



168 E Market St  
Akron, Oh 44308

Welcome to the  
**[Your Municipality]**  
Electric Municipal Aggregation Program

«ACCOUNT\_NAME»  
«BILL\_ADDR1»  
«BILL\_ADDR2»  
«BILL\_CITY», «BILL\_STATE» «BILL\_ZIP»

**For service located at:**  
«SERV\_ADDR1»  
«SERV\_ADDR2»  
«SERV\_CITY», «SERV\_STATE» «SERV\_ZIP»

October 7, 2020

Dear Resident,

Exciting changes are taking place in [Your Municipality], Illinois. Your community selected Energy Harbor as the electric municipal aggregation program provider through Xxxxxxxx 202X. Energy Harbor is proud to serve the residents and excited to pass along the value to eligible residential and small business accounts.

### Here's What You Can Expect

The program is simple. Your account will be automatically enrolled unless you decide to opt out. There's no enrollment, switching or early termination fees.

- You'll receive a competitive, fixed rate of **\$0.0XXX per kWh guaranteed until Xxxxxxxx 202X.**
- Your current billing method will not change. You will continue to receive one monthly invoice from Ameren, your local utility. You will notice the line item under the supply portion will list Energy Harbor along with this negotiated rate on your December 2020 invoice.

**Traditional energy  
\$0.0XXX/kWh**

### How to Opt out

If you chose not to participate in this program, please contact Energy Harbor by returning the attached opt out card or calling (866) 636-3749 **by October 28, 2020**, regardless if you've opted out of programs in the past. To learn more about the program, please review the terms and conditions and FAQ's, or visit our website at [www.EnergyHarbor.com](http://www.EnergyHarbor.com).

Energy Harbor is not the same entity as your electric delivery company. You are not required to enroll with Energy Harbor. As of 1st of the October, the non-summer electric supply price to compare is currently 4.542 cents per kilowatt hour for residential and 5.193 cents per kilowatt hour for small business. The utility electric supply price will expire on May 31, 2021. The utility electric supply price to compare does not include the purchased electricity adjustment factor. For more information go to the Illinois Commerce Commission's free website at [www.pluginillinois.org](http://www.pluginillinois.org).

Energy Harbor is an independent seller of power and energy service and is certified as a Retail Electric Supplier by the Illinois Commerce Commission (ICC Docket No. 08-0142).

We look forward to serving you!

Sincerely,  
Energy Harbor

*See Reverse for Frequently Asked Questions*

### [Your Municipality] OPT-OUT FORM

<p><b>Option 1: Do Nothing to Join</b></p> <p>You will be enrolled automatically if you do not respond to this letter.</p>	<b>OR</b>	<p><b>Option 2: Return this Opt-Out Form</b></p> <p>To opt out, this form <b>must be received by Energy Harbor by the deadline.</b></p>	<p><b>Opt-Out Deadline</b></p> <p>October 28, 2020</p>
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Account Holder Signature: \_\_\_\_\_

«ACCOUNT\_NAME»  
«BILL\_ADDR1»  
«BILL\_ADDR2»  
«BILL\_CITY», «BILL\_STATE» «BILL\_ZIP»

**Account-SYSID**  
||||| (Barcode)  
**For service located at:**  
«SERV\_ADDR1»  
«SERV\_ADDR2»  
«SERV\_CITY», «SERV\_STATE» «SERV\_ZIP»

**Return opt-out form to:** Community Electric Aggregation Program c/o Energy Harbor, 168 E Market St, Akron, Ohio 44308

# Electric Supply Municipal Aggregation Program

## Frequently Asked Questions

### **What is Municipal Aggregation?**

Illinois law allows municipalities and counties to negotiate the purchase price of electricity on behalf of residents living within their borders. While these governmental entities choosing electric supply aggregation are responsible for negotiating the price of power from a supplier other than the traditional utility, your utility is still responsible for delivering that power to you and billing you for it.

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

Yes, how you pay your bill will not change.

### **How can I get more information about my community's aggregation program?**

Contact your community for information related to the referendum and the aggregation program. Additional resources can be found at [www.EnergyHarbor.com](http://www.EnergyHarbor.com).

### **Who is eligible to participate?**

Residential or small business accounts located in participating governmental entity boundaries may participate. Customers enrolled in Real Time Pricing, Net Metering, or served by an alternative retail supplier may not be eligible.

### **How do I enroll?**

It's simple and automatic. Unless you opt out, all eligible Ameren customers will be enrolled in the program. You will receive a "switch" letter from your utility, Ameren, confirming your enrollment.

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

No. You may opt out by returning the Opt out Card by the deadline date on page 1 of your notification or calling Energy Harbor. If you choose to opt out, your account will remain with your current supplier.

### **If I join the aggregation, do I retain net-metering benefits?**

Net-metering customers may forfeit credits for electric supply and delivery service, or both, if switching to the aggregation program. Customers must opt-in to an Energy Harbor net-metering program to be eligible for credit. Price and terms will be equivalent to your community aggregation program, however, it is recommended you consult with your utility regarding any outstanding credits prior to enrolling with an alternative retail electric supplier as your net-metering credit may exceed any value provided by the aggregation program price. Please call 1-866-636-3749 to begin the application process.

### **When will the new rate start for my community?**

Customers who are enrolled in the program should see the changes on their monthly electric bill 45 to 60 days after enrollment.

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

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

### **Can I stay on budget billing?**

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

### **What if I decide to opt out after the deadline?**

You may opt out at any time by calling our toll-free number. There are no early termination fees.

### **Who is responsible for the delivery of my power?**

Ameren 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 Ameren at 800.755.5000 for residential power outages or 800.232.2477 for commercial outages, problems with your service or questions regarding your monthly bill.

### **What are my energy supply choices if I decide to opt out?**

You are not required to enroll with Energy Harbor. You also have the option to purchase electricity from a Retail Electric Supplier or from Ameren, pursuant to Section 16-103 of the Public Utilities Act. Information can be found at [www.PlugInIllinois.org](http://www.PlugInIllinois.org) and [www.Ameren.com](http://www.Ameren.com). You may request from the Illinois Power Agency, without charge a list of all supply options available to you in a format that allows comparison of prices and products.

### **What are the Rates and Terms for my Community?**

A list of communities served by Energy Harbor can be found on our website under the Municipal Aggregation tab. Select your community to find the applicable rates, contract length, and the terms and conditions for your community.

### **Who do I call if I have questions regarding the Electric Aggregation Program?**

Questions should be referred to a member of our Customer Care team at 1-866-636-3749.