

## City of Crystal Lake

C/O Dynegy  
1500 Eastport Plaza Dr.  
Collinsville, IL 62234



John A. Smith  
12345 Apple St.  
Anytown, USA 11123

The city currently offers an “opt out” electric municipal aggregation program to all residential and qualified small business accounts. Dynegy was chosen as the retail electric supplier for the current term, which ends in **October 2018**. After a thorough bid process, Dynegy was again selected as the supplier for contract term of **October 2018-October 2020**. Dynegy is an independent seller of power and energy service and is certified as an Alternative Retail Electricity Supplier by the Illinois Commerce Commission (ICC Docket No. 14-0336).

### PROGRAM DETAILS

As an eligible participant, there are two supply options available to you – a Traditional option where the energy is supplied through traditional generation sources and a 100% Renewable option where 100% of your energy comes from renewable energy sources. All participants will be automatically enrolled in the Traditional program unless you call and request the 100% Renewable or “Green” energy option. If you do not want to participate in either program, you can choose to opt-out by returning the enclosed card before **August 31, 2018**.

- The rate for the Traditional Power Program is **\$0.07098 per kWh** and is guaranteed until **October 2020**.
- The rate for the Renewable Power Program is **\$0.07188 per kWh** and is guaranteed until **October 2020**.
- There is no enrollment, switching or early termination fee.
- This is a firm, fixed, and all inclusive rate.

### NO CHANGES IN YOUR BILLING

You will continue to receive one monthly bill from ComEd. You will still be eligible for the same programs you are eligible for now through the utility, such as Budget Billing, payment agreements and energy efficiency programs. The only change will be in the Electric Supply price on your ComEd bill

(<https://www.comed.com/MyAccount/MyBillUsage/Pages/SampleResidentialBill.aspx>).

### ENROLLMENT PROCESS

Once your account is enrolled, you will receive a confirmation letter from ComEd confirming your "switch" to Dynegy. Approximately 30 to 45 days after enrollment you will receive your first bill with your new Dynegy price. Please review the enclosed Terms and Conditions for additional information.

### OPT-OUT INSTRUCTIONS

If you choose not to participate, you can elect to be removed from the Program by completing and returning the enclosed Opt-Out Card or calling Dynegy at **844-351-7691** by **August 31, 2018**. If you have questions or need additional information about Municipal Aggregation or Dynegy, please visit [www.Dynegy.com](http://www.Dynegy.com) for FAQs and community specific information. Dynegy Customer Care is available 8:00am to 7:00pm Monday through Friday at 844-351-7691 or via email at [DESCustCare@Dynegy.com](mailto:DESCustCare@Dynegy.com).

Please be advised you also have the option to purchase electricity supply from a Retail Electric Supplier (RES) or from ComEd pursuant to Section 16-103 of the Public Utilities Act. Information about your options can be found at Illinois Commerce Commission website: [www.pluginillinois.org](http://www.pluginillinois.org) and [www.ComEd.com](http://www.ComEd.com). You may request from the Illinois Power Agency, without charge, a list of all supply options available to you in a format that allows comparison of prices and products.

Sincerely,  
City of Crystal Lake

See Reverse for Frequently Asked Questions...

# Electric Aggregation Program Frequently Asked Questions

## Overview of Municipal Aggregation

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

Illinois law allows municipalities and counties to negotiate the purchase price of electricity on behalf of residential and small business utility customers living within their borders. While these governmental entities choosing community aggregation would be responsible for negotiating the price of power from a supplier other than the traditional utility, your utility would still be responsible for delivering that power to your home, and billing you for it.

### **Eligibility and Enrollment**

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

Residential or small business customers located in the participating governmental entity boundaries may participate. Customers enrolled in real time pricing, Power Smart Pricing, or served by an alternative retail supplier may not be eligible.

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

It's simple. It's automatic. Unless you "opt-out" of the program, your eligible ComEd customer account will be enrolled in the program. You will receive a "switch" letter from your utility, ComEd, confirming your enrollment.

#### ***Do I have to participate in the city aggregation plan?***

All eligible ComEd utility customers within the City boundaries will receive an opt-out notification letter via U.S. mail. You may "opt-out" by returning the Opt-Out card by the deadline date identified in your notification. If you choose to opt-out, your account remains with ComEd at the current utility rate.

#### ***What if I decide to opt-out after the opt-out deadlines have passed?***

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

### **Rate and Term Information**

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

A listing of communities served by Dynegy can be found at [www.dynegy.com](http://www.dynegy.com). Select your City or county to find the applicable rates, contract length, and the terms and conditions for your particular governmental entity. Customers who are enrolled in the program should see the changes on their monthly electric bill 45 to 60 days after enrollment.

### ***What is renewable or "green" energy?***

Renewable energy is generated from natural resources such as solar, wind, water. Dynegy retires renewable energy certificates for customers selecting a renewable rate.

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

If at any time during the term of this Agreement ComEd rates fall lower than the Dynegy price, you will have the option to return to the utility without penalty.

### ***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 a new Municipal Aggregation program, returning to the utility, or signing with a new supplier independent of the Municipal Aggregation program.

### **Billing and Service Information**

#### ***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 Dynegy, 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 power to my home or business?***

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 for power outages, problems with your service or questions regarding your monthly bill.

**ComEd Residential Customers: 800.334.7661**

**ComEd Business Customers: 877.426.6331**

#### ***Who do I call if I have questions regarding the City Opt-Out Electricity Aggregation Program?***

Questions should be referred to a member of our Dynegy Customer Care team.

**Dynegy Customer Care: 844.351.7691**

**[DESCustCare@Dynegy.com](mailto:DESCustCare@Dynegy.com)**

A complete list of Frequently Asked Questions can be found at  
<http://www.dynegy.com/electric-supplier/municipal-aggregation/faq>  
or by calling Dynegy at 844.351.7691