

Electric Aggregation Program - Frequently Asked Questions

(Norton - Updated May 2020)

Program Rate: 5.19 cents/kWh

Supplier: Energy Harbor 1-866-636-3749

What is aggregation?

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

How is the City able to choose a certified electric generation supplier on my behalf?

In November 2000, Norton residents voted to allow the City to contract for an electric generation supplier on their behalf.

Who will be our supplier for the electric program?

Energy Harbor, a PUCO certified electric marketer from Akron, Ohio. Energy Harbor offers a wide range of energy and related products and services, including the generation and sale of electricity and energy planning and procurement. Energy Harbor is a leading competitive supplier of energy to residential and commercial and industrial customers in Ohio, Pennsylvania, New Jersey, Maryland, Illinois and Michigan.

What happened to FirstEnergy Solutions?

Our program supplier (formerly FirstEnergy Solutions) has changed their name to "Energy Harbor" as of March 2020. The same company is still serving our program, they are still offering the same rates, and you may still call them at 1-866-636-3749 if you have questions about the program. The only difference you should notice is a different supplier name on your monthly electric bill.

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

Your local utility will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call your local utility at 1-800-633-4766 for emergency repairs, downed power lines, billing questions, etc.

How will I know if I can save money in this Program?

You'll know you are saving money as long as the program rate from Energy Harbor is lower than the local utility's price-to-compare (PTC) which is listed on the bill you receive from the utility each month.

Is our price for power fixed, or does it vary?

Starting in April 2018, our program will have a fixed-rate of 5.19 cents/kWh. That rate will stay the same each month for a 3-year term ending in April 2021.

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

Energy Harbor will always try to accommodate residents should they wish to enroll after the initial

enrollment period. However, Energy Harbor reserves the right to decline late enrollments depending on market conditions.

What does “opt out” mean?

“Opt out” means that you can decide not to participate in the City’s electric Governmental Aggregation Program. By returning the opt-out form, which was included in the mailing, you will not be enrolled in the City’s program and you will not receive the program rate.

What happens if I do not send in the opt-out form?

If you do not return the opt-out form postmarked by the required date, you will be included in the City’s Governmental Aggregation Program.

What are my energy supply choices if I decide to opt out?

You can stay with your current electric utility, which will continue to supply your electricity as it always has. Or, you can shop for a new competitive electric supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices is available on the PUCO website (energychoice.ohio.gov), or by calling 1-800-686-PUCO (1-800-686-7826).

Will I get two bills?

No. You will continue to receive one bill from your local utility that shows their distribution charges and the supply charge from Energy Harbor.

Will I still receive a delivery charge from my local utility – (Ohio Edison)?

Yes. Even though you have chosen a new supplier of electricity, your local utility continues to deliver the electricity to our homes and businesses. Distribution charges and a flat monthly customer charge apply whether you choose a supplier on your own or remain supplied by the local utility.

Can I stay on budget billing/equal payment plan or have my payment automatically deducted from my checking account as I do now?

Yes, the local utility will continue to offer those programs.

Can I exit this program without penalty?

Yes. We are pleased to report that we have been able to eliminate the early termination fees for the program. You may leave the program at any time without penalty.

What if I move?

There is no penalty from Energy Harbor for terminating your agreement if you move.

Who is eligible for the program?

1. Your local utility company must be Ohio Edison;
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;
5. You must not be a mercantile customer (accounts using over 700,000 kWh/year); and
6. You must not be a commercial customer with a peak demand > 399kW.

How will I sign up for the program?

There is no sign-up required. Residents, however, will have 21 days to opt-out of the program if they decide not to participate. An opt-out mailer will arrive from Energy Harbor explaining the rates, terms and conditions and means for opting-out. If you would like to remain in the program, simply do nothing and you will be enrolled.

How did the City develop such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of electric and 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 Energy Harbor throughout the program. We researched the process thoroughly and are pleased with the offer they negotiated. Independent Energy Consultants' efforts were instrumental in obtaining this offer for Silver Lake.

Does the City benefit from the program?

Yes. The City owned accounts are eligible to receive the program rate.

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 700,000 kWh/year and with a peak demand < 399 kW are eligible. Interested accounts using more than this amount, will need to call Energy Harbor to obtain this rate.

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

No. Customer Choice programs in Ohio provide residents the ability to choose an electric *supplier* other than the local utility company. Maintenance of the wires coming to a resident's home continues to be the responsibility of the homeowner.

Can I opt out over the phone?

No, you must mail in your completed form and it must be postmarked by the deadline.

What is the toll-free number for questions?

For answers to your questions, please call Energy Harbor at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m.

Is this related to our community's natural gas program?

The programs are similar but totally independent. You do not have to belong to one to participate in the other.

Where can I learn more about electric deregulation and assistance programs?



Phone: 330 995-2675
Toll Free: 888 862-6060
Fax: 800 574-4508
naturalgas-electric.com

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 Energy Harbor. Eligibility and enrollment information can be found on the PUCO's website at www.puco.ohio.gov.