



## ELECTRIC AGGREGATION FREQUENTLY ASKED QUESTIONS

**What is the City Electric Aggregation Program?** Under the City Electric Aggregation Program, the City acted on behalf of its residents and small businesses to select an Electric supplier who, through the power of volume buying, is able to secure electric at competitive rates. The Public Utilities Commission of Ohio (“PUCO”) has taken steps to ensure that Ohio’s competitive electric environment is consumer-friendly. Voters in the City approved this aggregation program in 2019 and the City Council passed an Ordinance adopting this Electric Aggregation program.

The City has selected Energy Harbor as their preferred electric supply provider to serve their residents and small businesses starting with the August 2023 bill and continuing through the July 2025 bill.

**Who is Energy Harbor?** Energy Harbor is a certified retail electric provider and independent power producer Headquartered in Akron, Ohio. To Learn more... <https://energyharbor.com/en/about/our-company>

**Why did the City select Energy Harbor as its provider?** The City selected Energy Harbor 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?** Over 40 communities across the Greater Cincinnati area have aggregation programs.

**What is the aggregation price and term?** The rate for eligible residents and small business is \$0.0671 per kWh ending on our July 2025 bill which includes 100% of the energy usage offset through the purchase of Renewable Energy Certificates. To learn more about RECs, please visit, <https://www.epa.gov/green-power-markets/renewable-energy-certificates-recs>.

**How do I enroll?** All eligible residents and small businesses who are mailed an opt-out letters by Energy Harbor 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 Duke Energy Ohio’s default electric supply rates or until you choose an alternative electric service provider. However, if you do not respond to this letter, Duke Energy Ohio will complete the enrollment process. As a part of the enrollment process, you will also receive a notice from Duke Energy Ohio confirming your decision to enroll with Energy Harbor.

Simply review the letter - if you are pleased with the City Electric 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 electric 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 Energy Harbor 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.

**Where do I send payment?** You will continue to receive one bill each month from Duke Energy Ohio. The amount that you owe to Energy Harbor will be stated separately on your bill and you will continue to send payments to Duke Energy Ohio.

**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 electric 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 Energy Harbor, 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 commercial rate code as defined by Duke Energy Ohio and has an annual consumption less than 700,000 kWh annually.

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