

Natural Gas Opt-In Endorsement Program - Frequently Asked Questions (Massillon - September 2010 Update)

What is Governmental Natural Gas Aggregation?

Simply put, it's an entire community or group of communities joining together to form one large buying group. Elected officials act as a purchasing agent to make a natural gas offer available to their residents and small businesses. The final decision to participate always rests with the individual gas account holder.

What are the benefits of Gas Aggregation?

When residents form one large buying group they have more buying power. The aggregation is in a better position to negotiate favorable pricing and supply terms than what could ordinarily be achieved by any one individual resident.

Are there different types of Aggregations?

Yes. A community may conduct an "Opt-Out" program or an "Opt-In" program. With Opt-Out programs, each eligible resident is automatically enrolled in the program unless they notify the supplier that they DO NOT wish to participate. With Opt-In programs, each resident must notify the supplier to actively enroll in the program. Opt-Out Aggregations are the most common types of aggregation programs.

What type of Aggregation does Massillon Have?

Massillon has an opt-in endorsement program with IGS Energy as its supplier.

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 begins with the December 2010 billing cycle. There is no cost to join.

What is our rate?

We were able to obtain a 1-year fixed rate of \$5.92/Mcf beginning with gas flowing November 2010. 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.

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.

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...

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.

Can I remain on budget billing?

Yes. If you are on budget billing you will remain on budget billing. (Note: DEO calculates your monthly budget amount each month by summing your total delivered gas cost on a rolling 12-month basis and dividing that total by average monthly usage in the same 12-month period.)

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 Massillon 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 in arrears on your bill payment; and
5. you must not be a mercantile customer (natural gas commercial accounts using over 500 Mcf/year).

How do I sign up for the program?

If you are currently in the program you need do nothing. You will automatically be renewed for the new program. For residents or small businesses not currently in the program, there are 4 ways to sign up for the offer from IGS Energy.

1. You should receive a mailer explaining the offer by late September, sign and return the enrollment form to IGS
2. Fax the enrollment form to IGS at 1-800-584-4839
3. Call IGS toll-free at 1-800-280-4474
4. Enroll online at www.igsenergy.com enter promo code: GFD13

How did the City develop such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas, without using any taxpayer money. They have designed, implemented, and administered similar successful gas and electric programs that impact over 100 communities across Ohio. We will have their assistance and that of Vectren Source throughout the program.

Does the city benefit from the program?

No. We receive no benefit from this program. We negotiated the offer to give our residents another option in managing their natural gas costs. By using the collective bargaining power of a larger group we were able to obtain lower rates and better terms and conditions than a resident could get on their own.

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 Service Offer (SSO) rate. That rate varies by month.

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.