

Massillon Natural Gas Opt-In Endorsement Program - Frequently Asked Questions (Updated September 2008)

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 began November 2007. There is no cost to join.

What is our rate?

We were able to obtain a 1-year fixed rate of \$10.58/Mcf beginning with gas flowing November 2008 (December billing).

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.

How much will I save?

Since gas prices fluctuate constantly and offers change frequently, it is impossible for anyone to predict savings. Massillon's fixed-rate offer of \$10.58/Mcf is much lower than any offer available to individual residents as shown on the PUCO's latest Apples-to-Apples chart dated 8/28/08. The best comparable rate is \$12.95/Mcf and unlike Massillon's offer that one includes a \$50 early termination penalty.

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 \$2.9046/Mcf for all gas delivered and a flat monthly service charge of \$5.70. 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. When you are supplied by Dominion you pay a 4.89% gross receipts tax. When you choose an alternate supplier the gross receipts tax is dropped and replaced by your County sales tax - that is currently 6.0% for Stark County residents.

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 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 second year of the two-year program. For residents or small businesses not currently in the program, there are 3 ways to sign up for the offer from IGS Energy.

1. You should receive a mailer explaining the offer by October 15th, 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

How did the City develop such a program?

The city continues to use 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?

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.