



## Electric Aggregation Frequently Asked Questions

**Q: What is aggregation?**

**A:** Local governments utilize aggregation programs to bring the community together for improved group purchasing power. The community benefits by receiving competitively priced electricity from a competitive retail electric service provider certified by the Public Utilities Commission of Ohio.

**Q: How is my community able to choose a certified electric supplier on my behalf?**

**A:** Residents voted to allow the community to negotiate on behalf of the community to contract an electric supplier on their behalf.

**Q: How do I enroll?**

**A:** Eligible residential or small business customers will be automatically enrolled.

**Q: Who is eligible for the aggregation program?**

**A:** Most residential and small business customers residing within the community receiving electricity from the local utility are eligible (local utilities include: AEP Ohio, Duke Energy Ohio, First Energy, and DP&L).

**Q: Who is NOT Eligible?**

**A:** Residential and business customers who are **NOT** eligible for automatic enrollment in the program include:

- A customer that is not located within community boundaries
- A customer who appears on the PUCO's "do not aggregate" list
- A customer who is in contract with another electric provider
- A customer who has a special contract with the electric utility company
- Customers who are behind on their payments to the utility
- A mercantile customer that has not provided consent to join the program. "Mercantile customer" means a commercial or industrial customer if the electricity consumed is for nonresidential use and the customer consumes more than 700,000 kWh/ year or is part of a national account involving multiple facilities in one or more states.

**Q: Does it cost to enroll?**

**A:** No. Constellation does not charge any enrollment or switching fees.

**Q: Are the rates fixed or variable?**

**A:** The rates are fixed. Please see the Terms and Conditions for details.

**Q: When will I see my new rate?**

**A:** Customers can expect to see the new rate one to two billing cycles following your enrollment in the program. Please note: supply rates do not include taxes, delivery service charges or other utility fees.

**Q: Who will bill me for electricity?**

**A:** You will continue to receive one monthly bill from your local utility company.

**Q: Can I still have my payment automatically deducted from my checking account as I do now?**

**A:** Yes. How you pay your electric bill will not change.

**Q: Who is responsible for delivery of power to my home or business?**

**A:** Your local utility company will continue to deliver your electricity and will be responsible for maintaining the systems that deliver power to your home or business.

**Q: Who do I call to report a power outage or problems with my electric service?**

**A:** You will contact your local utility company to report a power outage or problems with your electric service.

**Q: What if I have already selected another supplier?**

**A:** If you have already selected another supplier, your account will not be enrolled with Constellation. You will remain with the supplier you selected. If you wish to join the aggregation program, check the terms of your agreement for restrictions and early termination fees before contacting Constellation.

**Q: Is there an early termination fee for leaving the program outside of the 21 day opt-out period?**

**A:** No. There is no early termination fee.