

## Your ETS System & the Transition to Time-of-Day Rates

### A Continued Commitment to ETS Customers

Electro Thermal Storage (ETS) systems have long played a vital role in balancing our community's energy load. While the utility is moving to Time-of-Day (TOD) rates for all other customers on April 1, 2026, the Light Board has voted to maintain the dedicated ETS rate to honor your investment in this technology.



- No Service Charge: ETS customers will continue to benefit from a simplified rate structure with no monthly meter fee or customer charge for their ETS meter.
- Simple Rate: The ETS rate is \$0.10639/kWh. Relative to today's primary residential rate, this is actually lower than it was when the rate launched decades ago.

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### Looking Ahead: The Transition Plan

To ensure a fair and gradual shift toward the new utility-wide standard, the Light Board has outlined a multi-year transition path for ETS systems:

- Rate Stability: Residential and commercial ETS customers will remain on the ETS rate through 2027. To keep pace with delivery costs, the rate is planned to increase by 2% annually until it reaches 55% of the TOD blended rate (the average per kWh rate customers pay if they have the average load shape).
- System Age Milestone: Beginning in January 2028, ETS systems that are 20 years or older will transition to the standard Time-of-Day rate.
- Final Transition Date: The ETS rate is currently scheduled to be retired for the final customers on December 31, 2034, which represents 20 years from the last rebate issued.
- Future Credits: We value the load-shifting capability of your system. Once a system moves to TOD rates, a winter months load credit will be available for customers who continue to allow the Light Plant to manage the system's peak-hour usage.

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### Learn More

Rates are discussed and voted by the Concord Municipal Light Board, which is comprised of 5 residents appointed by the Town Manager. They typically meet the 2nd Wednesday of each month at 7:30am on Zoom.

View rates, FAQs and learn more on our website:



[concordma.gov/tod](https://concordma.gov/tod)

We are happy to answer questions about your specific situation. Please email us at [concordutilities@concordma.gov](mailto:concordutilities@concordma.gov) or call us at (978) 318-3101 if the website does not address your questions or concerns.

## **ETS Frequently Asked Questions**

### **Why is the ETS rate eventually ending?**

The original rebate and rate programs were designed to support the lifespan of the equipment. As these systems reach their 20-year milestone, they are being integrated into the modern Time-of-Day structure which, like ETS, encourages using energy when it is least expensive for the community.

### **What happens when my system turns 20?**

In January 2028, if your system was installed in 2008 or earlier, your account will move to the Time-of-Day rate. This ensures that the oldest systems, which may be nearing the end of their operational life, transition first.

### **How will the “Winter Load Credit” work?**

Because ETS units are excellent at staying off the grid during peak hours, we want to reward that behavior. If you transition to TOD rates but still allow the Light Plant to control the unit (preventing it from drawing power during the peak), you will receive a credit on your bills to offset the cost of heating.

### **Why is there no meter fee for ETS?**

Since ETS systems are typically installed with a second, dedicated meter to track heating separately, most ETS customers already pay a standard customer charge on their primary residential or commercial meter. The Light Board has maintained the \$0.00 customer charge for the secondary ETS meter in line with the original commitment to the customers who installed these systems while your system continues to provide load-shifting benefits to the community.

### **Is my ETS system still a good deal?**

Yes. The current total rate of approximately \$0.106 per kWh remains significantly lower than both the current flat rates and the upcoming TOD peak rates, rewarding you for the continued use of your storage system.

### **What should I do when I am ready to replace my ETS system?**

As your ETS system nears the end of its lifespan, we encourage you to explore transitioning to a high-efficiency heat pump. Heat pumps excel at using energy efficiently and are a good match for Time-of-Day rates. To support this transition, we offer generous rebates to help offset the installation costs. When you are ready to upgrade, contact our heating and cooling specialists to learn how a heat pump can maintain your home’s comfort while continuing to keep your energy costs low. Visit <https://concordma.gov/heatpumps> to learn more.