

Residential Rate Assistance Under Time-of-Day

The Concord Municipal Light Plant (CMLP) is committed to helping all our neighbors manage energy costs. If you are a residential customer facing financial hardship, you may qualify for our Rate Assistance Program, which provides significant discounts on your electric bill.

The Time-of-Day Advantage (Starting April 1, 2026)

The Light Board has redesigned Rate Assistance for the Time-of-Day era to provide even more meaningful support. Under the new TOD structure, qualifying customers receive:

- **\$0.00 Service Charge:** The \$20/month service charge is gone.
- **Reduced kWh Rates:** Your electricity rates are significantly discounted compared to standard TOD rates.



How to Qualify & Apply

To be eligible for Rate Assistance, the electric account must be in your name for your primary residence. You qualify if you meet any of the following criteria:

- You receive a means-tested government assistance program AND your household income does not exceed 60% of the Estimated State Median Income.
- You receive benefits from the Low-income Home Energy Program (LIHEAP/SMOC).
- You receive assistance from Public or Subsidized Housing.

Period	Standard Months (Dec-Feb, May-Sep)	Shoulder Months (Mar-Apr, Oct-Nov)
Peak (3-7pm Weekdays)	\$0.23079	\$0.18143
Super Off-Peak (1-5 a.m.)	\$0.12881	\$0.12408
Off-Peak (All other times)	\$0.13196	\$0.12994

2026 Automatic Renewal: To simplify the transition to Time-of-Day rates, **CMLP is automatically renewing all current Rate Assistance customers for 2026.** No action or documentation is required on your part this year to keep your credits active. In future years, you will return to the standard reconfirmation process where renewal applications are mailed April 1st and due by April 30th.

Opting Out of Time-of-Day

If Time-of-Day rates do not work for your household, you may choose to opt-out. You will still receive a significant subsidy with **no monthly service charge** and a **usage credit of \$0.08185 per kWh** on the first 657 kWh.

View rates, FAQs and learn more on our website:



concordma.gov/tod

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

Rate Assistance Frequently Asked Questions

Do I need to re-apply for Rate Assistance this year?

No. For the 2026 calendar year, CMLP has waived the manual reconfirmation requirement to ensure a smooth transition for our customers. Your enrollment will continue automatically. Starting in 2027, you will receive a renewal letter in April and will need to provide updated documentation at that time to ensure you still meet the program's income or assistance guidelines.

Why is the service charge being removed? The Light Board recognized that a \$20 flat fee represents a larger percentage of the bill for those who use less energy. By zeroing out this fee, we ensure the program provides immediate relief regardless of how much electricity you use.

Which rate is better for me? Most customers will find the **Time-of-Day** rate provides the best value, especially if you can shift heavy energy use (like electric dryers and dishwashers) to off-peak hours. However, the **Opt-Out** rate is there to ensure you still receive support if your schedule doesn't allow for shifting usage.

Does this apply to my whole property?

Rate assistance applies only to your primary dwelling. It does not apply to separate garages, workshops, or additional properties you may own in town.

How does the discount work if I choose to opt-out of Time-of-Day?

If you choose the Opt-Out rate, you still receive significant support. CMLP will waive your \$20 monthly service charge and apply a direct credit of \$0.08185 per kWh to the first 657 kWh you use each month. This ensures that even on a standard rate, your bill remains manageable.

What happens if I use more than 657 kWh in a month?

For customers on the Time-of-Day Rate Assistance plan, your discounted kWh rates apply to *all* the electricity you use, regardless of the amount. If you are on the Opt-Out plan, the specific \$0.08185 per kWh credit only applies to the first 657 kWh; any usage above that amount will be billed at the standard Opt-Out rates.

I live in an apartment complex; do I still qualify?

Yes, as long as you are the "customer of record" (the electric account is in your name) and it is your primary residence. This includes residents of public or subsidized housing, which is one of the automatic qualifying categories for the program.