

Who is Dynegy?

For over 30 years, Dynegy has helped millions of Americans throughout the Northeast, Mid-Atlantic and Midwest power their homes and businesses. Dynegy delivers simple, price-protected electricity plans for residential, government aggregation, commercial and industrial customers alike. Dynegy is committed to the communities it serves and gives back through local partnerships. Our community is one of hundreds who have chosen Dynegy to provide aggregation programs.

How was an electric generation supplier chosen on my behalf?

Community electric aggregation, referred to as government aggregation in Ohio, allows cities, townships, and counties to 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 (PUCO). Residents voted to allow the community officials to contract with an electric generation supplier on their behalf. Dynegy has been selected to supply you with exclusive pricing on the generation portion of your electric bill.

¹ What does it mean to have a fixed price?

The price you will receive each month does not change, subject to the Terms and Conditions. If this notification or the associated Terms and Conditions indicate a price for the community is a Green or Carbon Free Fixed Price product:

Green means your electricity is paired with a Renewable Energy Certificate (REC). A REC represents the environmental benefit of electricity generated by a renewable energy resource like wind or solar. For every unit of renewable energy generated, a REC is created. For every kWh you use, Dynegy purchases the percentage (%) of RECs associated with this offer from a renewable energy source, supporting renewable electricity production. The % of RECs paired with your electricity is in addition to the state-minimum requirement for Ohio. Carbon Free means the energy you use is backed by Emission Free Energy Certificates (EFECs).

How will I benefit by participating in the program?

Aggregation programs are intended to provide price stability. Savings are not guaranteed but may occur in months when the community aggregation price is less than your electric utility's Price to Compare (PTC).

What does it mean to opt out?

Opt out means that you can decide to not participate. If your opt out is received by the deadline, your pending enrollment will be canceled, you'll remain on your electric utility's standard service offer for the generation charges of your bill, and you will not receive further aggregation notifications from Dynegy until the end of the current term, or other period required by the PUCO.

What happens if I do not opt out?

If your opt out is not postmarked by the opt out deadline you will be automatically included in the community aggregation program.

Can I opt out of the program after the opt out deadline?

Yes. You may leave the aggregation program at any time. You will not be charged an early termination or cancellation fee if you choose to leave the program at later date for any reason.

What are my energy supply choices if I opt out?

If you opt out or leave the program prior to the current term end you will be returned to your electric utility's standard service offer and might not be served under the same rates, terms, and conditions that apply to other customers served by the utility. This may take 1-2 billing cycles depending on your meter-read dates. Dynegy may offer non-aggregation offers in your electric utility service territory or you may also shop for an alternative supplier. For a list of suppliers certified by the PUCO and their current prices call 1-800-686-PUCO (7826).

Can I rejoin the program at a later date?

Yes. If you opt out or otherwise leave the program and meet the eligibility requirements outlined in the Terms and Conditions, you may call Dynegy to return to the program at any time.

² What happens at the end of the current term?

Per Ohio law, aggregation participants must be presented with the opportunity to opt out of the program at least every three years. This program does not automatically renew, and prior participation does not constitute eligibility for subsequent terms. If still eligible prior to the end of the current term and the aggregation is renewed for a subsequent term whether with Dynegy or another supplier, you will receive a new opt-out notification communicating the terms and conditions of service and the new exclusive price. If the current price was negotiated for a period greater than three years, the notice will extend the current exclusive pricing through end of the negotiated term. In either case, you can choose to opt out, rejoin, or remain in the program.

Why am I receiving this notification if I previously opted out?

Opt out notifications are sent to all eligible accounts listed on the utility's aggregation list at the start of a new term regardless of any opt out from a prior term or program. If you receive a new opt out notice, you must take affirmative action to opt out once again. If you wish to permanently opt out of future electric aggregations, you must add your account to the PUCO "Do Not Aggregate" list. Please ensure that the account information you provide matches the information the EDU has included on its aggregation list. To learn more, visit www.puco.ohio.gov/do-not-aggregate.

Can I still have my bill payments automatically deducted?

Yes. How you pay your electric utility bill will not change.

Will Dynegy continue budget billing my supplier charges?

Duke Energy, Ohio Edison, Toledo Edison, and The Illuminating Company include supplier charges in your monthly budgeted amount and will continue to provide that service. If you would like to enroll in budget billing contact your electric utility directly. Dynegy will NOT automatically budget the supplier charges on your electric utility bill in AES Ohio or AEP Ohio. If you are on, or enter into, a budget billing plan in AES Ohio or AEP Ohio with at least 10 months of billing history, you are eligible to request budget billing for your electric generation service with Dynegy. If you do not meet Dynegy's minimum requirements, you won't be able to participate in a Dynegy budget billing plan and your electric utility may not budget the generation portion of your bill.

Who is NOT eligible for an electric aggregation program?

In accordance with Ohio regulations, the following customer accounts are not eligible for this program: 1) accounts with service addresses outside the geographic boundaries of the contracted community or participating communities 2) accounts enrolled in the Percentage of Income Plan Program (PIPP) 3) mercantile accounts with usage greater than 700,000 kWh per year or 100 kW monthly demand or 4) national accounts involving multiple facilities in one or more states. Customers receiving service from another competitive supplier, those with overdue payments, and eligible residents who were not sent this notification will NOT be automatically included in the program but may call Dynegy to opt in at any time. If your account subsequently becomes ineligible after enrollment or has an outstanding balance, Dynegy reserves the right to return the account to the electric utility's standard service offer. To the extent possible, Dynegy may attempt to identify if they serve another program for which you are eligible.

Can I participate if my account is net-metered?

Yes. If your account is taking service under a net-metering tariff you are eligible to participate and will continue to receive the benefits and any compensation owed through your electric utility per the utility tariff and state rules. Dynegy does not provide credit or any compensation for excess generation.

How can I report a power outage or problem with my service?

You will continue to call your electric utility for power outages, problems with your service, or questions about your monthly bill.