



Salem Community Choice Aggregation

Frequently Asked Questions

Understanding the details of the Salem Community Choice Aggregation is crucial for making informed decisions about your energy needs. You may have questions about the ability to opt-out, the role of your utility company, billing changes, participation after launch, unaffected utility services, and net metering participation. Freedom Energy aims to ensure that you have all the necessary information to take full advantage of what the Community Choice Aggregation program offers.

If you don't see your question here, please reach out to our team for more information.

Do I have to participate in the program?

- Participation in the program is entirely voluntary. You may choose to opt out at any point prior to or during the duration of the program by visiting <https://felpower.com/cca/New-Hampshire/Salem> or by submitting your opt-out card from the program notification. Withdrawing from the program can be done at any time without incurring any penalties or obligations.

Who authorized this program?

- Salem residents approved this program on Town Meeting day 2025. More than 83% of voters supported it. Community Choice Aggregation, authorized by NH RSA 53-E, lets towns and cities form electricity buying groups upon approval by their governing body.

When does the program start?

- If you do not opt out, the program will begin on your November 2025 meter read date. The town has entered into a two-year rate-stabilized agreement that is set to continue until at least November 2027.

What if my home or business is under contract with a different supplier?

- If you have an electricity contract with a supplier other than Liberty Utilities, this program will not affect you. You'll stay with your current supplier unless you choose to OPT IN. Before opting in, check your current agreement for possible termination fees.

What will happen to my electric assistance program (EAP)? Will I still be eligible?

- You will remain eligible for EAP with Salem CCA. If you already receive EAP, it will continue after enrollment in the aggregation.



What happens if the power goes out or I have a metering issue? Do I still call Liberty Utilities?

- Liberty Utilities will maintain responsibility for delivering electricity to your residence or business and for servicing the associated infrastructure. Customers should continue to contact Liberty regarding outages, billing inquiries, or metering concerns. This procedure remains unchanged.

Will I get a second bill as part of the Salem CCA?

- You will continue to receive billing through your standard Liberty Utilities invoice. Your updated rate will be listed under the section titled *Salem Community Choice Aggregation*.

Is there any renewable electricity included in this program?

- The Salem CCA rate includes the required amount of renewable electricity as mandated by statute. Details about the sources of generation in the Salem CCA rate are available at <https://felpower.com/cca/New-Hampshire/Salem>.

What happens if I opt out?

- Should you decide to opt out, you will continue to receive the default service provided by Liberty Utilities.

Can I opt back in after I opt out?

- Residential and small commercial accounts can opt in again after opting out. Large commercial and industrial accounts need approval from the Salem CCA supplier to rejoin.

Are savings guaranteed?

- The Liberty Default service rate is available only through January 2026. Estimated savings from November to January are around 10%, but rates after January 31, 2026, are unknown. If program rates exceed the Liberty Default Service rate in the future, you can return to Liberty without penalty.

What happens if my home or business has solar? Will I still get paid for my exports to the grid?

- Customers with behind-the-meter generation who receive export credits from Liberty should ensure they *opt out* of the program. The Salem CCA program does not reimburse exports, and enrolling may affect your financial outcome. Enrollment data is provided by Liberty Utilities to prevent automatic inclusion of net metering customers; however, administrative errors may occur.

For More Information

<https://felpower.com/cca/New-Hampshire/Salem>

<https://www.firstpointpower.com>

First Point Power at 888-875-1711

Freedom Energy Logistics at 866-568-4725

<https://salemnh.gov/ccap>