

ABOUT THE PROGRAM***What is an Electric Aggregation Program?***

Aggregation is an opportunity for cities, townships and counties to negotiate competitive electric supply prices and provide budget stability for their residents and small businesses.

First, residents must vote to give their city officials the ability to negotiate electric prices for their community. Once a referendum is passed, cities can aggregate and elected officials can work with alternative energy suppliers to negotiate competitive electric prices.

In 2011, Cincinnati voters authorized the City to form an aggregation program.

How can I get more information about the City of Cincinnati Aggregation program?

www.Dynergy.com/Cincinnati

How was Dynergy chosen as the supplier?

The City of Cincinnati implemented a formal process where proposals from multiple suppliers were submitted for consideration. Dynergy was ultimately selected by the City.

ELIGIBILITY AND ENROLLMENT***Who is eligible to participate?***

Residential and small business customers located in the City of Cincinnati may participate. Customers enrolled in PIPP (Percentage of Income Plan) are not eligible. If you are served by an alternative retail supplier you will not be included in the initial program; however, you can call to be enrolled.

How do I enroll?

It's simple. It's automatic. Unless you "opt-out" of the program, all eligible customer accounts within the City of Cincinnati boundaries will be enrolled in the program as long as they are not participating in one of the programs mentioned above. You will receive a "switch" letter from Duke Energy, confirming your enrollment.

Do I have to participate in the program?

All eligible Duke Energy customers within the City of Cincinnati 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 Duke Energy at their current utility rate.

If I don't want to be a part of the program, why do I have to opt-out?

The voters authorized the City of Cincinnati to develop an aggregation program where each resident and small business is automatically enrolled. Therefore, if you prefer not to participate, you must opt out of the program.

What if I decide to opt-out after the deadline?

You may opt out at any time by notifying us via telephone, email, or mail. There is no cancellation fee.

RATE AND TERM INFORMATION***What are the Rates & Terms for this Program?***

Your competitive rate and terms are explained in your Terms and Conditions. Customers who are enrolled in the program should see the changes on their monthly electricity bill 45 to 60 days after enrollment.

What if Duke Energy's rates decrease?

If at any time during the term of this Agreement Duke Energy's rates fall lower than the Dynergy price, you will have the option to return to the utility, Duke Energy, 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 City of Cincinnati Aggregation program, returning to Duke Energy, or signing with a new supplier independent of the City's Aggregation program.

BILLING AND SERVICE***Who will bill me for electricity? Will I get two bills?***

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

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?

Duke Energy 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 Duke Energy at 800-543-5599 for power outages, problems with your service or questions regarding your monthly bill.

Who do I call if I have questions regarding the City of Cincinnati Electricity Aggregation Program?

Call Dynergy toll free at 855-326-0520. Customer Care Representatives are available Monday – Friday, 8:00 am - 7:00 pm EST. During all other hours please leave a message for a return call. Or you can email DynergyCustomerService@Dynergy.com.