

# FREQUENTLY ASKED QUESTIONS

## What is the Electric Aggregation Program?

Voters in the community approved the Electric Aggregation Program and the leaders acted on behalf of its residences to select a competitive electricity supplier who, through the power of volume buying, is able to secure electricity supply at competitively low rates. AEP Energy has been selected as the preferred electric supplier to serve eligible residents and small businesses located within the community. The Public Utilities Commission of Ohio ("PUCO") has taken steps to ensure that Ohio's competitive electricity environment is consumer-friendly.

## Who is AEP Energy?

AEP Energy is a certified Competitive Retail Electric Service (CRES) provider and a subsidiary of American Electric Power (AEP). With an office located in Columbus, Ohio, AEP Energy sells electricity supply to customers at market-based prices rather than regulated rates offered by your local utility.

## How do I enroll?

You don't have to do anything to enroll. All eligible customers will be automatically included in the program unless you choose to "opt-out." If you "opt-out," you will continue to be served by your local electric utility's standard service offer or until you choose an alternative electric service provider. However, if you do not respond to this letter, the utility will complete the enrollment process. **As a part of the enrollment process, you will also receive a notice from your local utility, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Electric Aggregation Plan, then you are all set.** No deposits are required to enroll.

## When will this program start?

The Electric Aggregation Program will begin with on the August 2018 meter-read date and ending on the August 2021 meter-read date.

## What is my price?

Starting on the August 2018 meter-read date and ending on the August 2021 meter-read date, you will receive a secure low rate of 5.015 cents per kWh for the generation portion of your electricity bill.

## Why did the community select AEP Energy as its provider?

The community selected AEP Energy because they were able to propose a program that represented the best overall value for eligible customers.

## Where do I send payment?

You will continue to receive one bill each month from your local utility. The amount that you owe to AEP Energy will be stated separately on your bill and you will continue to send payments to your local utility only.

## Is Budget Billing available?

A Budget Billing Plan is now available for AEP Energy's charges (Generation charges) for residential customers only. The Budget Billing Plan levels your monthly payments to even out the seasonal highs and lows of your monthly bills. You'll have more certainty and can better manage your electricity expenses. Please visit [www.AEPenergy.com](http://www.AEPenergy.com) for more information. If you are currently on a budget billing plan with your local utility, we will automatically place you on AEP Energy's Budget Billing Plan at the time of enrollment in the City Electric Aggregation Plan. If you are not on a budget billing plan but would like to sign up, simply call 1-877-726-0214 to sign up for AEP Energy's Budget Billing Plan or visit [www.AEPenergy.com](http://www.AEPenergy.com) for more information.

## Can I cancel at any time?

Yes, you may cancel without penalty and switch to another provider or back to the local utility. Should you cancel your service with AEP Energy and return to standard service with your local utility, you may not be served under the same rates, terms and conditions that apply to other utility customers. You will also be provided the ability to opt out every three years without penalty.

## If I opt-out initially, can I choose to join the program at a later date?

Yes, if you opt-out initially and change your mind later on, you may join by calling AEP Energy at 1-877-726-0214.

## What happens if I move?

You will be able to continue participating in the program, if you move to a different location within the community. Unfortunately, if you move outside of the community, you are no longer eligible to participate.

## What is considered a small commercial business?

Any eligible small business located in the community that uses less than 700,000 kWh annually can participate in the Electric Aggregation Program because they are considered to be a non-mercantile customer as defined by Ohio Administrative Code.