



## Variable, Fixed Rates Drop

More than 2,700 residents and businesses enrolled in the City's natural gas aggregation program will see a change in their September gas bills— an even lower price.

Thanks to continued robust natural gas supplies the following prices were set:

Billing Month	Price (\$/Mcf)
August 2011	6.51
September 2011	6.52
October 2011	5.99
November 2011	5.89
December 2011	5.65
January 2012	5.91
February 2012 to October 2012	5.942

**Senior Citizens over 65 are eligible for an**

**addition \$.10/Mcf discount.** Pricing was recently set for the upcoming year. The pricing target of at least \$5.99/Mcf when fixed was met. A letter is expected to be sent mid-November.

Residents not currently enrolled in the City's aggregation program, or those enrolled with alternative programs, can take advantage of the new rates by "Opting-In" to the City's program. They will simply need to call Direct Energy at [\(866\) 803-4618](tel:8668034618). Direct Energy will contact their old supplier and facilitate the change order. All customers who enroll with the City's natural gas program will continue to be billed by Dominion East Ohio, the local gas utility. Direct Energy's charges will appear as a line item on the Dominion bill.

To learn more about the natural gas program, contact Direct Energy's Customer Service Department toll-free at [\(866\) 803-4618](tel:8668034618), Monday - Friday from 8 a.m. to 8 p.m. EST and Saturday from 8 a.m. to 5 p.m. EST.

## Electric Program Enrollment Still Open

In response to growing competition in the northeast Ohio region, the City of Streetsboro has contracted with FirstEnergy Solutions in September 2009. The program remains open to enrollment to new residents and small businesses.

In October, a formal announcement was received that the current discount program, which runs until March of 2012, would be extended with an additional 6-year term through March of 2018 with an increased discount to a minimum of 6% for the extended term.

Also in October, Buckeye Energy notified City officials of a limited-time grant from FirstEnergy Solutions, offering governmental aggregators a one-time endowment of \$30 per customer to the City's general fund.

Swift action by the Mayor and City Council ensured that this unique opportunity would not be missed. The electric program was approved, and a grant of \$200,460 was awarded to the City.

Term	Residential Savings	Commercial Savings
Oct 2009 – Dec 2009	10%	7%
Jan 2010 – Dec 2010	6%	3%
Jan 2011 – Dec 2011	5%	3%
Jan 2012 – Mar 2012	4%	2%
Apr 2012 – Mar 2018	6%	3%

Buckeye Energy Brokers would like to extend its appreciation to City officials, especially Mayor Art Scott and the distinguished members of Council, including: Emerylde Bradley, Tim Claypoole, Regis Faivre, Nick Funari, Chuck Kocisko, Bridget Pavlick, and Julie Sanders for their continued support of the natural gas and electric aggregation programs. We are proud to be your partner for the City's energy needs.

For questions about the electric aggregation program, call FirstEnergy Solutions at [\(866\) 803-4618](tel:8668034618).

# FAQs About the Natural Gas Program, Billing and Switching

## **What is "Opt-Out" Natural Gas Aggregation?**

A buying group where eligible members not under contract with another supplier are automatically included and others can call to join the program. The rate, terms and conditions are negotiated by Buckeye Energy Brokers and agreed to and endorsed by the City for the benefit of its residents. Residents are notified by mail about program details.

## **How Do I Switch Suppliers?**

No action is needed to enroll in the City's program if you are not under contract. Every eligible customer will receive an "opt-out" letter with the price, terms and conditions of the program. Once the mailing is sent, they will have 21-days to "opt-out" of the pro-



gram by calling, using the enclosed reply card, or filling out the online form. If they do not respond they will receive a rescission letter from Dominion notifying

them of the impending supplier change. They have 7 days to "opt-out" after this letter. If they take no action, they will be automatically included. The supplier must allow anyone enrolled in the program an opportunity to opt-out every

two years. Customers under contract might call to join.

## **How Will I Be Billed?**

Dominion East Ohio will continue to read your meter and mail the bills. The new supplier charges from Direct Energy will appear as a line item on the bill. Payments will continue to be made to Dominion East Ohio. The Budget Billing Option and Automatic Payment Options are still available.

## **When Will the Account Be Switched?**

When joining at a later date the Dominion East Ohio will send one more bill from your old supplier after you sign up with your new supplier (Direct Energy). The bill after that will be the first bill from your new supplier. Note the last month on the usage graph is considered the billing month for that bill.

# FAQs About the Natural Gas Aggregation Program Eligibility

## **Who is Eligible to Participate?**

All governmental and residential account holders in the City. Also, all commercial account holders in the City who have less than 2,000 Mcf demand per year are also eligible regardless of whether they are under contract with another supplier.

## **What If I'm Moving Into the Community?**

You may not receive a program offer notice. Please contact Direct Energy at [\(866\) 803-4618](tel:866-803-4618) and have the terms and conditions of any existing contracts available.

## **What If I'm Moving Out of the Community?**

You may terminate the agreement for free if moving out of the community.

## **Will I Receive Enrollment Information in the Mail?**

Yes. The opt-out notice will be mailed with new pricing, terms, and conditions in January. Customers not under contract with a 3rd party supplier will be automatically enrolled in the program. Customers may opt-out without penalty by mailing the enclosed reply card or calling [\(866\) 803-4618](tel:866-803-4618) during the 21-day period.

**"Percentage of Income Payment Plan participants are not eligible for the City's natural gas program and are aggregated under a separate program administered by the State of Ohio."**

# FAQs About Program Benefits

## **What are the Benefits of an Electric Aggregation Program with Buckeye Energy Brokers?**

We can offer a wide array of program structures and will tailor a solution to meet your needs. Whether it's a fixed price, variable price, combination, or percent-off type program, we are sure it will be the best offer at the time.

Participants can rest assured knowing

that the program is administered by a PUCO certified energy expert and the program does not use tax payer money. We only benefit when customers remain in the program.

We can also provide energy buying consulting for the governmental accounts and would be happy to acquire price estimates for those accounts.

