

## **STATEMENT BY CON EDISON SOLUTIONS**

Because of a delay in the delivery of updated pricing information, approximately 13,200 electric customers in the City of Marlborough were overcharged an average of \$16.00 on their May-June utility bill. Some customer bills were sent after the price was corrected so not every customer was charged the incorrect price. Customers who were incorrectly charged will receive an appropriate credit on their next bill, which for most customers will be their bill covering the June to July period.

ConEdison *Solutions*, the energy services company that has been providing competitive electricity supplies to participating residential and small commercial customers in Marlborough since December 2008, did not provide data on new, lower prices to National Grid in time for the savings to be reflected in May-June bills. As a result, commercial customers were billed at 12.19 cents per kilowatt-hour and residential customers were billed at 12.29 cents. The correct charges are 9.684 cents and 9.664 cents, respectively.

Colonial Power, a local energy consulting firm helping the City of Marlborough manage its electricity supply purchases under an initiative known as a "community opt-out program," was first to take note of the notification delay. Colonial Power immediately began assisting both ConEdison *Solutions* and National Grid in addressing the matter.

To date, Marlborough consumers have saved more than \$1.1 million through the electric supply program, which was launched in 2007.

ConEdison *Solutions* regrets that the pricing information was delayed and apologizes for any inconvenience experienced by ratepayers.