



Windham Community Choice Aggregation

Frequently Asked Questions

Understanding the details of the Windham 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 and Liberty 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 Windham Town Council authorized the CCA program and formally approved the final aggregation plan after Windham residents voted 74% in favor of CCA in the 2024 elections. The New Hampshire Public Utilities Commission (NH PUC) subsequently approved the plan.

When does the program start?

- Enrollment and service began May 1, 2026 (based on your meter read date). The initial six-month term runs through October 31, 2026.
- The Program was renewed on June 30, 2026, and now is contracted through October 31, 2027.

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 Windham 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 and Liberty Utilities will continue to deliver electricity, maintain the grid, and handle outages, billing, and meter issues. The CCA only changes the supply portion of your bill.

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

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

Is there any renewable electricity included in this program?

- Yes. The default program exceeds NH Renewable Portfolio Standard (RPS) requirements by 5%. You do have the option to go down to the RPS minimum for a slightly lower rate or go up to 50% or 100% renewables at higher rates.

What happens if I opt out?

- If you opt out, you will remain on or return to Eversource or Liberty 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. The initial Windham CCA rates and the CCA renewal rates are both below the current Eversource and Liberty default rates.

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

- Net metering and solar customers will remain with Eversource and Liberty. Customers who are net producers will not be automatically included in the program, so they continue receiving RECs from the utility. Solar customers should review their net-metering agreements and have the option to opt in if they choose to do so.



Why did it take so long for the initial program to launch?

- Windham residents voted to approve the CCA program in 2024. Since then, the Town continued to monitor the markets to find the time to launch with savings over the utility while including the additional renewable credits.

What rate would be available to an individual opting out and wanting to return?

- If someone chose to opt out and wanted to return to the program, they would be offered the current CCA rates for all four renewable rate options.

Have any communities set a limit on how frequently a customer can opt out and opt in?

- No, however there is one caveat for large businesses. If a large business chooses to opt out, they have to go through an approval process to be accepted back into the program due to the large swing in usage.
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For More Information

<https://felpower.com/cca/new-hampshire/windham/>

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<https://windhamnh.gov/322/Local-Energy>