

## **Opt-Out Electric Aggregation Program - Frequently Asked Questions**

(City of North Canton – May 2016)

Supplier: FirstEnergy Solutions 1-866-636-3749

### **What is aggregation?**

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

### **How is the City able to choose a certified electric generation supplier on my behalf?**

In November 2015, North Canton residents voted to allow the City to contract for an electric generation supplier on their behalf.

### **Who will be our supplier for the electric program?**

FirstEnergy Solutions, a PUCO certified electric marketer from Akron, Ohio. They have served a number of electric aggregation programs across Ohio over the past fifteen years.

### **Whom do I call if I have a problem with my electric service?**

The local utility, AEP will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call AEP at 800-277-2177 for emergency repairs, downed power lines, billing questions, etc.

### **Is our price for power fixed, or does it vary?**

In this program, the price you will receive for the generation related charges is fixed at 5.38 cents/kWh through May 2019.

### **What if I'm with another supplier and would like to join the City's program?**

FirstEnergy Solutions will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, FirstEnergy Solutions reserves the right to decline late enrollments depending on market conditions.

### **What does "opt out" mean?**

"Opt out" means that you can decide not to participate in the City's electric governmental aggregation program. By returning the opt-out form, which is included in this mailing, by the due date you will not be enrolled as an electric generation customer with FirstEnergy Solutions, the City's competitive electric generation supplier, and you will not receive the low program rate of 5.38 cents/kWh. Opt-out letters explaining the rate, terms and conditions will be sent by FirstEnergy Solutions in mid-May.

### **What happens if I do not send in the opt-out form?**

If you do not return the opt-out form postmarked by the required date, you will be included in the City's governmental aggregation program.

### **What are my energy supply choices if I decide to opt out?**

You can stay with your current electric utility, which will continue to supply your electricity as it always has. Or, you can shop for a new competitive electric supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices is available by calling 1-800-686-PUCO (1-800-686-7826).

### **Will I get two bills?**

No. You will continue to receive one bill from AEP that shows their distribution charges and the supply charge of FirstEnergy Solutions.

### **Will I still receive a delivery charge from my local utility – AEP?**

Yes. Even though you have chosen a new supplier of electricity, AEP continues to deliver the electricity to our homes and businesses. Distribution charges and a flat monthly customer charge apply whether you choose a supplier on your own or remain supplied by AEP.

### **Can I stay on budget billing/equal payment plan or have my payment automatically deducted from my checking account as I do now?**

Yes, AEP will continue to offer those programs. However, budget billing applies only to charges from AEP. The budget billing program does not apply to your charges from FirstEnergy Solutions. FirstEnergy Solutions is a different company from AEP. On your monthly AEP statement, you'll notice a charge from FirstEnergy Solutions for generation and transmission.

### **Can I exit this program without penalty?**

You will be given an initial 21-day period to opt-out free of charge and then another 7-day period as soon as FirstEnergy Solutions enrolls you as their customer. Then, by law, you will be given a chance to opt-out free of charge at least once every 3 years. You may also leave the program at any time for any reason free of charge.

### **What if I move?**

There is no penalty from FirstEnergy Solutions for terminating your agreement if you move.

### **Who is eligible for the program?**

1. Your local utility company must be AEP;
2. You must be a resident or business owner located within the City limits;
3. You must not be a PIPP (percentage of income payment program) customer;
4. You must not be in arrears on your bill payment;
5. You must not be a mercantile customer (commercial accounts using over 700,000 kWh/year);
6. You must not be a commercial customer with a peak demand > 200kW; and
7. You must not be listed on the PUCO's "Do not aggregate list".

### **How will I sign up for the program?**

There is no signup required. Residents, however, will have 21 days to opt-out of the program if they decide not to participate. An opt-out mailer should arrive on or around May 18 from FirstEnergy Solutions. It will explain the rates, terms and conditions and means for opting-out. If you would like to join the program, simply do nothing and you will be enrolled.

### **How did the City develop such a program?**

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas, without using any taxpayer money. They have designed, implemented, and administered similar successful gas and electric programs that impact over 100 communities across Ohio. We will have their assistance and that of FirstEnergy Solutions throughout the program. We researched the process thoroughly and are pleased with the offer they negotiated. Independent Energy Consultants' efforts were instrumental in obtaining this offer for North Canton.

### **Does the City benefit from the program?**

Yes. The City owned accounts are eligible to receive the discounted rate.

**Will small businesses, schools and churches be eligible?**

Small commercial accounts using less than 700,000 kWh/year and with a peak demand < 200 kW are eligible. Interested accounts using more than this amount, will need to call FirstEnergy Solutions to obtain this rate.

**Does this affect my distribution charges or the wires coming to my home?**

No. Customer Choice programs in Ohio provide residents the ability to choose an electric supplier other than the local utility company. Maintenance of the wires coming to a resident's home continues to be the responsibility of the homeowner.

**Can I opt out over the phone?**

No, you must mail in your completed form and it must be postmarked by the deadline.

**What is the toll-free number for questions?**

For answers to your questions, please call FirstEnergy Solutions at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m.

**Is this related to our community's natural gas program?** The programs are similar but totally independent. You do not have to belong to one to participate in the other.

**Where can I learn more about electric deregulation and assistance programs?**

The Public Utilities Commission of Ohio has approved a number of additional assistance programs to help customers with their energy bills. You may be eligible to participate in other programs and this offer from FirstEnergy Solutions. Eligibility and enrollment information can be found on the PUCO's website at [www.puco.ohio.gov](http://www.puco.ohio.gov).