

### How is my community able to choose an electric generation supplier on my behalf? Who is eligible?

Residents vote on a ballot initiative to give elected officials the ability to act as an aggregator and negotiate an electric supplier contract on behalf of the community.

For residents or businesses to be eligible to participate, you must receive an opt-out notice from Volunteer Energy and meet the following requirements:

1. You must not already be enrolled with an electric generation supplier on your own.
2. You must not be a PIPP (Percentage of Income Payment Program) customer.
3. You must not be in arrears on your bill payment.
4. Your service address must be located within the community limits.
5. You must not be a commercial or industrial customer.

### What is governmental aggregation of electricity?

Ohio's laws allow for communities - such as townships, cities, villages and counties - to form aggregated buying groups on behalf of their citizens. Savings are possible through governmental aggregation, where community officials bring together residential and small commercial customers to gain group buying power for the purchase of electricity from a retail electric provider.



## ELECTRIC AGGREGATION FAQS



**VolunteerEnergy**

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**VolunteerEnergy.com**

# YOUR CHOICE FOR ENERGY COST CONTROL.



## VolunteerEnergy



Volunteer Energy is a Midwestern based natural gas and electricity supplier whose outstanding reputation is rooted in long term customer relationships. Founded on the bedrock principals of integrity and trust, Volunteer Energy provides residents and businesses across the region with a reliable way to control energy costs.



**CALL 800.977.8374**  
**VolunteerEnergy.com**

### How is my community able to choose a certified electric generation supplier on my behalf?

The citizens of your community voted to give elected officials the authority to contract for an electric generation supplier on their behalf.

### If I join my community's electric aggregation program, who will deliver my power, read my meter and respond to emergencies, such as power outages?

Your local electric utility company will still be responsible for the delivery of power to your home or business. Since your local electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage.

### What do I need to do to be included in the aggregation program?

You are automatically enrolled in the program, and do not need to do anything to receive the pricing offered under this program.

### What if I don't want to participate?

Since all eligible residential and small commercial customers are automatically enrolled in the governmental aggregation program, those customers who do not want to participate are given the opportunity to opt-out. By returning an opt-out form by the due date, you can choose not to be enrolled as an electric generation and transmission customer of the community's competitive electric generation and transmission supplier.

### How will billing be handled?

You will still receive one bill from the electric utility that you have now. It contains your charges for distribution, transmission, and maintenance service from the utility as well as Volunteer Energy's charges for generation.

### Is Budget Billing available?

If you are currently on a "Budget" billing plan with your utility, you will be automatically enrolled into the Volunteer Energy budget plan. If you are not currently participating in a budget program with your utility, please call Volunteer Energy at 1-800-977-8374 to enroll.

### Can I still have my payment automatically deducted from my checking account as I do now?

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

### Who do I call if I have a problem with my electric service?

If you have an outage, see fallen power lines, or require emergency repairs, you will continue to contact your electric utility.

### What is the toll-free number for questions?

If you have any questions, please call Volunteer Energy at 1-800-977-8374, Monday through Friday between 9 am - 5 pm.

*We encourage you to review the details of the offer as further defined in the enclosed Terms and Conditions.*