



January 18, 2023

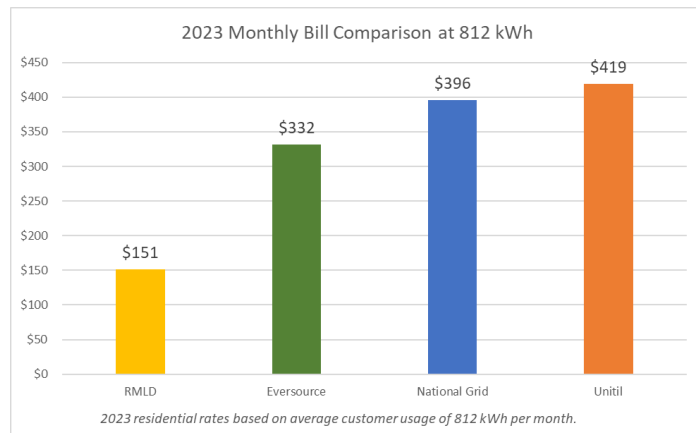
Dear Valued Customer,

I am writing this letter to provide additional background regarding the forecasted 9% increase to your monthly bills. For the average customer bill, this equates to an increase of \$13 per month (\$138 per month increasing to \$151 per month).

We realize that any increase can be burdensome, but, as a not-for-profit municipal utility, we work diligently to provide reliable, low-cost, and increasingly non-carbon electricity to your home.

Also, RMLD is postponing the increase until March 1st, after the winter heating season to help ease the burden for customers since January and February are typically higher usage months due to colder temperatures.

As you are likely aware, local investor-owned utilities (IOUs) such as National Grid recently raised its electric rates by 64 percent, while Eversource increased its rates by 43 percent. As shown on the chart, RMLD is much lower than IOUs when comparing same usage (812 kWh).



Why Are RMLD Rates Going Up?

To better understand RMLD's rate increase, it's important to understand the two major components to your bill: customer electricity usage and rates.

1. **Customer electricity usage**(kWh) is influenced by weather and is typically higher in winter and summer months due to heating and cooling needs and lower in spring and fall months.
2. Within rates (\$/kWh), there are two distinct components:
 - a. **RMLD annual operating costs**— these charges are based on the RMLD operating budget. RMLD's operating budget increased by 16 percent in 2023 compared to 2022.
 - b. **Monthly power supply costs**— these charges are adjusted monthly for actual costs, which are passed through without any markup. We anticipate our power supply costs to increase by 2 percent in 2023 as compared to actual 2022 costs.

More information on customer bills and a sample bill [can be found here.](#)

Why is RMLD's Increase Lower than Investor-Owned Utilities?

RMLD remains committed to providing its customers with reliable, low-cost, non-carbon electricity for customers in our service territory of Reading, Wilmington, North Reading, and Lynnfield Center.

RMLD's diversified power portfolio also helps minimize its electricity costs while meeting policy and compliance obligations. Our diversified power sources include nuclear - 31% of our 2023 wholesale power supply, hydro – 26%, wind generation – 7%, and solar – 1%.

Lastly, RMLD has also been proactively investing in in-territory generation, aggressively pursuing statewide and federal funding made possible with the recent passing of the Inflation Reduction Act, and value engineering to alleviate supply chain cost increases.

How You Can Save Money Amid Higher Energy Costs

As an RMLD customer, there are several measures you can take to lessen the impact of these higher energy costs. These measures include:

1. **Conserve your usage.** Turn off lights and appliances when not in use. Refer to our Energy Savings Tips on our website found on the "For My Residence" tab on RMLD's homepage.
2. **Get a free home energy assessment** and learn how to make your home more energy efficient. Visit our website or call us at 781-942-6598 for more information.
3. Be sure to review our **rebates and incentives** before you replace a home appliance. Visit the "Rebates" link under the "For My Residence" tab on our website.
4. **Sign up for RMLD's Time-of-Use Rate**, which helps customers save money if the majority of their usage is during off-peak hours (Monday-Friday noon-7:00 pm). Customers with a typical use pattern can save approximately \$12/month by switching to Time-of-Use.
5. **Sign up for Shred the Peak alerts.** Shred the Peak is a voluntary customer program that encourages conservation during peak times to control related costs and keep rates affordable. For more information click the "Shred the Peak" under "For my Residence" tab.
6. **Take Advantage of Our Prompt Payment Discount.** RMLD offers a 15% discount on the customer charge and distribution energy charge portions of the bill to customers who pay within 17 days of the billing date

RMLD also has a budget billing option for residential customers who wish to reduce fluctuations in their monthly bills due to seasonal patterns of energy usage by paying an equalized monthly rate.

Please visit the RMLD website for updates and details as we move forward. Or contact us with questions or comments at customerservice@rml.com.

Regards,



Gregory J. Phipps

RMLD General Manager