

Aurora Natural Gas Opt-In Endorsement Program - Frequently Asked Questions (Updated March 2010)

Whom do I call if I have a problem with my natural gas service?

The local utility, Dominion East Ohio will continue to deliver your natural gas, read your meters, and issue your monthly bills. You will continue to call Dominion at 800-362-7557 for emergency repairs, gas leaks, billing questions, etc.

Who is the program supplier and does it cost anything to join?

IGS Energy is the city's endorsed supplier for a two-year program that will begin May 2009. There is no cost to join and participation is voluntary.

What is our rate?

We were able to obtain a 1-year low fixed rate of \$6.77/Mcf beginning with gas flowing May 2010 (June billing). This rate compares very favorably to offers residents can find on their own and unlike many offers, our program has no penalty if you decide to leave early.

What if I'm with another supplier and would like to join the city's program?

You should check to see if your current supplier contract charges a penalty for early termination. If you would like to join, simply call IGS to enroll. It's best to have a recent bill handy before calling since they will ask you for your account number, service address...

What if I'm already an IGS Energy customer and want to join the city's program?

IGS Energy will not be mailing notices to their current customers. Current IGS customers will be expected to honor their existing IGS agreements.

Will I get two bills?

No. You will continue to receive one bill from Dominion East Ohio that shows their transportation charges and the supply charge of IGS Energy.

How much will I save?

Since gas prices fluctuate constantly and offers change frequently, it is impossible for anyone to predict savings. Aurora's fixed-rate offer of \$6.77/Mcf is much lower than any offer available to individual residents as shown on the PUCO's latest Apples-to-Apples chart dated 3/25/09. The best comparable rate is \$7.55/Mcf.

Will I still receive a delivery charge from my local utility – Dominion East Ohio?

Yes. Even though you have chosen a new supplier of gas, Dominion continues to deliver the gas to our homes and businesses. They charge a transportation fee of \$1.8197/Mcf for all gas delivered and a flat monthly service charge of \$16.52. These rates apply whether you choose a supplier on your own or remain supplied by Dominion.

Am I charged tax on the gas I use?

Yes. County sales tax is assessed on the supply charges only. The Portage County sales tax rate is currently 6.25%.

Can I remain on budget billing?

Yes. If you are on budget billing you will remain on budget billing. If you would like to switch to budget billing, call Dominion East Ohio at 800-362-7557.

Can I exit this program without penalty?

Yes. We negotiated the offer to enable you to leave at any time for any reason without having to pay a cancellation charge.

What if I move?

Since there is no penalty from IGS for terminating your agreement there is no need to call them, unless you are moving to another Aurora address and wish to retain the offer. Anytime you move, it's a good idea to call your local utility to have your utility account terminated.

Who is eligible for the program?

1. Your local utility company must be Dominion East Ohio;
2. You must be a resident or business owner located within the city limits;
3. You must not be a PIPP (percentage of income payment program) customer;
4. You must not be a current customer of IGS Energy;
5. You must not be in arrears on your bill payment; and
6. You must not be a mercantile customer (natural gas commercial accounts using over 500 Mcf/year)

How do I sign up for the program?

Residents and small businesses will have 3 ways to sign up for the offer from IGS Energy.

1. You should receive a mailer explaining the offer in early May, sign and return the enrollment form to IGS
2. Fax the enrollment form to IGS at 1-800-584-4837
3. Call IGS toll-free at 1-800-280-4474
4. Sign up at www.igsenergy.com . You will need the Aurora Promotion Code NDD71

How did the City develop such a program?

The city used the services of Independent Energy Consultants, Inc. a PUCO certified broker and aggregator of natural gas and electricity - without using any taxpayer money. They have designed, implemented, and administered dozens of successful programs across Ohio. We researched the process thoroughly and are pleased with the offer they negotiated.

Does the city benefit from the program?

Yes. The city owned accounts will be eligible to receive the low fixed rate from IGS Energy.

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 500 Mcf/year (non mercantile) are eligible. Interested accounts using more than this amount should call IGS to obtain this rate but may be asked to sign a contract that includes a penalty if terminated early.

If we choose IGS Energy and decide to go back to Dominion East Ohio can they charge a higher rate than what we were previously paying?

No. If you go back to Dominion you will be charged their Standard Choice Offer (SCO) rate. That rate varies by month.

Does this affect my distribution charges or the gas pipeline coming to my home?

No. Customer Choice programs in Ohio provide residents the ability to choose a natural gas SUPPLIER other than the local utility company. The local utility's delivery charges are in addition to the supply charges. Maintenance of the pipeline coming to a resident's home continues to be the responsibility of the homeowner. Contact Dominion East Ohio if you are interested in purchasing a monthly insurance policy on the line coming to your home.

Where can I learn more about natural gas deregulation and assistance programs?

The Public Utilities Commission of Ohio has approved a number of additional assistance programs to help customers with their energy bills. You may be eligible to participate in other programs and this offer from IGS Energy. Eligibility and enrollment information about the Home Energy Assistance Program (HEAP), Winter Crisis Program (WCP) and others can be found on the PUCO's website at www.puco.ohio.gov.

Whom do I call if I still have questions about the offer?

Contact IGS Energy M-F 8 a.m. to 5 p.m. at 1-800-280-4474. Their helpful and friendly call center staff is ready to answer your questions and take your enrollment upon request.