

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 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 because they were able to propose a program that represented the best overall value for eligible households and businesses.

How do I enroll? You don't have to do anything to enroll. All eligible customers will be automatically included in the program unless you choose to opt out. If you opt out, you will continue to be served by your local utility's standard service offer 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.

When will this program start? The City Natural Gas Aggregation Program will begin with the October 2022 meter-read date.

What is my price? The City of Wyoming has ensured that, beginning with the October 2022 meter-read date, you will receive a natural gas supply rate of \$0.839 per Ccf for twenty-four (24) months.

Where do I send payment? You will continue to receive one bill each month from Duke Energy Ohio, your local utility. 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.

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

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 the local utility.

Why is this an opt-out program? It enables AEP Energy to offer a lower group rate based on the City's size.

If I opt out initially, can I choose to join the program at a later date? Yes, if you opt out initially and change your mind later on, you may join by calling AEP Energy at 1-888-659-3888 or by visiting AEPenergy.com/aggregation

What happens if I move? If you move to another location within the City of Wyoming, you will be able to continue participating in the program. If you leave the City of Wyoming, you will no longer be eligible to participate.

What is considered a small commercial business? A small commercial business 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.

Unless you affirmatively opt out by September 16, 2022, you will be automatically enrolled if you: a) have an eligible residence located in the specified city receiving natural gas service from Duke Energy Ohio or AEP Energy (in the Duke Energy Ohio service territory) and b) are not enrolled in the PIPP program. Participation in the program is subject to the Terms & Conditions of the Agreement between the City and AEP Energy. AEP Energy's natural gas price excludes certain taxes, utility distribution charges and other utility charges and fees. There is no guarantee of savings under the Aggregation Program. You may terminate your agreement early without penalty. For more information, call toll free 1-888-659-3888, write to: AEP Energy, PO Box 189, Baden, PA 15005-0189 or visit AEPenergy.com.

If you have any additional questions, please contact the
AEP Energy Customer Care Team toll free at **1-888-659-3888**,
Monday – Friday from
8 a.m. to 7 p.m. and
Saturday from 9 a.m. to 1 p.m. EST



94% Overall Customer
Satisfaction Rating



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Industry Experience