

Electric Aggregation Program Frequently Asked Questions

Overview of Municipal Aggregation

What is Municipal Aggregation?

Illinois law allows municipalities and counties to negotiate the purchase price of electricity on behalf of residential and small business utility customers living within their borders. While these governmental entities choosing community aggregation would be responsible for negotiating the price of power from a supplier other than the traditional utility, your utility would still be responsible for delivering that power to your home, and billing you for it.

How can I get more information about the municipality or county's aggregation program?

Contact your municipality or county for information related to the referendum and the aggregation program. Additional resources can be found at: <http://www.dynegy.com/electric-supplier/municipal-aggregation/communities-we-serve>

Eligibility and Enrollment

Who is eligible to participate?

Residential or small business customers located in the participating governmental entity boundaries may participate. Customers enrolled in real time pricing, Power Smart Pricing, or served by an alternative retail supplier may not be eligible.

How do I enroll?

It's simple. It's automatic. Unless you "opt-out" of the program, your eligible ComEd customer account will be enrolled in the program. You will receive a "switch" letter from your utility, ComEd, confirming your enrollment.

Do I have to participate in the municipal or county aggregation plan?

All eligible ComEd utility customers within the municipal or county boundaries will receive an opt-out notification letter via U.S. mail. You may "opt-out" by returning the Opt-Out card by the deadline date identified in your notification. If you choose to opt-out, your account remains with ComEd at the current utility rate.

What if I decide to opt-out after the opt-out deadlines have passed?

You may opt out at any time by calling our toll free number or sending us an email. There are no early termination fees.

Rate and Term Information

What are the Rates and Terms for my Municipality or County?

A listing of communities served by Dynegy can be found at www.dynegy.com. Select your municipality or county to find the applicable rates, contract length, and the terms and conditions for your particular governmental entity. Customers who are enrolled in the program should see the changes on their monthly electric bill 45 to 60 days after enrollment.

What is renewable or "green" energy?

Renewable energy is generated from natural resources such as solar, wind, water. Dynegy retires renewable energy certificates for customers selecting a renewable rate.

What if ComEd rates decrease?

If at any time during the term of this Agreement ComEd rates fall lower than the Dynegy price, you will have the option to return to the utility without penalty.

What happens at the end of the Agreement term?

At the end of the Agreement term, as defined in the Terms and Conditions you have the option of staying with a new Municipal Aggregation program, returning to the utility, or signing with a new supplier independent of the Municipal Aggregation program.

Billing and Service Information

Who will bill me for electricity? Will I get two bills?

You will continue to receive one monthly bill from ComEd. The bill will include the charges for electricity supplied by us, as well as the delivery service charges from ComEd.

Can I still have my payment automatically deducted from my checking account?

Yes, how you pay your bill will not change.

Can I stay on budget billing?

Yes, your budget billing will not be affected by your participation in this program.

Who is responsible for the delivery of power to my home or business?

ComEd will continue to deliver your electricity and will be responsible for maintaining the system that delivers power into your home. As your energy delivery company, they will continue to respond around-the-clock to outages, service calls and emergencies regardless of your electric supplier.

Who do I call to report a power outage or problems with my electric service?

You will continue to call ComEd for power outages, problems with your service or questions regarding your monthly bill.

ComEd Residential Customers: 800.334.7661

ComEd Business Customers: 877.426.6331

Who do I call if I have questions regarding the Municipal or County Opt-Out Electricity Aggregation Program?

Questions should be referred to a member of our Dynegy Customer Care team.

Dynegy Customer Care: 844.351.7691

DESCustCare@Dynegy.com

A complete list of Frequently Asked Questions can be found at
[http://www.dynegy.com/electric-supplier/municipal-](http://www.dynegy.com/electric-supplier/municipal-aggregation/faq)

[aggregation/faq](http://www.dynegy.com/electric-supplier/municipal-aggregation/faq)

or by calling Dynegy at 844.351.7691