

Electric Aggregation Program - Frequently Asked Questions

(Norton - Updated September 2012)

Supplier: FirstEnergy Solutions 1-866-636-3749

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 a certified electric generation supplier on my behalf?

In November 2000, Norton 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?

FirstEnergy Solutions, a PUCO certified electric marketer from Akron, Ohio. They have served a number of electric aggregation programs across Ohio over the past eight years.

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

The local utility, Ohio Edison will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call Ohio Edison at 800-633-4766 for emergency repairs, downed power lines, billing questions, etc.

How will I know if I can save money in this Program?

One of the great features about our electric program is that we've been able to obtain an offer that provides guaranteed savings. The offer negotiated for Norton's residents and commercial accounts provides for discounts on what you would otherwise pay Ohio Edison for the competitive portion of your electric supply charges. The percent discount is shown below.

Ohio Edison Rate Schedule	FirstEnergy Solutions Offer
RS- Residential Service	2009 - minimum 10% discount 2010 - minimum 6% discount 2011 - minimum 5% discount January - April 2012 4% discount May 2012 - April 2018 6% minimum discount
RSG - Residential Service Water Heating	2009 - April 2012 minimum 4% discount May 2012 - April 2018 minimum 6% discount
RSH - Residential Service Space Heating	2009 - April 2012 minimum 4% discount May 2012 - April 2018 minimum 6% discount
GS - General Service	2009 - minimum 7% discount 2010 - 2011 - minimum 3% discount January - April 2012 minimum 2% discount May 2012 - April 2018 minimum 3% discount

The savings won't make you rich or change your lifestyle, but every dollar saved helps. We estimate the average resident will save \$50-\$75/year and the average commercial account will save approximately \$200/year. When you add it all up, it keeps millions of dollars of disposable income in the City.

Is our price for power fixed, or does it vary?

In this program, the discount you will receive is fixed, so each month you will receive the specified percent off the competitive portion of your bill. Since the actual price per kilowatt-hour charged by the utility may change each month based on the season and your usage, the price per kilowatt-hour from FirstEnergy Solutions will also change each month. Regardless, you are guaranteed to save on the competitive portion of your electric bill.

I recently received a sweepstakes card from FirstEnergy Solutions is that part of our Program?

No. While FirstEnergy Solutions is the supplier to our Aggregation Program, that sweepstakes offer has nothing to do with us. If you enroll with the offer described in the sweepstakes contest, you will no longer be part of the Aggregation Program. The offer is trying to appeal to customers that want the long term security of a fixed rate of 6.99 cents/kWh for 7 years. Our program rate offers a 6% discount off Ohio Edison's Price to Compare. That means the average resident in our program is receiving electricity supply at an average annual rate of 5.80 cents/kWh. The sweepstakes offer also comes with a hefty \$295 early termination fee. Our program has a nominal \$25 early termination fee if you'd like to leave during the program.

I recently received an offer from another supplier wanting to sign me and offering free tickets to an Indians game?

For almost a decade there were very few electric suppliers vying for your business. Our Aggregation Program and many others like it have helped foster a competitive marketplace in Northeast Ohio. There are now seven retail electric suppliers actively trying to win business. That competition is good news for you - it helps hold down prices and presents creative products for people to consider. The bargaining power we have with our Aggregation Program allowed us to guarantee savings and make our offer very competitive.

What if I'm with another supplier and would like to join the City's program?

FirstEnergy Solutions will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, FirstEnergy Solutions reserves the right to decline late enrollments depending on market conditions.

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 the mailing, you will not be enrolled in the City's program and you will not receive the discount.

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

If you do not return the opt-out form postmarked by the required date, you will be included in the City's Governmental Aggregation Program.

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 a new competitive electric 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 Ohio Edison that shows their distribution charges and the supply charge of FirstEnergy Solutions.

Will I still receive a delivery charge from my local utility –Ohio Edison?

Yes. Even though you have chosen a new supplier of electricity, Ohio Edison continues to deliver the electricity to our homes and businesses. Distribution charges and a flat monthly customer charge (currently \$4/month) apply whether you choose a supplier on your own or remain supplied by Ohio Edison.

Can I stay on budget billing/equal payment plan or have my payment automatically deducted from my checking account as I do now?

Yes, Ohio Edison will continue to offer those programs. However, budget billing applies only to charges from Ohio Edison. The budget billing program does not apply to your charges from FirstEnergy Solutions. FirstEnergy Solutions is a different company from Ohio Edison. On your monthly Ohio Edison statement, you'll notice a charge from FirstEnergy Solutions for generation and transmission.

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 FirstEnergy Solutions 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. If you opt-out at any other time, FirstEnergy Solutions reserves the right to assess you a nominal fee to cover their loss. That fee cannot exceed \$25 for residential accounts or \$50 for commercial accounts.

What if I move?

There is no penalty from FirstEnergy Solutions for terminating your agreement if you move.

Who is eligible for the program?

1. Your local utility company must be Ohio Edison;
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 > 399kW.

How will I sign up for the program?

There is no sign-up required. Residents, however, will have 21 days to opt-out of the program if they decide not to participate. An opt-out mailer will arrive from FirstEnergy Solutions explaining the rates, terms and conditions and means for opting-out. If you would like to remain in the program, simply do nothing and you will be enrolled.

How did the City develop such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of electric and 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 FirstEnergy Solutions throughout the program. We researched the process thoroughly and are pleased with the offer they negotiated. Independent Energy Consultants' efforts were instrumental in obtaining this offer for Norton.

Does the City benefit from the program?

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

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 700,000 kWh/year and with a peak demand < 399 kW are eligible. Interested accounts using more than this amount, will need to call FirstEnergy Solutions 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?

No, you must mail in your completed form and it must be postmarked by the deadline.

What is the toll-free number for questions?

For answers to your questions, please call FirstEnergy Solutions at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 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 FirstEnergy Solutions. Eligibility and enrollment information can be found on the PUCO's website at www.puco.ohio.gov.