

October 30, 2025



Keene Community Power

The City of Keene is pleased to announce that Keene Community Power has been renewed. The program helps community members manage electricity supply costs and increase the use of renewable energy. You currently receive one of Keene's supply options.

This letter explains upcoming changes to the products and your options.

- Keene's new pricing takes effect starting on your December 2025 meter read.
- All new Keene Community Power prices are fixed until December 2027.
- No action is needed to receive the new pricing.

Keene's New Supply Products

The Keene Community Power program has increased the amount of renewable energy in our most popular option, Keene Standard, which will now provide 50% renewable energy. We estimate that, with all of the new products in the program, annual voluntary renewable energy purchases will increase to 13,670 megawatt-hours (MWh), avoiding 9.7 million pounds of carbon pollution each year.

All new Keene Community Power product prices will be fixed for 24 months, from December 2025 until December 2027 meter reads.

KEENE STANDARD (AUTO-ENROLL)	KEENE BASIC (Option)	KEENE 10 (Option)	KEENE 100 (Option)
12.100 ¢/kWh Adds voluntary renewable energy to total 50% (50% in 2025)	11.220 ¢/kWh No additional renewable energy (25% in 2025)	11.580 ¢/kWh Adds 10% voluntary renewable energy (35% in 2025)	13.890 ¢/kWh Adds voluntary renewable energy to total 100% (100% in 2025)

The Eversource Basic Service residential price is 11.196¢/kilowatt-hour (kWh) from August 1, 2025 to January 31, 2026, and contains the minimum amount of renewable energy required by the State.

Because Eversource prices change frequently and future rates are unknown, future savings cannot be guaranteed.

- No action is necessary to switch to the Keene Standard supply option.
- You may switch to another Keene supply option at any time or leave the program at any time, without penalty, and return to Basic Service with Eversource. To switch options or leave the program, call our program's electricity supplier, Direct Energy, at (866) 968-8065, or submit a request at [KeeneCommunityPower.com](https://www.KeeneCommunityPower.com).

Questions & Support

For questions or troubleshooting, please contact the City's consultant, Good Energy, with the online form at [KeeneCommunityPower.com](https://www.KeeneCommunityPower.com).

Keene Current & New Prices

	Keene Standard		Keene Basic		Keene 10		Keene 100	
	Current	New	Current	New	Current	New	Current	New
Price	11.471 ¢/kWh	12.100 ¢/kWh	11.100 ¢/kWh	11.220 ¢/kWh	Not currently offered	11.580 ¢/kWh	13.900 ¢/kWh	13.890 ¢/kWh
Duration	June 2023 until Dec. 2025	Dec. 2025 until Dec. 2027	June 2023 until Dec. 2025	Dec. 2025 until Dec. 2027		Dec. 2025 until Dec. 2027	June 2023 until Dec. 2025	Dec. 2025 until Dec. 2027
Required Renewable Energy in 2025	25%	25%	25%	25%		25%	25%	25%
2025 Voluntary Renewable Energy	10%	25%	0%	0%		10%	75%	75%
Total Renewable Energy	35%	50%	25%	25%		35%	100%	100%
Supplier	Direct Energy	Direct Energy	Direct Energy	Direct Energy		Direct Energy	Direct Energy	Direct Energy

- Program prices apply to service beginning and ending on the days of the month that your meter is read.
- Program prices only apply to the Supply portion of your electric bill. Eversource sets the Delivery charges.
- At the end of the pricing term in December 2027, you will be automatically renewed in your current product, which may have a higher or lower price and a different percentage of voluntary renewable energy as negotiated by the City. The City will announce price changes before any such change takes effect. Product details will always be available on the City's website for the program: KeeneCommunityPower.com.
- The State requires all electricity products to include a minimum amount of renewable energy, which was 25% in 2025. The City voluntarily adds more renewable energy to Keene Standard, Keene 10, and Keene 100 products. All voluntary renewable energy comes from sources that qualify as NH Class I, the State's designation for new renewable energy located in or imported into New England.
- If you have questions about the Delivery Services portion of your bill or about Default Service supply, contact Eversource at (800) 662-7764, or visit Eversource.com.

Next Steps

- You will receive the first bill with the new pricing and usage from the December 2025 to January 2026 meter reads. Most customers can expect to receive this bill in January 2026.
- Tax-exempt small business customers participating in the program must provide a copy of their tax-exemption certificate directly to Direct Energy via email at usn.taxexemption@directenergy.com or mail to Direct Energy, Attn: USN Tax Exemption Dept, PO Box 180, Tulsa OK 74101-0180 to maintain tax-exempt status.
- If you are receiving electricity supply from a competitive supplier, you may have signed up after this letter was created. To continue to receive your electricity from that competitive supplier and prevent any possible early termination fees, **you must contact Keene's supplier to opt out of the program.** You may do so using the online form on KeeneCommunityPower.com, or by calling the supplier at (866) 968-8065.