

# City of Aurora Green Municipal Electric Aggregation Program

## Welcome City of Aurora Residents and Small Businesses!

Dear City of Aurora Residents,

We are very excited to offer a new **100% green energy** program for City of Aurora residents and small businesses at **no extra cost** to you or the City. This program promotes renewable energy, a clean environment, and creates jobs for American citizens. As part of the program, the City will receive Renewable Energy Certificates ("RECs") from renewable energy sources to match the aggregated customers' residential and small commercial electricity load.

The program will be administered by Eligo Energy IL, LLC, a leading electricity supplier located in Chicago. For all eligible members of this program, the green energy rate will always be equal to ComEd's residential price (Price to Compare + Purchased Electricity Adjustment - [www.pluginillinois.org/FixedRateBreakdownComEd.aspx](http://www.pluginillinois.org/FixedRateBreakdownComEd.aspx)) with one very important difference – the aggregation customers' energy usage will be offset by **100% renewable** energy!

There are no enrollment, switching, or early termination fees. Eligible customers need do nothing to participate; an eligible account will be automatically enrolled unless opted out.

**NO CHANGES IN BILLING.** Eligible customers will continue to receive one monthly bill from ComEd and will still be eligible for the same programs through ComEd, such as Budget Billing, payment agreements, and energy efficiency programs. The only change will be in the Electric Supply price on the ComEd bill –

[www.comed.com/MyAccount/MyBillUsage/Pages/SampleResidentialBill2.aspx](http://www.comed.com/MyAccount/MyBillUsage/Pages/SampleResidentialBill2.aspx).

Residents may also purchase electricity supply from other Retail Electric Suppliers or ComEd. For more information, visit [www.pluginillinois.org](http://www.pluginillinois.org). Customers may request from the Illinois Power Agency, without charge, a list of all supply options available in a format that allows comparison of prices and products.

**ENROLLMENT PROCESS.** Once your account is enrolled, you will receive a confirmation letter from ComEd confirming your switch to Eligo. Approximately 30 to 45 days after enrollment, you will receive your first ComEd bill to reflect the new supply price (which will match ComEd's price).

**OPT-OUT INSTRUCTIONS.** If you choose not to participate in this green aggregation program, you can elect to be removed from the Program by emailing Eligo at [CityofAuroraOptOut@eligoenergy.com](mailto:CityofAuroraOptOut@eligoenergy.com), calling Eligo at [708-350-9865](tel:708-350-9865), or completing and mailing back an enclosed Opt-Out form within approximately 21 days of mailing. If you have any questions or need additional information about the Program, please see the FAQs and community-specific information below. Eligo Customer Care is available from 7:00am to 6:00pm Monday thru Friday at [708-350-9865](tel:708-350-9865).

**Please note: to participate in the program, you do not need to respond.** Opt-out only if you do not want to participate in the City of Aurora green electric municipal aggregation program. Although City of Aurora is offering this program, we ask that rather than calling the City, you direct specific aggregation program questions to Eligo at [708-350-9865](tel:708-350-9865).

Sincerely,

City of Aurora

# Frequently Asked Questions

## What is a municipal aggregation?

Municipal aggregations are groups of customers, or entire communities that unite to pool, or aggregate their energy buying power. By pooling their buying power and negotiating the price of power from a supplier other than the traditional utility, municipal aggregations can often save participants money on their electricity bills and help them obtain renewable energy certificates and civic grants. ComEd would still be responsible for delivering that power to your home, responding to outages, and billing you for it.

## Who is Eligo Energy?

Headquartered in Chicago, Illinois, Eligo Energy is a licensed electricity supplier in the states of Illinois, Maryland, Michigan, Massachusetts, New York, Ohio, Pennsylvania, New Jersey, Texas, the District of Columbia, and Connecticut. We offer residential and business customers green products and an opportunity to save on their electrical costs by choosing us as their electricity supplier.

## How do I contact Eligo Energy if I have a question?

As noted previously, ComEd will continue to fully service your account, and any service interruption or relocation questions should still be addressed to ComEd. If you should ever need to contact Eligo you can email us at [customerservice@eligoenergy.com](mailto:customerservice@eligoenergy.com), call us at [708-350-9865](tel:708-350-9865), or refer to this website and FAQs. Our customer service group is available Monday through Friday 7:00 AM to 6:00 PM.

## What is the City of Aurora Aggregation Program rate?

All eligible customers will be served at ComEd's residential Price to Compare ("PTC") + Purchased Electricity Adjustment ("PEA"). See how it works at

<https://www.pluginillinois.org/FixedRateBreakdownComEd.aspx>. The ComEd PTC changes several times a year. Please visit the website provided here periodically to find your ComEd Summer (June – September) and Non-Summer (October – May) rates. ComEd's PEA may change monthly by plus/minus 0.5 cents.

## How will the City of Aurora Aggregation Program impact my current situation and electricity bill?

The impact of the aggregation program is environmental. This program promotes renewable energy, a clean environment, and creates jobs for American citizens. As part of the program, the City will receive Renewable Energy Certificates ("RECs") from midwestern wind renewable energy resources to match the aggregation's residential and small commercial electricity load. Your utility bill will remain the same other than Eligo matching ComEd's pricing on energy supply. You will continue to receive a single bill, make one payment, and continue to receive all other services through ComEd.

## What are Renewable Energy Certificates or RECs?

Renewable Energy Certificates ("RECs") are proof that electricity was generated from renewable electricity such as wind and was fed into the shared electrical grid. Renewable Energy Certificates provide a mechanism for the purchase of renewable energy that is added to and pulled from the electrical grid. 1 REC = 1 MWh of electricity (1,000 kWh).

## When will I begin to see Eligo Energy's generation rate on my bill?

Eligo's rate will take effect within your February 2020 billing cycle, depending on your meter read date.

## What part of my electricity bill will this program affect?

Your electricity bill generally has several cost components – distribution and supply. The aggregation program changes only the supply component of your bill -- and, in this case, the price will continue to track ComEd's. All other components of the bill will not be affected. As part of the program, the City will receive Renewable Energy Certificates ("RECs") from renewable energy such as wind to match the aggregation's residential and small commercial electricity load.

## Will I continue to get one monthly bill from ComEd?

Yes, you will be billed exactly as you always have been by ComEd and will receive one monthly bill for all charges. The only difference you'll see on your electric bill is that Eligo Energy will be listed on the supply portion of your bill.

## Are there additional fees for participating in aggregation program?

If you are a ComEd customer, generally, ComEd will not impose any switching fee for participating in an aggregation program. If you are on Retail Energy Supply, and your current provider imposes an early termination fee, please file a complaint with the Illinois Commerce Commission. Starting in January of 2020, Retail Energy Suppliers are not permitted to charge early termination fees from residential and small commercial customers.

## Who is eligible to participate?

Residential or small commercial customers located in the City of Aurora may participate. Eligible Customers will be placed on Supplier service or Tariffed Service based on Supplier's criteria, such as, for example, the customer's usage patterns and wholesale market conditions. Eligible Customers will be assessed the same price and will continue to receive monthly invoice statements from ComEd without regard to whether they are served by Supplier or ComEd.

Customers enrolled in real time pricing, Power Smart Pricing, electric space heat rate, or served by an alternative retail electric supplier may also be eligible but are not automatically enrolled. If you are in one of these programs or with a different supplier, you will need to review your pricing and contractual obligations in order to determine which options are available to you at this time. You may always call us with any eligibility questions at [708-350-9865](tel:708-350-9865).

## What is a "small commercial customer"?

A "small commercial customer" is a retail customer with an annual electricity consumption of less than 15,000 kilowatt-hours.

## How do I enroll in City of Aurora Aggregation Program?

The City of Aurora Aggregation Program is an opt-out program. That means that there is nothing you need to do to enroll. You will automatically be included in the aggregation program, unless you choose not to participate and opt-out. Qualifying City of Aurora residents who previously opted-out of the program, recently moved to the City of Aurora community, or are receiving service from another supplier may still enroll in the program. To enroll, call us at [708-350-9865](tel:708-350-9865). Please have your utility account number for enrollments.

## Do I have to participate in the City of Aurora Aggregation Program if I do not want to?

No. Although the City of Aurora Aggregation Program is designed to provide green energy through REC offsets for you, residents and small businesses that do not want to participate can opt-out without penalty. To opt-out, return the opt-out form attached to the opt-out letter you have received, call Eligo at [708-350-9865](tel:708-350-9865), or email Eligo at [ArlingtonHeightsOptOut@eligoenergy.com](mailto:ArlingtonHeightsOptOut@eligoenergy.com).

## If I am automatically enrolled in the program now, can I leave the program at any time?

You may leave the program at any time without incurring any early termination fees.

## Can I enroll later if I opt-out now?

Yes, you may request to join the program by calling [708-350-9865](tel:708-350-9865) for enrollment information.

## I already have electric service with this supplier at a different rate. How can I join the Aggregation Program to get this new, lower rate?

Before enrolling in the aggregation program, you should compare the City of Aurora aggregation rate to the rate you are currently paying for electric supply to determine if you would benefit from participation in the aggregation. You should review the terms and conditions associated with your current electric supply or contact your current electric supplier to determine if there are any penalties or fees associated with an early termination of your current electric supply agreement. Call [708-350-9865](tel:708-350-9865) for information about how to switch to the green rate negotiated on your behalf by the City of Aurora. Your present Retail Energy Supplier may impose termination fees prior to January 2020.

## Can I enroll if I am on ComEd's Hourly Program?

Before enrolling in the aggregation program, you should evaluate how the aggregation compares to your existing ComEd hourly service. Aggregation pricing is designed to match ComEd's non-hourly residential rates. Your hourly pricing is different and potential savings from the aggregation depend on your actual hourly use patterns. Accordingly, any potential savings from the aggregation compared to your current utility hourly service may vary from customer to customer. You should also review the terms and conditions applicable to your ComEd hourly service. The terms and conditions of ComEd hourly service may prevent you from joining the program at this time. Additional

information to help you evaluate your supply options can be found on the Illinois Commerce Commission's website: [www.pluginillinois.org](http://www.pluginillinois.org).

## Can I enroll if I am on ComEd's Net Metering Program?

Net Metering customers may forfeit credits for electric supply service, delivery service, or both, if they switch to the Aggregation Supplier. Additional information to help you evaluate your supply options can be found on the Illinois Commerce Commission's website: [www.pluginillinois.org](http://www.pluginillinois.org).

## Will ComEd continue to service my account?

Yes, nothing will change in terms of receiving your electricity or any customer service. ComEd will continue to read your meter, service your account and send you one bill each month. You will continue to contact ComEd for any billing or service questions or if your power ever goes out.

## Who shall I call if there is an outage or issues with my electricity bill?

ComEd will remain responsible for the delivery of the electricity. All service and billing questions will continue to be directed to ComEd. To contact ComEd, please call [800-334-7661](tel:800-334-7661).

## I'm on ComEd's budget-billing plan. Will that change?

No, you can stay on the budget-billing plan.

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

Yes, the way you pay your ComEd bill will not change.

## Will someone come to my home or call to sign me up?

No one from Eligo Energy or the City of Aurora will ever visit your home to sign you up for electricity services or call you to enroll. If someone calls or visits your home, that person is not from the Government Aggregation program and is likely trying to get you to switch to another Retail Electricity Supplier that is NOT a part of the City of Aurora Aggregation.

## What is the downside of the program?

Residents of municipalities that enrolled in aggregation programs in the State of Illinois are not reporting any negative issues. Moreover, this is a green program at no extra cost to the residents or the City, which also includes a civic grant to the City. See <https://www.journal-topics.com/articles/City-goes-with-clean-energy-source/>

## Where can I find the Environmental Disclosure Statement & Uniform Disclosure Statement for Eligo Energy?

Please see the [Environmental Disclosure Statement](#) and [Terms and Conditions](#).