

# FAQ

## **Anderson Township Electric Aggregation Program**

The Anderson Township Board of Township Trustees on April 6, 2017, approved a rate contract with Dynegy Energy Services as electricity Provider to the Township's Aggregation Program. The contract sets the fixed retail price for generation charge to eligible participants in the Township's Aggregation Program at \$0.0539/kWh, or \$0.0549/kWh for renewable energy. The term begins with the June 2017 meter read dates and continues through June 2020 meter read dates, with no termination fee, and "open" enrollment. Opt-out notices for eligible customers are anticipated to be mailed from Dynegy Energy Services around April 18, 2017.

### **Who is eligible to enroll in the aggregation program?**

1. Customers not already under contract with a certified electric services company
2. Customers that do not have a special contract with the Utility
3. Customers located within Township boundaries
4. Customers who do not appear on the "do not aggregate" list of PUCO
5. Customers not on the Percentage of Income Payment Plan ("PIPP")
6. Customers who do not have past due amounts owing to the Utility
7. Mercantile customers that have provided affirmative consent to join the Aggregation Program
8. Small business owners using less than 700,000kWh per year

### **What if I am currently enrolled in the Township's Opt-in program and receive a renewal notice from Dynegy? Can I join the Aggregation Program?**

1. If the term of the renewal occurs prior to June 2017, customers must choose to renew with Dynegy Energy Services or return to the Duke Energy standard offer. After the initial 21 day opt-out and 7 day rescission period expires, customers may join the Aggregation Program by contacting Dynegy Energy Services at (888) 682-2170. If the renewal occurs after June 2017, the renewal notice will have an option to join the Aggregation Program.
2. If an opt-in customer recently renewed its rate and it is less than the Aggregation rate, those customers may remain at that rate until their term expires. When the renewal notices are sent there will be an option to join the Aggregation Program.
3. If an opt-in customer recently renewed its rate and it is more than the Aggregation rate, those customers may join the Aggregation Program after the initial 21 day opt-out and 7 day rescission period expires by contacting Dynegy Energy Services at (888) 682-2170.

### **What if I am currently enrolled with a different alternate Provider than Dynegy Energy Services and I want to join the Aggregation Program?**

Residents may join the Aggregation Program after the initial 21 day opt-out and 7 day rescission period expires by contacting Dynegy Energy Services at (888) 682-2170. Residents will be responsible for any early termination fees with their current supplier. There is no fee to join the Aggregation Program.

### **Are new residents automatically enrolled in the Aggregation Program?**

No, new residents will receive standard Duke Energy rates for electricity. Eligible new residents may join the Aggregation Program after the expiration of the initial opt-out period by contacting Dynegy Energy Services at (888) 682-2170. The rate will be the same as the rate negotiated for the Aggregation Program.

### **What if I move within the Township?**

An Aggregation Participant who moves from one location to another within the Township boundaries and retains the same account number will remain an Aggregation Participant and will receive the same price it would have received if its location had not moved. An Aggregation Participant who moves from one location to another within the Township boundaries and is assigned a new account number may enroll its new account in the Aggregation Program and receive the same price, provided the new account is eligible for Aggregation.

### **What if I move outside of the Township?**

An Aggregation Participant who moves out of the Township boundaries will no longer be eligible to participate in the Aggregation, and will not be charged an early termination fee from Dynegy Energy Services.

### **Does the township government receive funding as a result of my enrollment?**

Anderson Township does not receive financial benefit by offering the Aggregation Program.

### **Why do I continue to receive offers from suppliers when I am enrolled in the Aggregation Program?**

Neither Anderson Township nor its broker can stop suppliers from soliciting by mail or telephone.

### **Who do I call for an electricity outage?**

Call Duke Energy at 800-543-5599 or report an outage at [www.duke-energy.com/outages](http://www.duke-energy.com/outages)

### **How does my billing work in the aggregation program?**

Aggregation Participants will receive a single bill from Duke Energy. Aggregation Participants will see Dynegy Electric Services or DES listed under generation charges in explanation of current charges portion of bill.

### **How do I get on the "Do Not Aggregate" list for electric aggregation?**

Visit PUCO website at [www.puco.ohio.gov/puco-forms/electric-do-not-aggregate-list-form](http://www.puco.ohio.gov/puco-forms/electric-do-not-aggregate-list-form) for available options to register.

**Note: To offer newly eligible customers the ability to join the Aggregation Program, Dynegy Energy Services may refresh the Aggregation. The process for refreshing will follow the process for determining eligibility, providing opt-out notices and pooling accounts. Current Aggregation participants and those who previously declined participation will not receive the opt-out notice for newly eligible customers.**

For specific questions about the electric Aggregation Program, or to sign up or leave the program, call (888) 682-2170, Monday through Friday, 8 a.m. to 7 p.m.

**How do I compare my existing Duke Energy rate with the Aggregation Program rate offer?**

In the sample Duke Energy bill below, dividing the Total Generation Charges of \$63.72 by the total kWh usage of 1,039 results in a rate of \$0.0613/kWh.

Explanation of Current Charges		
<b>Gas</b>		<b>Duke Energy</b>
Meter -		Rate RS - Residential Service
CCF Usage -	52	Fixed Delivery Service Charge \$ 33.03
Mar 16 - Apr 17		Usage-Based Charge
32 Days		52 CCF @ \$ 0.03272800 1.70
		Gas Delivery Riders 10.29
		Gas Cost Recovery
		52 CCF @ \$ 0.49392700 25.68
		\$ 70.70
		<b>Total Current Gas Charges \$ 70.70</b>
<b>Electric</b>		<b>Duke Energy</b>
Meter -		Rate RS - Residential Svc-Winter
kWh Usage -	1,039	Distribution-Customer Chg \$ 6.00
Mar 16 - Apr 17		Delivery Charges
32 Days		Distribution-Energy Chg
		1,039 kWh @ \$ 0.02534200 26.33
		Delivery Riders 24.70
		Total Delivery Charges \$ 51.03
		Generation Riders 0.76
		Generation Charges
		Rider RC 10.77
		Rider RE 53.68
		Rider AERR 0.58
		Rider SCR 1.31cr
		Total Generation Charges \$ 63.72
		121.51
		<b>Total Current Electric Charges \$ 121.51</b>