

Electric Aggregation Program - Frequently Asked Questions (East Canton – January 2021 update)

Program Supplier	Energy Harbor
Supplier Phone	866-636-3749
Program Rate	4.93 cents/kWh. No Termination Fee
Program Term	March 2021 - March 2025

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 Village able to choose a certified electric generation supplier on my behalf?

In November 2011, East Canton's residents voted to allow the Village to contract for an electric generation supplier on their behalf.

Who will be our supplier for the electric program?

Energy Harbor will be replacing MidAmerican Energy Services as the new program supplier. Energy Harbor won a competitive proposal process and was chosen as our program's supplier through the March 2025 meter read dates.

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

The local utility, Ohio Power, an AEP company, will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call Ohio Power at 800-672-2231 for emergency repairs, downed power lines, billing questions, etc.

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

In this program, the price you will receive for the generation related charges is fixed at 4.93 cents/kWh for all the electricity you consume from March 2021 through March 2025. Unlike our program rates, Ohio Power's rates change quarterly and are unknown in advance.

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

If you have already chosen a supplier you will not receive an Opt-Out Notice and are not eligible to be automatically included. You may still join the program if you wish, but will need to contact Energy Harbor to enroll in the program. You will need to be aware of any obligations in your current agreement; many include an early termination fee. Energy Harbor will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, Energy Harbor 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 Village's electric Governmental Aggregation Program. By returning the opt-out form, which was included in the mailing, you will not be enrolled in the Village's program and you will not receive the program rate.

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

Village's Governmental Aggregation Program with the fixed rate offer.

Will I get two bills?

No. You will continue to receive one bill from AEP that shows their distribution charges and the supply charge of Energy Harbor.

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

Yes. Even though you have chosen a new supplier of electricity, Ohio Power continues to deliver the electricity to our homes and businesses. Distribution charges and a flat monthly customer charge apply whether you choose a supplier on your own or remain supplied by Ohio Power.

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

Yes, AEP will continue to offer those programs. However, budget billing applies only to charges from AEP. The budget billing program does not apply to your charges from Energy Harbor. On your monthly AEP statement, you'll notice a charge from Energy Harbor for generation and transmission service that reflects your actual usage for that month. Only the distribution portion of your bill will remain budgeted. This is an AEP policy and the Village and Energy Harbor have no control over the process.

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 Energy Harbor enrolls you as their customer. **We are pleased to report that we have been able to eliminate the early termination fees for the program. You may leave the program at any time without penalty.**

What if I move?

There is no penalty from Energy Harbor for terminating your agreement if you move. If you move within the Village and want to remain in the program, you'll need to contact Energy Harbor to re-enroll.

Who is eligible for the program?

1. Your local utility company must be Ohio Power;
2. You must be a resident or business owner located within the Village of East Canton;
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 > 199kW.

How will I sign up for the program?

There is no signup 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 Energy Harbor 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 Village 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 hundreds of similar and successful electric and natural gas aggregation programs across Ohio. We will have their assistance and that of Energy Harbor 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 East Canton.

Does the Village benefit from the program?

Yes. The Village-owned accounts are eligible to receive the program rate.

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 700,000 kWh/year and with a peak demand < 199kW are eligible. Interested accounts using more than this amount, will need to call Energy Harbor 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?

Yes. You can opt out over the phone but you must do so before the opt-out deadline, listed on your letter, or you will be automatically included in the program.

What is the toll-free number for questions?

For answers to your questions, please call Energy Harbor at 866-636-3749, Monday through Friday, 8 a.m. to 5 p.m.

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 Energy Harbor. Eligibility and enrollment information can be found on the PUCO's website at www.puco.ohio.gov.