



December 18, 2020

Mark D. Marini, Secretary  
Department of Public Utilities  
One South Station, 5th floor  
Boston, MA 02110

Re: D.P.U. 19-07

Dear Secretary Marini:

Boston Climate Action Network has heard time and again from both its members and the broader Boston community of the confusing, misleading, and predatory tactics undertaken by competitive electricity supply companies. Some of our own members, generally better versed on renewable energy jargon, have been misled into signing contracts that dramatically overstated both the amount and additionality of the contract's renewable energy content. We strongly support the proposed changes to the Contract Summary Form to disclose the default service price and its renewable energy content. To ensure the form has the desired protective effect, we hope that its receipt and acknowledgement by the customer is carefully documented. Further, we feel that it is important to ensure every person in Boston has a clear understanding of their position and options. As such, we believe a copy of the improved Contract Summary Forms should be distributed to all existing competitive supply customers. We would also recommend a grace period whereby all competitive supply customers who felt misinformed or underinformed be allowed to break their contract without being subject to cancellation fees.

Thank you for this opportunity to comment.

Respectfully submitted on behalf of the Boston Climate Action Network,

A handwritten signature in black ink, appearing to read "Andy Wells-Bean".

Andy Wells-Bean  
Campaign Coordinator