

Community Choice Aggregation (CCA) FAQs for Residents

If you have a question that isn't answered below, please contact us at: megaCCAteam@energynext.com or 518.533.5399

Q. What happens with my current utility?

A. Your electric bill has two main sections, delivery and supply. With a CCA you will still pay the delivery portion of your bill to your utility (e.g. NYSEG), see example bill. The delivery portion includes charges to deliver electricity to your location, to maintain infrastructure and address electricity outages.

Q. How do I know if the utility is my electric supplier?

A. Your electric bill has two main sections, delivery and supply. Check the supply portion of your bill to see if it lists the name of a company that is different from your utility, see example bill. If you receive two bills for your electric supply you have already selected a supplier other than the utility. If you are still not sure, contact us and we'll help you out.

Q. Can I join (opt-into) the CCA if I already selected a company other than the utility?

A. Yes, you can opt-into the CCA, but if you signed a contract for a certain length of time there may be a fee to terminate that contract. Please reach out to us and we can help you join the CCA. Not sure if you have a contract with a termination fee? Contact us and we'll help you figure it out.

Q. Can I participate?

A. To get the benefits of CCA you must:

- live within a city, town or village that is participating in the Program,
- receive your electricity supply from NYSEG,
- be a resident or small business (usually using less than 2,000 kWh/month) and, you do not have
- not have a block on your account.

If you meet these 4 criteria, you will automatically be included in the CCA. Customers with day/night or time-of-use rates will not be automatically included in the Program. The CCA Program is compatible with budget billing, community solar and rooftop solar.

Q. What if I don't want to participate in the CCA?

A. CCA is all about choice and you have the opportunity to opt-out. If you are automatically eligible to participate in CCA you will receive an opt-out letter with details on how to opt-out via mail, phone or online. You have 30 days to opt-out.

Q. What if I don't opt-out within 30 days?

A. If you don't opt-out within 30 days you will be switched to the CCA. You are still able to return to NYSEG for your electric supply at any time without a penalty. It will take 1 to 2 billing cycles to return to NYSEG.

Q. What if I move?

A. If you move to another community participating in CCA you are able to join that group for the remainder of the Program term.

Not all TOU
residents
qualified! If you
didn't get a letter,

nd.you do not have
to do anything!

Over Please

Q. Where does the electricity come from?

A. Unless a community specifically requests the source of the electricity it will be generated from a variety of fossil fuel and renewable resources, which could include natural gas, hydro and nuclear. Some communities selected a CCA supplied by 100% renewable electricity.

Q. Can I get renewable electricity through the CCA?

A. Yes. Some communities selected a CCA supplied by 100% renewable electricity. Residents and small businesses can opt-up to 100% renewable electricity, though it does cost a small amount more. Residents and small businesses can also opt-down into a standard grid mix if your community selected 100% renewables.

Q. What electric suppliers serve CCAs?

A. Third party electric services companies, ESCOs, competed to win the business of the CCA by responding to a Request for Proposal (RFP). Constellation NewEnergy was selected and will be serving this CCA Program.

Q. How can an ESCO offer a better rate than my utility?

A. Utilities must purchase electricity as it's used and pass through the cost to the customer. ESCOs can purchase hedges and other financial transactions allowing for more purchase options that can result in lower prices.

If you have a question that isn't answered above, please contact us at megaCCAteam@energynext.com or 518.533.5399

Example: Residential Electric Bill

Your electric bill includes two main types of charges:

- Delivery
- 2. Supply

With CCA:

- Delivery: NYSEG will still be responsible for power outages and maintenance
- 2. Supply: best value was selected



Community Choice Aggregation (CCA)

Price/Term: fully fixed price of \$0.0542/kWh for 24 months starting July 2019: 100% renewable

Opt-Out:

- Phone: **833-866-9637**
- Online: www.constellation.com/ny-MEGA
- Those automatically eligible to participate will receive a letter mid-May; 30 days to opt-out (if you have a supplier other than NYSEG you will not receive a letter and will not be enrolled in the Program unless you opt-in)
- No need to take action if you want to participate in CCA

CCA Programs Provide Choices:

Opt-Down: if you want traditional grid mix electricity at a fully fixed price of \$0.05092/kWh for 24 months

Opt-In: if you have another supplier and wish to switch to the CCA

Opt-Out: if you wish not to participate and to keep NYSEG as your electric supplier

Other Important Reminders:

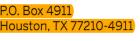
- Participants are also able to leave the Program at any time during the 24 months without a penalty
- The CCA Program is compatible with budget billing, community solar and rooftop solar
- Customers with day/night or time-of-use rates will not be automatically included in the Program

Who does what?

- Municipality passed a local law authorizing the opt-out aggregation and approved price/terms
- MEGA (Municipal Electric & Gas Alliance) aggregates multiple municipalities and educates
- Constellation, an Exelon company, supplies the electricity

Questions can be directed to <u>megaCCAteam@energynext.com</u> or 518.533.5399, <u>megacca.org</u>





This is Constellation's address - it is legitimate!

TOWN OF UNION COMMUNITY CHOICE AGGREGATION PROGRAM OPT OUT REPLY CARD

Endicott, NY 13760-5907

Signature	Date

If you want to participate in the Town of Union Community Choice Aggregation program, you do not need to take any action. You will be automatically enrolled.

Opt Out Instructions

If you do not want to participate

1) Sign and date this card

2) Insert into postage pre-paid envelope

Mail envelope

The card must be signed by the customer of record whose name appears in the address on this card. The envelope must be returned within 30 days of the date of this letter to opt out of the Program before being automatically enrolled.

Your Opt Out
Code will be
unique to your
Service Address:

Your Opt Out
code will be
account!

ENDICOTT, NY 13760

Acct No:

If you wish to opt-out, choose 1 of 3 easy ways:

- 1. Mail: Sign and date this card and return in postage pre-paid envelope
- 2. Phone: Call Constellation at 833-866-9637
- 3. Web: Visit www.constellation.com/ny-MEGA and enter *your* Opt Out Code shown above