

Electric Aggregation Program

Frequently Asked Questions

Overview of Municipal Aggregation

What is Municipal Aggregation?

Illinois law allows municipalities and counties to negotiate the purchase price of electricity on behalf of residential and small business utility customers living within their borders. While these governmental entities choosing community aggregation would be responsible for negotiating the price of power from a supplier other than the traditional utility, your utility would still be responsible for delivering that power to your home, and billing you for it.

How can I get more information about the municipality or county's aggregation program?

Contact your municipality or county for information related to the referendum and the aggregation program. Additional resources can be found at:

<http://www.dynegyenergyservices.com/residential/municipal-aggregation/communities-we-serve.php>

Eligibility and Enrollment

Who is eligible to participate?

Residential or small business customers located in the participating governmental entity boundaries may participate. Customers enrolled in real time pricing, Power Smart Pricing, space electric heat rate, or served by an alternative retail supplier may not be eligible.

How do I enroll?

It's simple. It's automatic. Unless you "opt-out" of the program, all eligible ComEd customer accounts within the boundaries will be enrolled in the program. You will receive a "switch" letter from your utility, ComEd, confirming your enrollment.

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

All eligible ComEd utility customers within the municipal or county boundaries 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 ComEd at the current utility rate.

What if I decide to opt-out after the opt-out deadlines have passed?

You may opt out at any time by calling our toll free number or sending us an email.

Rate and Term Information

What are the Rates and Terms for my Municipality or County?

A listing of communities served by DES can be found at www.DynegyEnergyServices.com. Select your municipality or county to find the applicable rates, contract length, and the terms and conditions for your particular governmental entity. You can expect to receive your first bill with the new DES rate in September 2015.

What if ComEd rates decrease?

If at any time during the term of this Agreement ComEd rates fall lower than the DES price, you will have the option to return to the utility without penalty.

Why does the price change in the second and third year?

DES is committed to offering the lowest possible price to participants in municipal aggregation programs. Cost factors in the power market will change during the second & third year. Specifically, the price DES is charged for capacity changes in year two and three and is reflected in the price.

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 Municipal Aggregation program, returning to the utility, or signing with a new supplier independent of the Municipal Aggregation program.

Billing and Service Information

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

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

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?

ComEd 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 ComEd for power outages, problems with your service or questions regarding your monthly bill.

ComEd Residential Customers: 800.334.7661

ComEd Business Customers: 800.334.7661

Who do I call if I have questions regarding the Municipal or County Opt-Out Electricity Aggregation Program?

Questions should be referred to a member of our DES Customer Care team.

DES Customer Care: 844.351.7691

DESCustCare@Dynegy.com

A complete list of Frequently Asked Questions can be found at <http://www.dynegyenergyservices.com/residential/municipal-aggregation/faq-residential-municipal.php> or by calling DES at 844.351.7691