

# Electric Supply Municipal Aggregation Program

## Frequently Asked Questions

### **What is Municipal Aggregation?**

Illinois law allows municipalities and counties to negotiate the purchase price of electricity on behalf of residents living within their borders. While these governmental entities choosing electric supply aggregation are responsible for negotiating the price of power from a supplier other than the traditional utility, your utility is still responsible for delivering that power to you and billing you for it.

### **How can I get more information about my community's aggregation program?**

Contact your community for information related to the referendum and the aggregation program. Additional resources can be found at [www.Dynergy.com](http://www.Dynergy.com).

### **Who is eligible to participate?**

Residential or small business accounts located in participating governmental entity boundaries may participate. Customers enrolled in Hourly, Net Metering, or served by an alternative retail supplier may not be eligible. Net Metering customers, as described in Section 16-107.5(d)(3) and (e)(3) of the Public Utilities Act, may forfeit credits if they participate in a municipal aggregation.

### **How do I enroll?**

It's simple and automatic. Unless you opt out, all eligible ComEd customers will be enrolled in the program. You will receive a "switch" letter from ComEd confirming your enrollment.

### **Do I have to participate in the municipal or county aggregation plan?**

No. You may opt out by returning the Opt out Card by the deadline date on page 1 of your notification or calling Dynergy. If you choose to opt out, your account will remain with your current supplier. All customers who do not opt out of the program will have been deemed to have authorized and agreed to being enrolled in the aggregation program and having their electric supply service switched to Dynergy under the applicable terms and conditions.

### **What are the Rates and Terms for my Community?**

A list of communities served by Dynergy can be found on our website under the Municipal Aggregation tab. Select your community to find the applicable rates, contract length, and the terms and conditions for your community.

### **What if I decide to opt out after the deadline?**

You may opt out at any time by calling our toll-free number or sending us an email. There are no early termination fees.

### **When will the new rate start for my community?**

Customers who are enrolled in the program should see the changes on their monthly electric bill 45 to 60 days after enrollment.

### **What if ComEd rates decrease?**

You always have the option to return to ComEd service. There is no early termination fee for leaving the aggregation.

### **What happens at the end of the Agreement term?**

At the end of the Agreement term, as defined in the Terms and Conditions, you have the option of staying with the Municipal Aggregation program, returning to ComEd, or enrolling with a new Retail Electric Supplier.

### **Who will bill me for electricity? Will I get two bills?**

You will continue to receive one monthly bill from ComEd. The bill will include the charges for electricity supplied by us, as well as the delivery service charges from ComEd.

### **Can I still have my payment automatically deducted from my checking account?**

Yes, how you pay your bill will not change.

### **Can I stay on budget billing?**

Yes, your budget billing will not be affected by your participation in this program.

### **Who is responsible for the delivery of my power?**

ComEd will continue to deliver your electricity and will be responsible for maintaining the system that delivers power into your home. As your energy delivery company, they will continue to respond around-the-clock to outages, service calls and emergencies regardless of your electric supplier.

### **Who do I call to report a power outage or problems with my electric service?**

You will continue to call ComEd at (800) 334-7661 for residential power outages or (877) 426-6331 for commercial outages, problems with your service or questions regarding your monthly bill.

### **Who do I call if I have questions or complaints regarding the Electric Aggregation Program?**

Questions, including billing questions, disputes or complaints should be referred to a member of our Customer Care team at (844) 351-7691 or [DESCustCare@Dynergy.com](mailto:DESCustCare@Dynergy.com).