

June 3rd Webinar: Questions from Q&A

Is the “opt-out period” the only time I can opt out?

No – you can opt-out (or up or down) at any time, with no penalty. However, if you opt-out during the initial 30 days you won't be enrolled in the program at all. If you opt out at a later time it will take 1 to 2 billing cycles to return to National Grid.

I own a small business- is my business eligible for CCA?

Maybe - if your small business is within a CCA community and your usage is less than 2,000 kwh per month it is eligible for the CCA. Businesses that use more than 2,000 kwh/month are not eligible to participate (they are considered a different service class by the utility).

What if I move or sell my house in Albany, will I still be eligible to participate in the CCA?

If you move to another home within Albany, or any other participating municipality, you will still be able to participate in the CCA.

If you move to a community that does not participate, you will not be in the CCA. The new residents of your home or property in Albany will get an opt-out letter after they take residence.

New residents and small businesses that either move into a CCA community, or become eligible, will be able to participate.

What if I have billing questions? Do I call National Grid, MEGA or the supplier?

MEGA's CCA team is available to help residents throughout the CCA program. If you experience an issue with your bill for supply, we can help you engage either the supplier or the utility company to have your issue resolved. If you have a question about your delivery charges, or other parts of your utility bill, call National Grid as usual. Any requests to opt-in or out of the program should be made directly to the supplier.

Can I still participate in budget billing with CCA?

Yes! If you are enrolled in National Grid's budget billing program, you can continue to participate in this program after joining the CCA.

I have solar panels on my roof, is there any point in participating in the CCA?

Absolutely. Both rooftop solar and community solar programs compliment CCA and you can participate in both. Community and rooftop solar provide credits on your bill and a 5-10% savings off your bill.

My household is considered low income, we participate in HEAP, is there a way that we can still support renewable electricity?

There is a terrific program called "Solar for all" which is available to many households that qualify for HEAP. Applications are available online, linked on MEGACCA.org and by calling the Albany Housing Partnership.

Can I join (opt-into) the CCA if I already selected a supply company other than National Grid?

Yes, you can opt-into the CCA once you leave your current supplier. If you signed a contract for a certain length of time with another company, there may be a fee to terminate that contract. We advise residents who are purchasing supply from a third-party to find out the terms of your agreement. Consult your contract, or call your current supplier. Once you return to National Grid, you can opt-in to the CCA program. There is never a fee to join the CCA.