



An **AEP** Company

## Frequently Asked Questions

### **What is the Community Aggregation Program?**

Your community acted on behalf of its residents and small businesses to select an electric supply or natural gas provider who, through the power of volume buying, is able to secure electricity or natural gas at competitive prices. Voters in the community approved this aggregation program and community officials passed an ordinance adopting your Community Aggregation Program.

AEP Energy was selected as the community's preferred electric supply or natural gas supply provider to serve their residents and small businesses.

### **Who is AEP Energy?**

AEP Energy is a certified Competitive Retail Electric Service (CRES) provider competitive and retail natural gas service provider. AEP Energy is a subsidiary of American Electric Power Company, Inc. (AEP). With an office located in Columbus, Ohio, AEP Energy sells electricity supply or natural gas supply to customers at market-based prices rather than regulated rates offered by your local utility.

### **Why did the community select AEP Energy as its provider?**

The community selected AEP Energy because they were able to propose a program that represented the best overall value for eligible households and small businesses.

### **What will change with the Community Aggregation Program?**

You will continue to receive the same reliable electric service from your local utility. Your local utility will continue to send you one bill, which will include electricity supply charges from AEP Energy. Also, your local utility will continue to provide service for any emergency or maintenance issues.

### **Can I cancel at any time?**

Yes, you may cancel without penalty and switch to another provider or revert back to the local utility. Should you cancel your service with AEP Energy and return to standard offer service with your local utility, you may not be served under the same rates, terms, and conditions that apply to other utility customers. You will also be provided the ability to opt out every three years without penalty.

### **Who do I contact if I have any questions or would like to enroll?**

For questions regarding the Community Aggregation Program, please contact AEP Energy at 1-877-726-0214 to speak to an Aggregation Consultant or visit [AEPenergy.com/aggregation](http://AEPenergy.com/aggregation).