



NATURAL GAS AGGREGATION FREQUENTLY ASKED QUESTIONS

What is the City Natural Gas Aggregation Program? Under the City Natural Gas Aggregation Program, the City acted on behalf of its residents and small businesses to select a natural gas supplier who, through the power of volume buying, is able to secure natural gas at competitive rates. The Public Utilities Commission of Ohio ("PUCO") has taken steps to ensure that Ohio's competitive natural gas environment is consumer-friendly. Voters in the City approved this aggregation program in 2017 and the City Council passed an Ordinance adopting this Natural Gas Aggregation program.

The City has selected AEP Energy as their preferred natural gas supply provider to serve their residents and small businesses beginning with the October 2022 meter-read date for twenty-four (24) months.

Who is AEP Energy? AEP Energy is a certified retail electric and natural gas supplier and a subsidiary of American Electric Power Company, Inc. (AEP). With an office located in Columbus, Ohio, AEP Energy supplies natural gas to customers at a fixed rate rather than variable rates offered by your local utility.

Why did the City select AEP Energy as its provider? The City selected AEP Energy at the recommendation of their aggregation consultant Energy Alliances, Inc., because they were able to propose a program that represented the best overall value for eligible households and businesses.

Do other communities have aggregation programs? Energy Alliances pooled the City with 25 other communities around the Greater Cincinnati area to secure a competitive natural gas rate.

What is the aggregation price and term? The program begins with the October 2022 meter-read date for eligible residents and small business with a natural gas supply rate of \$0.839 per Ccf for twenty-four (24) months, ending on your October 2024 meter-read date.

How do I enroll? All eligible residents and small businesses who are mailed an opt-out letters by AEP Energy are automatically included in the program unless you choose to opt out. If you make the choice to opt out, you will continue to be served by your local utility's default natural gas supply rates or until you choose an alternative natural gas service provider. However, if you do not respond to this letter, the local utility will complete the enrollment process. As a part of the enrollment process, you will also receive a notice from your local utility, Duke Energy Ohio, confirming your decision to enroll with AEP Energy.

Simply review the letter - if you are pleased with the City Natural Gas Aggregation Program, simply ignore that letter. No deposits are required to enroll.

I did not receive an opt-out letter, why not? If you had already chosen an alternative natural gas supplier, then per Ohio Administrative Code, you would not be eligible for the aggregation. The reason is that no one knows the terms and conditions you accepted with the alternative supplier so it would not be fair to automatically enroll you in the program.

If you would like to enroll in the program you can reach out to Energy Alliances, at 513-794-5555 who can assist you with enrolling into the process.

If I opt out initially, can I choose to join the program later? Yes, if you opt out initially and change your mind later, you may join by calling Energy Alliances at 513-794-5555 to assist you with the enrollment process.

Can I cancel at any time? Yes, you may cancel without penalty and switch to another provider or revert to Duke Energy Ohio, the local utility. Should you cancel your service with AEP Energy and return to Duke Energy Ohio, you may or 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 two years without penalty.

Where do I send payment? You will continue to receive one bill each month from Duke Energy Ohio. 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? Yes, you can arrange Budget Billing through Duke Energy Ohio.

What happens at the end of the program? As the program draws to a close, the City can choose to seek bids from natural gas providers in order to negotiate a new contract on behalf of eligible households and businesses. If at that time, the program has not produced the benefits originally anticipated for customers, the City can also choose to end the program, at which time participants would be notified of their options for continuing in a different program with AEP Energy, switching to another provider, or reverting back to Duke Energy Ohio.

What is considered a small business? A small business is an account on a small commercial rate code as defined by Duke Energy Ohio and has an annual consumption less than 5,000 Ccf or 500 Mcf per year and must be a non-mercantile customer as defined by Ohio Administrative Code.

If you have any questions about the program, you can call the Community's energy consultant, Energy Alliances at 513-794-5555