

ANNUAL BOOKLET TO RETAIL CUSTOMERS

March 2026

Each electricity supplier licensed by the Department of Public Utilities (the “Department”) to do business in the Commonwealth of Massachusetts is required to annually prepare and mail an information booklet describing a customer’s protections and rights with respect to competitive energy supply, pursuant to G.L. c. 164, § 1F(5)(i) and 220 C.M.R. 11.06(2)(d). Atlantic MA, LLC (“Atlantic”) is a licensed electricity supplier serving customers in the Commonwealth of Massachusetts. You have the option to choose the company that supplies the electricity the utility company delivers to you. As an Atlantic customer, you’re entitled to the following:

- Notification in writing of the terms of service agreement at the time service is initiated. This document details the rates that will be charged by Atlantic, the length of the contract, the payment terms, the rules for terminating the contract, the manner in which you will be notified of any changes in the terms of service, information about dispute resolution, and a toll-free number to call for more information.
- The price that you will be charged by Atlantic includes electric generation service only, and excludes transmission charges, all other utility fees and charges, and applicable taxes. Failure by a customer to make full payment of Atlantic charges due on any bill will be grounds for disconnection of utility services in accordance with the Department’s rules and regulations on the termination of service.
- Competitive power suppliers and distribution companies must furnish customers with a disclosure label prior to providing service and then on a quarterly basis. The label will set forth their prices, the types of power sources used, their air emissions, their labor practices and a toll-free number for customer service.
- Customers are entitled to receive at least 30 days’ prior written notice of any material changes to the Terms and Conditions governing your service.
- Atlantic’s charges to you are based on meter reads by your local utility. Atlantic does not require a deposit. Atlantic makes no representation or warranties, whether express or implied, regarding the electricity sold to you.
- Atlantic will not be liable to you or any third party for consequential, incidental, punitive, exemplary, or indirect damages. Atlantic is not liable for interruption to, or shortages of, electricity supply, nor is it liable for any resulting associated loss or damage.
- Atlantic may assign the Agreement to another energy supplier, energy services company or other entity as authorized by the Department.
- Atlantic does not operate under collective bargaining agreements and does not operate with employees hired as replacements during the course of a labor dispute.
- If Atlantic cancels the Agreement, it will give you written notice at least 15 days prior to the cancellation date, except in the case of a failure to pay, in which case cancellation may be immediate. If Atlantic terminates your electric supply service, you will be transferred without interruption to standard offer service with your local utility.
- If you have questions or concerns, you may contact Atlantic’s Customer Service Center at (800) 917-9133, Monday through Friday 9:00 AM - 5:00 PM EST (contact center hours subject to change), or in writing at: Atlantic Energy, P.O. Box 7780, Spring, TX 77387.
- Customers whose dispute cannot be resolved have their right to mediation pursuant to M.G.L. c. 164, §1F(2).

ELECTRICITY FACTS
 Atlantic Energy MA, LLC

Generation Price	Residential Customers							
Average price per kWh at different levels of use in 2026. Prices do not include regulated charges for customer service and delivery.	Average Use per month	250 kWh	500 kWh	1000 kWh	2000 kWh			
	Average Price per kWh	.405	.405	.405	.405			
	Your average generation price will vary according to when and how much electricity you consume. See your most recent bill for your monthly use and your Terms of Service for the actual price.							
Contract	Minimum Length: month-to-month		Contract Type: variable					
Power Sources	Demand for this electricity product in the period 1/1/24 - 12/31/24 was assigned generation from the following sources							
Power Sources						Known Resources	System Power	Total
Biomass						0.0%	0.1%	0.1%
Coal						0.0%	0.3%	0.3%
Hydro: Large						0.0%	0.3%	0.3%
Hydro: Small						0.0%	0.0%	0.0%
Imported Power						0.0%	15.6%	15.6%
Municipal Trash						0.0%	0.3%	0.3%
Natural Gas						0.0%	79.8%	79.8%
Nuclear						0.0%	0.2%	0.2%
Oil						0.0%	2.5%	2.5%
Other Renewables						0.0%	0.1%	0.1%
Solar						0.0%	0.7%	0.7%
Wind						0.0%	0.0%	0.0%
Total	0.0%	100%	100%					
Air Emissions	Air Emissions for 2023 in pounds per megawatt hour:							
Carbon dioxide (CO ₂), nitrogen oxides (NO _x), and sulfur dioxide (SO ₂) emission rates from these sources, relative to the regional average, and to the emission rates of a new generation unit.	Emission Rate Category	CO ₂	NO _x	SO ₂				
	New England	536.43	0.309	0.122				
	New Unit	895	0.06	0.01				
Labor Information	23% of the electricity assigned to this electricity product came from power sources with union contracts with their employees.							

77% of the electricity assigned to this electricity product came from power sources that used replacement labor during labor disputes between January 1, 2024 and December 31, 2024.

NOTES

1. Electricity customers in New England are served by an integrated power grid, not particular generating units. The above information is on generating units assigned to this electricity product. To obtain information on all generating units owned by, or under contract to Atlantic, call 1 (800) 917-9133.
2. See next page and your contract terms of service for further information on this label. You may also call Atlantic at 1 (800) 917-9133, or the Massachusetts Department of Energy Resources at (617) 626-7300.
3. For customer service or complaints, please contact Atlantic at 1 (800) 917-9133.

LABEL DESCRIPTION

Generation Price and Contract:

Generation Prices displayed are representative average prices for electricity at usage levels that are typical for residential customers. Contract items displayed present the length of your contract for generation service, and the price terms included in your contract. See your recent bills to determine acreage monthly use, and your Terms of Service for additional information.

Power Sources:

The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas, and ocean thermal.

Emissions:

Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Arrows represent, for each pollutant, the emission rate from a hypothetical new generation facility.

Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil, and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.

Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness in children with frequent high level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters which is destructive to fish and other animal life.

Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments.

Labor Data:

The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management, and protected by union contracts. The information in this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether or not a generator or supplier, during a strike by or lock-out of its employees, has replaced them with other workers.