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naturalgas-electric.com

City of Loveland Electric Program – Frequently Asked Questions (April 2016)

Supplier: Constellation Energy Services 844-303-5974

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 an electric generation supplier on my behalf?

In November 2012, Loveland 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?

Constellation Energy Services (Constellation), a PUCO certified marketer, who recently won a competitive bid process and will replace FirstEnergy Solutions.

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

In this program, the rate you will receive for the generation related charges is fixed at 5.058 cents/kWh for all the electricity you consume through May 2019.

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

The local utility, Duke Energy will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call Duke Energy at (800) 634-4300 for emergency repairs, downed power lines, billing questions, etc.

What does “opt out” mean?

“Opt out” means that you can decide not to participate in the City’s electric governmental aggregation program. By opting-out by the due date you will not be enrolled as an electric generation customer with Constellation, the City’s competitive electric generation supplier, and you will not receive the program rate. Opt-out letters explaining the rate, terms and conditions were sent by Constellation in mid-April.

What happens if I do NOT opt out?

If you do not return the opt out form postmarked by the due date, you will be included in the City’s governmental aggregation program and will begin receiving electricity from Constellation.

Can I opt out over the phone?

Yes, you may contact Constellation at 1-844-303-5974 to opt out or online at www.constellation.com/oh-loveland.

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 an alternative generation 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 Duke Energy that shows their distribution charges and the supply charge of Constellation.

Will I still receive a delivery charge from my local utility – Duke Energy?

Yes. Even though you have chosen a new supplier of electricity, Duke Energy 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 Duke Energy.

Can I exit this program without penalty?

You may opt-out free of charge at any time for any reason.

What If I move?

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

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

You may contact Constellation any time at 1-844-303-5974 or online at www.constellation.com/oh-loveland for information on the program and to inquire about enrollment. Please review your current contract as some suppliers may charge an early termination fee.

Who is eligible for the program?

1. Your local utility company must be Duke Energy;
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 > 100kW.

How did the City develop such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of 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 Constellation throughout the program.



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Does the City benefit from the program?

Yes. The City 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 less than 100 kW are eligible. Interested accounts using more than this amount, will need to call Constellation 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.

What is the toll-free number for questions?

For answers to your questions, please call 1-844-303-5974, 24 hours a day, 7 days a week.

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