that the Clean Energy Team put this together, and it is scheduled to be at the Parks & Rec Center. She continued that she hopes the ECC will co-sponsor the workshop, which would mean the use of the room at the Recreation Center would be free. The Clean Energy Team does not have a budget. The workshop will be open to the public, and the Clean Energy Team will do all the advertising. If the ECC co-sponsors, the advertising can include the ECC's logo.

Discussion ensued. Mr. Murphy spoke of how the workshop aligns with the ECC's purview. Ms. Maxfield stated that the ECC has co-sponsored this event in the past.

Ms. Maxfield made a motion for the Energy and Climate Committee to co-sponsor the NH Saves Button-Up Weatherization Workshop. Councilor Lake seconded the motion.

Councilor Lake asked for a quick overview of the workshop, for the sake of the minutes. Ms. Koning stated that NH Saves will come and explain energy cost savings and talk about insulation, windows, and heat and energy efficiency. She continued that it is well done and informative. They bring in samples of different kinds of insulation. They talk about cost savings and how to join the program by going to the website and putting in your information. It is helpful. The ECC sponsored a workshop like this last year. It was not very well attended, so they hope to do a better job with advertising this time.

Mr. Leversee stated that that is what he remembers from last year, too, and noted that it would be good to have more people this time. He continued by stating that he thinks it would be appropriate for the ECC's Outreach Work group to coordinate with Ms. Koning on a plan for getting the word out. Ms. Koning agreed. Vice Chair Roth stated that (it is relevant to) the Resilience Work group, too.

The motion passed with a unanimous, roll call vote.

5) Eversource Main Streets Event – Next Steps

Vice Chair Roth stated that the meeting minutes say that Eversource was going to give (the City) a timeline for their Main Streets event.

Ms. Fortson stated that she spoke with Eversource earlier this week, and they hope to come to Keene the week of September 8th to 12th. She asked if anyone is aware of any events happening that week or the weekend before or after that. Discussion ensued.

Ms. Fortson clarified that Eversource's event will be just during the business days, not the weekend. Vice Chair Roth replied that the ECC had suggested Eversource approach businesses that have downtimes on weekends. He continued that he does not know if they have pursued anything with the Greater Monadnock Collaborative (former Chamber of Commerce).

Discussion ensued about marketing. Ms. Fortson stated that Eversource has the promotional materials ready, but they want to nail down a date. Mr. Redfern asked if Eversource specified what they would be doing with this event. Ms. Fortson replied that Eversource gave a presentation at last month's ECC meeting and explained that they would be coming to Keene and approaching businesses about doing energy audits and giving recommendations to businesses for structural changes they could make to increase energy efficiency. If businesses do the work through the Eversource program, which she is done in conjunction with NH Saves, they can get lower cost work done by using the partner contractors. They wanted feedback from the ECC. Now they want feedback from the ECC on the proposed date.

Peter Hansel, guest, stated that he wanted to give feedback on the last time they had this Eversource Main Streets event. He continued that it was a great success. Many businesses participated and many went on to take advantage of the discounts.

Vice Chair Roth asked if they have received feedback from Manchester regarding how the project went for them in May. Ms. Fortson replied no, they have not provided her with that information. Discussion continued, and Vice Chair Roth shared more information from the conversation at last month's meeting. Mr. Murphy stated that at the June ECC meeting, they discussed this at length – ideas, marketing, and who to work with - and he thinks now this is on today's agenda just to see if ECC members see any conflicts with the September 8th week that Eversource is targeting. He thinks it is a fine week.

Discussion continued, and others agreed that September 8th is a fine week, as long as Eversource has enough time to market the program before then. Ms. Fortson replied that Eversource has a specific timeline they follow for advertising these events. The group agreed that the week of September 8th is good.

Ms. Fortson stated that in preparation for the next meeting she can get some sample materials from Eversource, of what they will be sending out.

6) Annual Report to City Council

Vice Chair Roth stated that Chair Swymer signed the annual report to the City Council. Ms. Fortson replied yes, and that is (all for this agenda item) – she just wanted the ECC to be aware of it. She continued that the letter is in the agenda packet. Vice Chair Roth asked if anyone had questions or comments.

115
116 **7) Hazard Mitigation Plan Updates**
117

118 Ms. Fortson stated that Mr. Murphy had asked for an update on the FEMA maps and the Hazard
119 Mitigation Plan. She continued that there is not an update on the FEMA maps, because that is up
120 to the federal government, but she reached out to Kürt Blomquist, Emergency Management
121 Director, who said they completed their final draft (of the Hazard Mitigation Plan). The Planning,
122 Licenses, and Development Committee reviewed it on June 11th, and the City Council adopted it
123 on June 19th. Now they are doing a final clean up and will submit it to FEMA and HSEM for
124 review and approval, hopefully by the end of this month.

125
126 Mr. Murphy thanked Ms. Fortson and stated that he brought it up because he sees a lot of alignment
127 between that work and the work of the ECC, so it is good for the ECC to understand what is
128 happening. He continued that it sounds like good progress has been made. Discussion ensued,
129 and members noted that the City's work on this is done, and they are waiting on the federal
130 government. Mr. Murphy noted that the Hazard Mitigation Plan requires updating every five
131 years, to stay copacetic with State and Federal guidelines and be eligible for potential funding.

132
133 **8) Clean Energy New Hampshire Municipal Membership Benefits**
134

135 Frank Richter from Clean Energy New Hampshire stated that Keene is a municipal member of
136 Clean Energy NH, which is a nonprofit organization in Concord that helps small businesses and
137 municipalities. He continued that the City of Keene pays \$300 a year for a basic membership,
138 which comes with certain benefits. Members of municipal committees can register on Clean
139 Energy NH's website and create a profile, and access all the benefits they offer municipalities.
140 Mr. Richter spoke about the benefits they provide to municipalities, such as local policy tips;
141 cohort trainings on topics such as EV charging and energy audits; a policy newsletter and
142 invitations to the policy calls; policy webinars; and two complimentary tickets to the Local Energy
143 Solutions (LES) conference in Manchester. If anyone has questions, they can let him know.

144
145 Ms. Maxfield asked for more information about the municipal membership benefit of "*neutral*
146 *expertise, technical assistance, and training for energy project execution,*" which looks
147 interesting. Mr. Richter replied that if a municipality or school is applying for a grant to do solar
148 projects or energy retrofits of buildings, that is something he helps a lot of towns with. He noted
149 that he also helps customers with navigating direct pay, which is a tax credit municipalities can
150 get for projects. Clean Energy NH can also offer advice if municipalities have questions about
151 doing energy audits, or are seeking something like a list of reputable auditors or reputable installers
152 for solar or EV charging, and they have people who track policies, funding sources, and legislation.
153 Keene's Zoning is in a good position, but if things change, then Clean Energy NH can help.

154
155 Mr. Richter stated that an issue coming up in a lot of towns is that they want to put an EV charging
156 station in, but it is treated as a fueling station, so they are changing the Zoning to accommodate
157 that. Clean Energy NH is helping a couple of towns with their master plans to put energy efficiency
158 language in place. Mr. Richter continued that Clean Energy NH also works with small businesses
159 and farms. He spoke more about that work.

Ms. Maxfield stated that she has a follow-up question. She asked if “*Energy benchmarking with a Portfolio Manager*” means Clean Energy NH would help talk them through the process and find a company that would come and do an audit and installation. Mr. Richter replied yes, Clean Energy NH could help introduce them to an energy auditor to at least have a conversation with them. He continued that Clean Energy NH can connect them with certain energy auditors specializing in municipal facilities. They work closely with NH Saves. Clean Energy NH has a list of names to get proposals from or answers to questions.

Mr. Redfern stated that regarding the difference between the minimum membership benefits and the \$500-level benefits, he wonders how long the City of Keene has been at the \$300 level. Ms. Fortson replied that she is not sure, and she is not sure how long the City has had a membership with Clean Energy NH. She could find out. Mr. Redfern replied that he would like to know if the City has ever considered going to the \$500 level due to the potential benefits, such as additional tickets to the LES conference. Discussion ensued.

Councilor Lake stated that the City discussed it a year or two ago and decided they did not need the additional tickets. He continued that they could discuss it again. Ms. Maxfield asked how much a ticket to the LES Conference costs. Mr. Richter replied that he can find out and let them know. Discussion continued about the tickets. Ms. Fortson spoke about how the ECC voted last year to use the ECC budget to purchase two tickets to the conference, and they could consider purchasing additional tickets to this year’s conference as well, if there are members who are interested in going. Mr. Richter stated that he just looked up the answer to Mr. Redfern’s question, and the City has had a membership since 2019, and it has always been at the \$300 level.

Vice Chair Roth stated that Mr. Richter said he works with Zoning for small towns. He asked if he works with Planning Boards for small towns, too. Mr. Richter replied yes, he has met with several Planning Boards. He continued that they recently did a cohort training with 35 towns, a three-month training basically to do what the City of Keene did with permitting and solar-friendly zoning. He walks Planning Boards through this process. Discussion ensued about the Monadnock Resource Alliance, and Planning Boards in smaller towns.

The group thanked Mr. Richter for his presentation.

9) Work Groups – Membership Updates

A) Outreach

B) Policy

C) Resilience

Vice Chair Roth stated that they had a Google Excel sheet for signing up for the work groups, which hopefully people responded to.

Ms. Fortson stated that for the Outreach Work group, Chair Swymer, Ms. Maxfield, Mr. Leversee, and Ms. Koning are signed up. She continued that the Policy Work group has Councilor Lake, Ms. Nebenzahl, and Matt Boulton, who will hopefully soon become an ECC member. The

Resilience Work group has Mr. Murphy, Mr. Russell, Mr. Larmon, and Vice Chair Roth. Caroline Sweet is in that group, too, as a member of the public, as well as Peter Hansel. Only one person so far has volunteered to be a leader of a work group, and that is Councilor Lake for the Policy group.

Mr. Redfern stated that he is interested in joining the Outreach Work group. Ms. Koning stated that if there are too many people in a group and another group needs more members, she is happy to switch. She could be in any of the work groups. Discussion ensued. Ms. Fortson noted that Outreach has five ECC members, which is the maximum number they can have without having a quorum; Resilience has four ECC members and two other members; and Policy has two ECC members and one other member.

Ms. Fortson spoke of the need for work group leaders, who would be responsible for coordinating the work group meetings in between the monthly ECC meetings and reporting out to the ECC in some way. It could be in a written form or a verbal update, with verbal updates being preferable. To answer an ECC member's question, Ms. Fortson clarified that work groups could meet on Zoom (or Google Meet), but that would be for the work groups to coordinate on their own, without staff support. Discussion ensued about remote meeting options.

Ms. Fortson asked Vice Chair Roth if they should have the work groups coordinate a meeting before the ECC's August meeting, or if they want to circle back to this at the August meeting. Mr. Murphy asked if there is an agenda for the August meeting. Ms. Fortson replied not at this point. Mr. Murphy suggested dedicating a portion of the meeting to breakouts, and having limited agendas, to talk about next steps, leadership, and those sorts of things. Others agreed. Discussion ensued about whether that idea for the August meeting would work, logistically, if three conversations were happening simultaneously.

Ms. Fortson stated that maybe she could figure out a different meeting location. Discussion continued about possible locations, such as Library conference rooms. Vice Chair Roth suggested having the regular ECC meeting and then having the work groups meet right after, so they could keep their regular meeting location. Ms. Koning suggested the work groups meet before the August ECC meeting, on their own, to simplify it. Councilor Lake agreed and stated that it would be logistically difficult to have break-out groups during the ECC meeting while following the Rules of Order and RSA 91-A. He continued that he thinks each work group should coordinate its own meeting between now and the August ECC meeting. Discussion continued.

Councilor Lake stated that work groups could meet in person, but meeting online might be easier. He cautioned people to keep the groups as limited as possible if they start emailing each other, to avoid creating a quorum (and thus being subject to RSA 91-A). Ms. Fortson stated that she will email out the ECC roster, which has everyone's contact information on it, along with the spreadsheet that shows who has signed up for each work group.

Ms. Koning stated that this might be a question for the Outreach Work group, but she wonders if the ECC wants to have a presence at the Clean Energy Conference at Peterborough in September. Per an ECC member's question about whether a quorum of ECC members would be allowed to

attend at once, Councilor Lake clarified that it is not a problem for a quorum of members to be at an event or in a location, if they are not grouped together, discussing ECC business and preventing others from listening. Discussion continued about wanting to have a presence at the conference.

Ms. Fortson stated that the Outreach Work group could come up with a format for creating promotional materials for the ECC to have at events like that. She continued that the City has a pro account with Canva, which has the City branding, and staff would be happy to help with formatting everything once the ECC has content ideas down. If work groups want to meet in person, she could also help coordinate with reserving a room at the Library or Rec Center.

10) New Business

Mr. Leverage stated that Bill McKibben's new book is coming out, *Here Comes the Sun*. He continued that it is about the global move toward renewable energy, particularly solar. Maybe the ECC could have copies as part of their prizes for things when they have events.

Ms. Koning stated that Bill McKibben's group is putting together another clean energy event on September 21st, which could be another opportunity for the ECC's involvement. Others noted two more events: Bill McKibben will be speaking in Peterborough on August 25th, and the at the Monadnock Sustainability Hub's Clean Energy Conference a few days before.

11) Next Meeting: Wednesday, August 27, 2025 at 4:30 PM

12) Adjournment

There being no further business, Vice Chair Roth adjourned the meeting at 5:30 PM.

Respectfully submitted by,
Britta Reida, Minute Taker

Reviewed and edited by,
Megan Fortson, Planner

From: [Rachel Ranelli](#)
To: [Megan Fortson](#)
Subject: Fwd: Invitation to Exhibit - Monadnock Clean Energy Fair
Date: Friday, July 25, 2025 8:31:40 AM

Hi Megan,

I just wanted to send over the invitation for nonprofit exhibitors if Keene ECC decided they want to table at this years Clean Energy Fair.

Thanks!
Rachel Ranelli

----- Forwarded message -----

From: Rachel Ranelli - Monadnock Sustainability Hub
<rranelli@monadnocksustainabilityhub.org>
Date: Wed, Jul 23, 2025 at 10:31 AM
Subject: [Test] Invitation to Exhibit - Monadnock Clean Energy Fair
To: <rranelli@monadnocksustainabilityhub.org>



Good morning,

We'd love to feature your nonprofit organization at the 3rd Annual **Monadnock Clean Energy Fair**, happening **Saturday, September 27, 10am–2pm** at **Peterborough Elementary School**.

It's a free, family-friendly event drawing locals who are actively looking for clean energy and sustainability solutions—from heat pumps and weatherization to EVs, solar, and electric tools. We also welcome organizations promoting composting, plastics reduction, and local agricultural solutions. Over 250 people attended the fair the first time it was in Peterborough in 2023 and we expect more to attend this year.

Learn more!

Why join us?

- Connect with like-minded residents who care about climate change and sustainability
- Build visibility in the Monadnock region
- Grow your mailing list

Nonprofits can reserve a spot **free of charge**. We provide a table and tablecloth for all exhibitors.

For more visibility **let us feature your organization as a sponsor**. See the attached flyer for pricing and **Sponsorship Benefits** like being promoted in social media, on our webpage, and at the fair.

Sign up now!

For more information about the fair, visit [Monadnock Clean Energy Fair](#)

If you have any questions, just reply or call me at 860-707-9215. I hope to see you there!

Best,

Rachel Ranelli
Program Manager
[Monadnock Sustainability Hub](#)
rranelli@monadnocksustainabilityhub.org, 860-707-9215

[View this email in your browser](#)



CLEAN ENERGY NH

Your Voice in All Energy Matters



2025

LOCAL ENERGY SOLUTIONS Conference

THURSDAY, SEPTEMBER 25, 2025 | 9:00AM-4:00PM

DOUBLETREE CENTER | MANCHESTER, NH

The [Local Energy Solutions \(LES\) Conference](#) is New Hampshire's premier energy event, bringing together local energy champions, policymakers, municipal officials, state agencies, and industry representatives.

Experience presentations by industry leaders and panel discussions on the Granite State's most pressing energy topics. Whether you're an energy-conscious individual eager to learn more or a state legislator shaping energy policy, the LES Conference offers an opportunity to network, learn, and collaborate with like-minded professionals from across the state.

With a plenary session on '*The Path Forward: How Does Rooftop Solar Survive*', a vendor hall of exhibitors, and four tracks with eight sessions, there will be hundreds of individuals from around the state in attendance. Be part of the movement driving New Hampshire's energy transformation and secure your spot at the LES Conference to help shape our energy future.

[Learn More About LES](#)

Conference, [please find the link to register for the Conference here.](#)

Your ticket to the LES Conference comes with some great perks! Enjoy free parking in the hotel garage, including access to EV chargers, as well as a complimentary lunch. Plus, you'll have the chance to explore a diverse range of exhibitors in our bustling exhibitor hall, showcasing the latest innovations in clean energy.

Have questions about your tickets? Contact Membership Coordinator Anna Li Preble (annali@cleanenergynh.org)

SESSION TOPICS INCLUDE

- **GETTING PROJECTS DONE BEFORE 2027**
- **MICROGRIDS AND STORAGE FOR AN UNCERTAIN GRID FUTURE**
- **NO-REGRETS RETROFIT**
- **LOCAL ENERGY SUCCESSES**
- **SOLAR AFTER THE ITC** (INVESTMENT TAX CREDIT)
- **FINANCING ENERGY SAVING PROJECTS POST IRA** (INFLATION REDUCTION ACT)
- **ROADMAP FOR ADOPTING ELECTRIC VEHICLES**
- **CLEAN HEAT IN COLD PLACES**



KEENE COMMUNITY POWER

Frequently Asked Questions

WHAT IS “COMMUNITY POWER”?

- Community Power is a State-authorized program that allows the City to bundle together the electricity needs of its residents / businesses and put out a bid for electricity suppliers to provide the necessary electricity at competitive prices.
- Community Power programs serve as the default electricity supplier within the municipality and offer a vetted alternative to the utility’s default service and third-party electricity suppliers.
- Eversource will continue to deliver electricity and manage all billing. The only change program participants will see will be the source and cost of electricity supply, chosen by the City of Keene, using a competitive bidding process.

WHY IS KEENE OFFERING A COMMUNITY POWER PROGRAM?

- With Community Power, communities can make strategic decisions about when to solicit bids, lock in fixed pricing for multiple years, and increase renewable energy content above the existing statewide minimum.
- The goals of the Keene Community Power Program are:
 - ✓ More choice for electricity options
 - ✓ Control / stability of electricity costs
 - ✓ Competitive rates
 - ✓ Increase local renewable energy to help achieve the community’s adopted 100% renewable energy goals.
- Keene’s program locks in stable, competitive rates to help residents, businesses, and others plan for and manage electricity expenses.
- The program also offers four options with varying levels of renewable energy content to give people a range of choices, depending on their personal preferences and needs.
- It is estimated that the first 2.5 years of the program avoided about 15.8 million pounds of CO₂ due to the purchase of NH Class 1 renewable energy. The next contract (Dec 2025-Dec. 2027) is expected to avoid about 19.4 million pounds of CO₂.

HOW MUCH WILL MY ELECTRICITY COST WITH THE KEENE COMMUNITY POWER PROGRAM?

- Starting with meter reads in December 2025, and lasting through the meter read in December 2027 (2 years), the electricity options for Keene’s program will range from a cost of 11.2 cents per kilowatt-hour (kWh) to 13.9 cents per kWh.
- For an “average” household that uses ~600kWh in a month, that comes out to about \$66 to \$83 per month.
- To calculate how much your electricity supply will cost with each option, please go to [keenecommunitypower.com/calculator](https://www.keenecommunitypower.com/calculator) and enter your monthly usage in kWh, which can be found on your utility bill.

WHO CAN JOIN THE PROGRAM?

- All electricity ratepayers in Keene including residents, small businesses, and others can join the program.
- All customers eligible for automatic enrollment will receive a notification letter prior to enrollment. This letter will include all program details including program rates and how to participate.
- Those who already have a third-party supplier can opt in to the program at any time.
- If you live outside of Keene, please check with your municipality to see if your community has a program you can join. In addition, Cheshire County offers a program that any resident of the county can join, including Keene residents.

WHAT PRODUCTS ARE OFFERED THROUGH THE PROGRAM?

- The Program has four different products (see below) to provide you with the opportunity to select a specific balance of cost and renewable energy. You can compare monthly costs using the online calculator at www.keenecommunitypower.com/calculator.

Term / Product	Keene Basic (No extra RECs)	Keene 10 (10% extra RECs)	Keene 50 (50% total RECs)	Keene 100 (100% total RECs)
Jun. 2023 – Dec. 2025 (2.5 years)	11.100 ¢/kWh	11.471 ¢/kWh *	12.050 ¢/kWh	13.900 ¢/kWh
Dec. 2025 – Dec. 2027 (2 years)	11.220 ¢/kWh	11.58 ¢/kWh	12.100 ¢/kWh *	13.890 ¢/kWh

* = default product (automatic enrollment)

HOW DO I JOIN OR LEAVE THE PROGRAM?

- **Joining the program:** To join the program, use the “Enroll/Change” form available on the project website or call the supplier, Direct Energy, at (866) 968-8065. If you are already in the program, you do not have to do anything to stay in it.
 1. If you are using a third-party supplier, we recommend that you review your contract before joining the program to ensure you will not have to pay any fees for leaving early.
- **Leaving the program:** To leave the program, use the “Opt-Out” form available on the project website or call the supplier, Direct Energy, at (866) 968-8065. You may leave the program at any time without penalty.
- **Switching Products:** To switch to a different product, use the “Enroll/Change” form available on the project website or call the supplier, Direct Energy, at (866) 968-8065.
- **Re-joining the Program:** If you leave the Program, you may re-join at any time; however, the supplier may offer you a price that reflects market conditions at the time. The supplier will ask you to confirm any such price before you are enrolled.

HOW MUCH DOES THE PROGRAM COST THE CITY AND TAXPAYERS?

- The Keene Community Power program is self-funded through the revenues received by participating customers.
- There is no direct cost to the city or to taxpayers; however, there are some indirect costs associated with staff time spent managing the program.

WHAT IF I HAVE SOLAR?

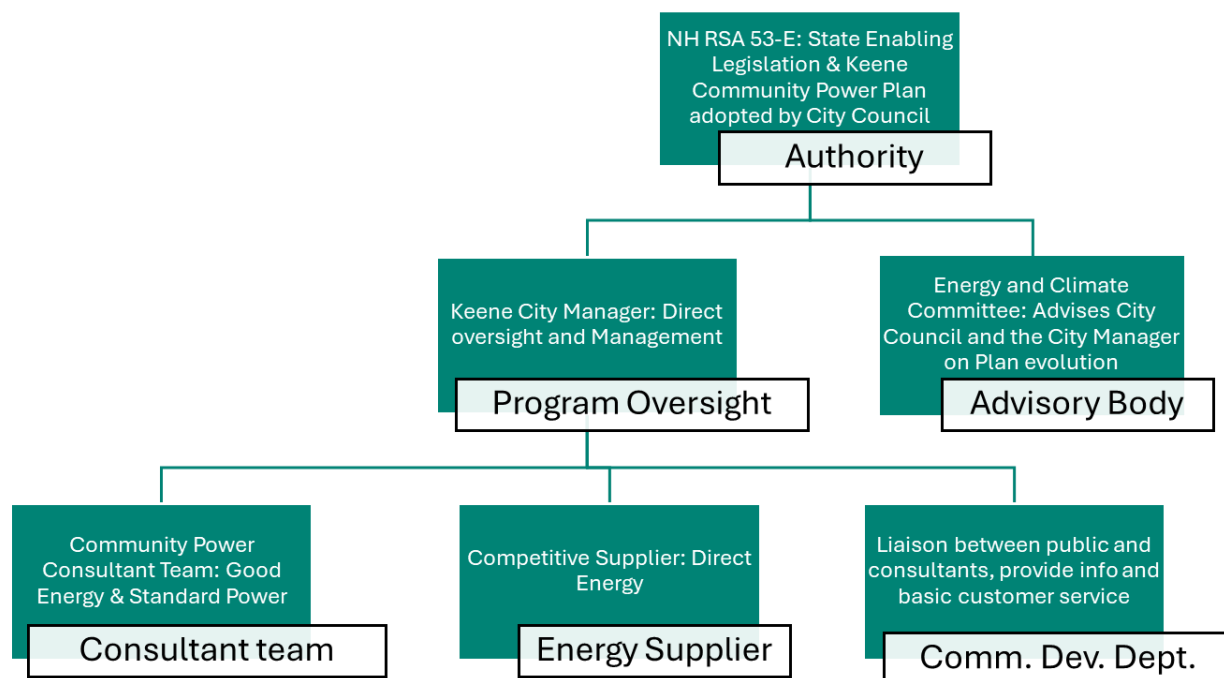
- For residential customers that participate, those on Net Energy Metering 1.0 (or “Standard”) would continue to receive the same value for their generation as today; however, those on Net Energy Metering 2.0 (or “Alternative”) would receive less value for their generation than today.
- There are additional factors to consider, and we highly encourage each net metering customer to make their own decision. Please see our detailed [Net Metering FAQ](#) to help with your decision, available online at www.keenecommunitypower.com.

WHAT IF I PARTICIPATE IN THE ELECTRICITY ASSISTANCE PROGRAM?

- Customers who receive a discount on their electricity bill through the Electric Assistance Program (EAP) will continue to receive their benefits.
- Budget billing customers will continue to receive budget billing for the Delivery Services portion of the bill.

WHO OPERATES AND MANAGES THE PROGRAM?

- The Community Power Program is governed by the Keene Community Power Plan, adopted by Keene City Council and approved by the NH PUC. This plan designates oversight and management of the Plan to the City Manager.
- The City has hired a consultant team, consisting of a local NH company (Standard Power) and a national company with extensive experience running similar programs in other states (Good Energy). The consultant team manages certain activities under the program, including managing the supply procurement process, public engagement, interacting with Eversource, and monitoring the supply contract.
- The competitive supplier, Direct Energy, provides power for the program as well as customer support including staffing a toll-free number for customer questions



WHO SHOULD I CONTACT WITH CUSTOMER SERVICE ISSUES?

- If a customer calls with a complaint or issue, and they have already tried contacting Direct Energy, you can reach out to the following contacts at Good Energy and Standard Power to help figure out a resolution:
 1. Patrick Roche, Good Energy: patrick@goodenergy.com or 617-202-0797
 2. Allison McNeill, Good Energy: allison.mcneill@goodenergy.com
 3. General Support email: support_nh@goodenergy.com
 4. Ryan Polson, Standard Power: r.polson@standardpower.com

December 2025 Renewal Outreach Plan

