

Village of Hartville Electric Aggregation Program - Frequently Asked Questions

(Updated July 2022)

Supplier	Supplier Phone#	Rate	Term Ends	Termination Fee
Energy Harbor	866-636-3749	9.96 cents/kWh	Sep 2023	None

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 May 2010, Hartville'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, a PUCO certified electric supplier, will be replacing Dynegy as our program supplier.

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?

You'll know you are saving money as long as the program rate is lower than the local utility's price-to-compare (PTC) which is listed on the bill you receive from the utility each month.

The savings won't make you rich or change your lifestyle, but every dollar saved helps. When you add it all up, it keeps thousands of dollars of disposable income in the Village.

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

Starting in September 2022 the Village program will have a fixed rate that will stay the same every month through September 2023. The fixed rate will provide budget stability and protection from rising prices for our residents and small businesses.

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

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 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

Village'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) or by visiting www.energychoice.ohio.gov.

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 from Energy Harbor.

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 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.

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. Then, by law, you will be given a chance to Opt-Out free of charge at least once every 3 years. A nice feature of Hartville's program is that it enables you to leave free of charge at any time for any reason.

What if I move?

There is no penalty from Energy Harbor 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 Village 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 (electric commercial accounts using over 700,000 kWh/year); and
6. You must not be a commercial customer with a peak demand > 100kW.

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 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 gas and electric 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 Hartville.

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 < 100 kW 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 may call Energy Harbor toll free at 866-636-3749 to opt-out of 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.