

## **Electric Aggregation Program - Frequently Asked Questions**

(Stow - Updated February 2026)

|                      |                                     |
|----------------------|-------------------------------------|
| Program Supplier     | Dynergy                             |
| Supplier Phone       | 888-682-2170                        |
| Default Program Rate | 8.99 cents/kWh. No termination fee. |
| Program Term         | April 2026 – June 2028 (26-Months)  |

### **Who can answer my questions about the program?**

- For questions concerning your account status or joining/leaving the program, please call our supplier, Dynergy at 888-682-2170.
- For questions about the aggregation process or our program operation, please call our consultant, Independent Energy Consultants, at 888-862-6060.

### **Why is the rate higher than the previous term?**

Electric prices have continued to rise over the past few years. This is a result of the inflation of costs to produce electricity as well as costs associated with rising demand for electricity.

### **What are my other supply options outside of the aggregation?**

- Residents can always remain with, or return to, the utility's default supply service. Ohio Edison's default supply rate is a variable rate that changes monthly/quarterly.
- Residents can shop for other supply options through the Public Utility Commission's Apples-to-Apples website at [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). There they can find offers from various suppliers for different term lengths. Based on the time a contract starts, the term length, and specific terms and conditions of an offer it may be possible to find a more cost-effective option than the aggregation offering. Account holders are always responsible for carefully reviewing their bills and the terms and conditions of any supply agreement they enter.

### **How do I know if I am in the aggregation program?**

Active participants in the aggregation will see the supplier's name (Dynergy) and the aggregation rate (\$0.0899/kWh) on their electric bill. If someone ever wishes to confirm their status in the aggregation the best way to do so is to call the supplier (Dynergy at 888-682-2170).

### **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, Stow 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?**

Dynegy is the current program supplier. Dynegy won a competitive proposal process and was chosen as our program's supplier through the June 2028 meter read dates.

### **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 Dynegy 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 2026, our program will provide a 26-month fixed-rate of 8.99 cents/kWh (\$0.0899/kWh).

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

Dynegy will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, Dynegy 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](http://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 Dynegy.

**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 Dynegy for terminating your agreement if you move. If you move within the City and want to remain in the program, you will need to contact Dynegy to re-enroll.

**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 > 100kW.

**How will I sign up for the program?**

There is no signup 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 Dynegy 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 hundreds of similar successful gas and electric programs across Ohio. We will have their assistance and that of Dynegy 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 Stow.

**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 < 100 kW are eligible. Interested accounts using more than this amount, will need to call Dynegy 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?**

Yes. You may opt out by calling Dynegy at 888-862-2170 if you wish.

**What is the toll-free number for questions?**

For answers to your questions, please call Dynegy at 888-862-2170.

**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?**

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 Dynegy. Eligibility and enrollment information can be found on the PUCO's website at [www.puco.ohio.gov](http://www.puco.ohio.gov).