Laconia Community Choice Aggregation

Frequently Asked Questions

Understanding the details of the Laconia 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 do not see your question here, please reach out to our team for more information.

Do I have to participate in the program?

- No. Participation is voluntary. All eligible Eversource default-service customers are automatically enrolled at launch, but you may opt out at any time with no fees or penalties.

Who authorized this program?

- The City of Laconia’s Aggregation Committee held two public hearings on the Plan, one on November 12, 2024, and the second on November 25, 2024. The City Council adopted the final plan on February 10, 2025. Freedom Energy Logistics, an energy advisory located in Auburn, NH, was selected to administer it. The New Hampshire Public Utilities Commission (NH PUC) subsequently approved the plan.

When does the program start?

- Enrollment and service for Laconia’s initial CCA Program began April 1, 2026 (based on meter read date). The initial term ran through October 31, 2026.
- The Program was renewed on July 7, 2026, and now is contracted through October 31, 2027.

© 2026 Freedom Energy Logistics

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

- Customers already enrolled with a third-party supplier are not automatically enrolled. You may choose to opt in, but you should review your current supplier contract for any early termination fees before switching.

What will happen to my Electric Assistance Program (EAP)? Will I still be eligible?

- Yes. EAP benefits continue unchanged. Participation in the Laconia CCA does not affect eligibility for electric assistance programs.

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

- Yes. Eversource continues to deliver electricity, maintain the grid, and handle outages, billing, and meter issues. CCA only changes the supply portion of your bill.

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

- No. You will continue to receive one bill from Eversource. The supply charge will simply reflect the CCA rate instead of default service.

Is there any renewable electricity included in this program?

- Yes. The program meets New Hampshire Renewable Portfolio Standard (RPS) requirements. For future terms, additional higher-renewable options may be available on an opt-in basis.

What happens if I opt out?

- If you opt out, you will remain on or return to Eversource default service (or keep your current supplier). There are no penalties or fees to opt out.

Can I opt back in after I opt out?

- Yes. You may opt in at any time, subject to program availability and standard enrollment processing.

Are the savings guaranteed?

- Savings are not guaranteed. However, the initial and renewal CCA rates are set below the current Eversource default service rate.

© 2026 Freedom Energy Logistics

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

- Net-metering rules remain with Eversource. Customers who are net producers should review how credits are handled and opt out to remain fully on utility default service for export credit.

How does this program compare to other third-party energy supply programs?

- The Laconia CCA is municipally authorized and competitively bid on behalf of the entire community. It provides local oversight, no early termination fees, transparent rates, defined terms, and the flexibility to opt in or opt out at any time.

For More Information

https://felpower.com/cca/new-hampshire/laconia/

First Point Power: 888-875-1711

Freedom Energy Logistics: 866-568-4725

https://www.laconianh.gov/1292/Laconia-Community-Power

© 2026 Freedom Energy Logistics