



A PHI Company

# Government Energy Aggregation General Q & A

## Overview

The New Jersey Legislature and NJ Board of Public Utilities (“BPU”) have approved a program known as “Government Energy Aggregation” (“Program”) for all New Jersey counties and municipalities. Counties and municipalities which choose to participate in this Program may negotiate with an energy supplier on behalf of their residents to select the energy supplier (gas and/or electric) that offers the lowest price. Regardless of whether your county or municipality chooses to participate in the Program and purchases energy from a third party supplier, Atlantic City Electric will continue to provide distribution and transmission services to all customers in its service area, including billing, meter reading and emergency and safety services.

## **What is Government Energy Aggregation?**

Government Energy Aggregation is a program that provides the option for a county or municipality to arrange for the purchase energy from a third party energy supplier on behalf of its residents. The county or municipality will negotiate with various energy suppliers to find the best possible energy supply rate for its residents.

## **What is Atlantic City Electric's Role in Facilitating the Aggregation Program?**

Atlantic City Electric’s role in the Program is to work with the Municipality and the Aggregator on behalf of the Municipality, to provide energy usage data and other customer account details. Atlantic City Electric will enter into a formal agreement with the Municipality that outlines the data transfer process and ensures all customer-specific data is maintained under strict confidentiality standards. Immediately after customers enrolled in the Program have been transferred to the Third Party Supplier, Atlantic City Electric will send a letter to the customer notifying them of the change. Atlantic City Electric encourages municipalities to proactively communicate with residents to fully explain the Program in order to minimize any confusion customers may experience after receiving the enrollment letter from Atlantic City Electric.

### **Who do I call if my power goes out?**

You will continue to call Atlantic City Electric. Atlantic City Electric provides the delivery services to bring electricity to your home or business and is still responsible for maintaining and repairing all of the lines and equipment we rely on to deliver service. Whether a customer is part of Government Energy Aggregation or not, Atlantic City Electric will continue to deliver safe and reliable electric service through the existing poles and wires, read your meter, mail monthly bills and restore service in the event a power outage occurs.

### **Will I still be an Atlantic City Electric customer?**

Yes. Atlantic City Electric will still be responsible for delivery services including reading meters, maintaining equipment, responding to outages and providing reliable service.

### **How will my bill change?**

In most cases, you will continue to receive one bill from the utility that will contain both the utility's delivery charges and the chosen supplier's electric supply charges billed at the negotiated rate. The *electric supply charges* section of your bill should identify the supplier, including their name, phone number, and web address. You can contact your county or municipality to find out the chosen billing method.

### **Is Atlantic City Electric's business impacted if I switch to another energy supplier?**

Atlantic City Electric supports the right of our customers to choose an energy supplier that best meets their needs. Atlantic City Electric encourages customers to carefully review the pricing and terms and conditions offered by third party energy suppliers.

## **Additional Questions Customers May Have**

### **Why would a county or municipality pursue aggregation?**

Communities may choose to pursue Government Energy Aggregation because they may be able to help their residents and eligible businesses save money by purchasing energy as a group through a third party energy supplier.

### **What action must I take if my county or municipality approves a Government Aggregation Program?**

For residential customers, no action is necessary as you will be automatically enrolled in the Program unless you are already signed up with a third party supplier. If you decide not to participate in the Program you will need to take action to opt-out. Your municipality or county must notify you prior to the Program taking effect and provide you with the option to "opt out"

within 30-days. If you do not opt-out during the 30-day opt-out period you will be automatically enrolled, however, you can withdraw from the Program at any time without penalty. For non-residential customers, if the Program is offered, you will be required to Opt-in to take advantage of it. The county or municipality pursuing the Program will provide you with more specific information about this process.

### **How do I opt-out of the Program?**

Your county or municipality or their consultant will send you a notice explaining how the Program works and the steps you need to take to opt out.

### **How will I know that I'm enrolled in the Program?**

You will receive a third party supplier enrollment letter from Atlantic City Electric informing you of your switch to a new energy supplier.

### **What if I didn't Opt-out in the 30-day window, am now enrolled in the program and want to withdraw?**

If the customer is within 7 calendar days of the date on the enrollment letter received from Atlantic City Electric, they can withdraw by calling Atlantic City Electric 1-800-967-6800. The customer will be restored to their previous BGS supply arrangement. After the 7 day period, the customer should contact the supplier listed on the letter to withdraw. Customers calling after the 7-day period will likely be a member of the Program for the current billing month before they are returned to their previous BGS supply arrangement. In either case there is no restriction or penalty to withdraw.

### **What happens if I opt-out?**

You will resume the arrangement you had before the Program started. Your energy will be sold to you by Atlantic City Electric through the Basic Generation Service (BGS) supply rate. This is the "default" supply option that is available to all of NJ's customers who choose not to shop for a third party supplier. You also continue to have the right to select a different third party supplier for your energy needs by making such arrangements with the third party supplier who will then notify Atlantic City Electric.

### **What happens if I don't opt-out?**

You will be automatically enrolled in the Program by the supplier that was selected by your county or municipality.

### **Where can I go with questions about the Government Aggregation Program?**

The notification you received from your county or municipality about the Program will include information as to who to contact with questions about the Program.

**What does aggregation mean for customers on a budget billing plan or energy assistance plan?**

If the supplier your county or municipality chooses for the Program relies on Atlantic City Electric to provide the billing for the Program, the status of customers who take advantage of budget billing or energy assistance will not be affected.

**Is a Government Aggregation Program my only choice for electric supply?**

No. Customers in Atlantic City Electric's service territory can be included in a Government Aggregation Program, or can continue to receive their energy from the Basic Generation Service (or "default") supply Atlantic City Electric provides, or may choose to purchase energy on their own from a third party supplier.

**How long does the Program last?**

The term of the Program is negotiated in the bidding process between the county or municipality and the third party energy supplier.

**Do I have to choose a third party supplier?**

No. If you do not choose a third party electricity supplier, Atlantic City Electric will continue to supply electricity to you at rates set by the Board.

**How much money will I save by participating in the Program?**

This depends on the price your county or municipality can negotiate with the third party energy supplier. The notice you receive from the county or municipality about the Program will advise you of the price that has been negotiated as part of the Program. You may compare this cent/kwh price with the BGS price that is provided on your monthly Atlantic City Electric bill, shown as the "Price to Compare".

**What if I already use a third party energy supplier?**

Customers who already use a third party supplier will not be included in the Program. You should contact your county or municipality with any questions you may have.

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