



## City of Wilmington Natural Gas Program Frequently Asked Questions



### **What is Opt-out Aggregation?**

- Eligible customers not under contract are automatically included unless they opt-out. Other customers must call to join.

### **What Are Natural Gas Aggregation Benefits?**

- Fixed Price Options
- Price Buying Leverage
- Risk Mitigation & Cost Control
- Best Combination of Term, Service & Pricing Available

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

- Meter Reads & Billing by Local Utility
- New Supplier Gas Charge Included on Bill
- Payments Made to Local Utility
- Budget Billing Option Availability Continues
- Automatic Payment Option Availability Continues
- Gas Service Line and Other Insurance Programs Unaffected
- Itemization of LDC's Regulated Charges
- Itemization of Supplier's Deregulated Charges

### **How Will My Account be Serviced?**

- Via Local Distribution Company (LDC), CenterPoint Energy Ohio
- Meter Reads & Billing
- Maintenance of Pipeline Delivery System

### **Was I Able to Vote on the Issue?**

- Yes, it was on the ballot November 4, 2003.

### **Who is Eligible to Automatically Participate if not under contract?**

- Residential Account Holders in the City
- Commercial and Governmental Account Holders in the Program Area using less than 5,000 Ccf/year

### **Who is Not Eligible to Participate?**

- PIPP Customers
- Delinquent Bill Payees
- Customers Under Contract with 3rd Party Supplier; However They Can Opt-In by Calling Program Supplier
- Commercial Accounts using greater than 5,000 Ccf/Year, However They Can Call Buckeye Energy Brokers For Pricing

### **What if I'm Moving into The Community?**

- May Not Receive Program Offer Mailing
- Need to Contact Supplier
- Need to Know Terms of Any Existing Contracts

### **What if I'm Moving out of The Community?**

- May Opt-Out Free If Moving Out of the Community
- May Leave Any Other Time Without a Termination Fee

### **How Do We Strike the Program's Natural Gas Price?**

- Can Strike within Specified Time Before Contract Start
- Strike Price For Full or Portion of Contract Term
- Secure Retail Adder to Mitigate Risk
- Calculate & Track Indicative Pricing Based on NYMEX Strike During Favorable Market Conditions by Having Authorized Official Sign and Fax Strike Notice

## Natural Gas Aggregation Program Summary

### **What is the Program Price & Term?**

<u>Billing Term</u>	<u>Current Price</u>
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### **Who Do I Contact?**

<u>Contact</u>	<u>Phone</u>	<u>Issue</u>
CenterPoint Energy Ohio	1-800-227-1376	Emergencies Service Interruptions Service Turn On/Off Billing Disputes
Supplier:		Join or Leave Program
Thomas M. Bellish, Buckeye Energy Brokers Buckeyeenergybrokers.com	1-866-302-2237	Program Questions