

City of Mt. Healthy Electric Program – Frequently Asked Questions

(February 2017)

Program Supplier: IGS Energy (877-353-0162)

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 an electric generation supplier on my behalf?

In November 2013, Mt. Healthy 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?

Interstate Gas Supply (IGS), a large privately held company with headquarters in Dublin, Ohio, was selected to serve the City for a 3-year period. IGS won a competitive bid process and was chosen as our program's supplier through the April 2020 meter read dates.

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

The local utility, Duke Energy, will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call Duke Energy at (800) 634-4300 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 5.47 cents/kWh for all the electricity you consume from April 2017 through April 2020. Unlike our program rates, Duke's rates change quarterly and are unknown in advance.

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 was included in this mailing, by the due date, you will not be enrolled as an electric generation customer with IGS Energy, the City's competitive electric generation supplier, and you will not receive the low program rate of 5.47 cents/kWh. Opt-out letters explaining the rate, terms and conditions will be sent by IGS Energy near the end of February.

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

If you do not return the opt-out form postmarked by the due date, you will be included in the City's governmental aggregation program and will begin receiving specially priced electricity from IGS Energy.

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 an alternative generation 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 Duke Energy that shows their distribution charges and the supply charge from IGS Energy.

Will I still receive a delivery charge from my local utility – Duke Energy?

Yes. Even though you have chosen a new supplier of electricity, Duke Energy 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 Duke Energy.

How are taxes handled?

Taxes are not a line item on your bill. They are embedded in the charges from Duke Energy. You pay the same taxes, regardless of who supplies your electricity.

If I join the aggregation, can I stay on budget billing or have my payment automatically deducted from my checking account as I do now?

Yes, Duke Energy will continue to offer those programs.

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 IGS Energy 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. The City's program currently has no early termination fee.

What If I Move?

There is no penalty from IGS Energy for terminating your agreement if you move.

Who is eligible for the program?

1. Your local utility company must be Duke Energy;
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); and
6. You must not be a commercial customer with a peak demand > 100kW.

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 IGS Energy

throughout the program. We researched the process thoroughly and are pleased with the offer they negotiated.

Does the City benefit from the program?

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

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 700,000 kWh/year and with a peak demand less than 100 kW are eligible. Interested accounts using more than this amount, will need to call IGS Energy 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?

Yes. You can opt out over the phone but you must do so before the opt-out deadline, listed on your letter, or you will be automatically included in the program.

What is the toll-free number for questions?

For answers to your questions, please call IGS Energy at 1-877-353-0162, Monday through Friday, 8 a.m. to 8 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 IGS Energy. Eligibility and enrollment information can be found on the PUCO's website at www.puco.ohio.gov.