



Natural Gas 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 natural gas from a retail natural gas supplier certified by the Public Utilities Commission of Ohio.

Q: How is my community able to choose a certified natural gas supplier on my behalf?

A: Residents voted to allow the community to negotiate on behalf of the community to contract a natural gas 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 natural gas from the local utility are eligible (local utilities include: Dominion East Ohio Gas, Columbia Gas of Ohio, Vectren Energy Delivery of Ohio, and Duke Energy Ohio).

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
- Percentage of Income Payment Program (PIPP) customers
- A customer who is under contract with another natural gas provider
- A customer who has a special contract with the natural gas 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 natural gas consumed is for nonresidential use and the customer consumes more than 500 Mcf per 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: 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 natural gas?

A: You will continue to receive one monthly bill from your local utility company, which will include Constellation's commodity charges.

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

A: Yes. How you pay your natural gas bill will not change.

Q: Who is responsible for delivery of natural gas to my home or business?

A: Your local utility company will continue to deliver your natural gas to your home or business.

Q: Who do I call if I have a problem with my natural gas service?

A: To report service problems, a gas leak and for billing questions, contact your local utility company.

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.