

## OHIO'S MOST TRUSTED ENERGY ADVISOR

### Aggregation Frequently Asked Questions *Our Community voted for Electric Aggregation!*

#### How does this program benefit me?

This program allows your community to form a buying group on behalf of their residents. By combining the loads of the residents, the community can be more effective in negotiating rates than an individual customer might be.

#### How can I sign up?

Once your community is certified by the PUCO as a governmental aggregator, eligible residents will be sent an "Opt-Out Notice" from the supplier which explains the program. Then they will be given 21 days to decide if they want to join the program or if they would prefer to opt-out of the program.

#### How long will this take?

Based on the experiences of other communities, the initial community certification phase can take up to 3-4 months. Once your community has voted for the Program, the first step is to hold 2 public meetings to allow residents and small business owners the opportunity to review and comment on how the program will operate.

#### How will I know when the program will start?

Once your community has become certified, the supplier will mail out a notice to all eligible residents.

This notice will:

- Explain how the aggregation was formed
- Provide the program rate(s)
- Provide the program term (up to 3 years for electric)
- Provide information on any other aspects/charges of the program
- Provide a copy of the program Terms and Conditions
- Explain how you can "opt-out" of the program if you do not wish to participate
- Program participants are allowed to cancel their agreement at any time without termination fees

#### What if I have other questions about the program?

The Opt-Out Notice will provide a dedicated toll-free customer service number that you can call.

#### Will there be any disruption in service?

No – the rate will automatically be switched within 1 to 2 billing cycles following your enrollment in the program.

#### What do you mean by "eligible"?

Only those residents and small businesses (using less than 700,000 kWh/year for electric) who are physically located within the boundaries of the community and receive their energy from Duke Energy-Ohio are eligible. Residents that are served by another supplier, who are PIPP customers, who are in arrears with Duke Energy, or who are both a distribution service and mercantile customer are not eligible. For electric programs, residents cannot appear on the PUCO "Do Not Aggregate" list.

#### What happens once I get the Opt-Out Notice?

When you receive the notice (called an opt-out notice), you will be given 21 days to decide if you want to join the program or "opt-out" of the program.

- If you decide to join the program, there is nothing else you need to do. You will automatically be enrolled in the program.
- If you do not want to join the program, you can opt-out of the program by: returning an enclosed post card, calling a toll-free customer service number, or opting out through a dedicated website.

#### Will I get to keep my budget billing?

Yes, all special billing options with Duke Energy, such as budget payment plan, check-free automatic bank account withdrawal, etc. will remain available.

#### Will I receive two bills?

No – you will receive just one bill from Duke Energy. The program rate and actual charges will be indicated on that same bill.