



## City of Chicago Electric Aggregation Program



### Frequently Asked Questions

Municipal aggregation uses the group purchasing power of residents to help cities negotiate competitive electricity prices and products, including cleaner energy sources.

In 2012, Chicago voters approved a referendum authorizing the City to seek competitive electricity rates for residential and small business ratepayers. The City has negotiated an agreement with Integritys Energy Services, Inc., that will create more stable and potentially lower monthly electricity bills for residents and small businesses. Integritys has been serving the City's Electricity Aggregation Program for more than a year.

#### How do I enroll?

As an eligible residential or small business customer you will be automatically enrolled in the program unless you choose to opt-out.

#### How do I opt-out?

To opt-out, return the postcard or go to [www.integritysenergy.com/il-chicago](http://www.integritysenergy.com/il-chicago).

#### What if I decide to opt-out?

You will continue to receive your electricity supply from ComEd.

#### Can I leave the Program at a later date?

You can leave the Program for any reason at any time without an early termination fee.

#### Does it cost to enroll?

There are no enrollment or switching fees at any time.

#### Why are there two pricing components for my electricity?

The two-part pricing structure of My Balanced Energy Plan allows for more pricing stability in your electricity bill from month to month, and could also lead to overall lower electricity rates as compared to what you would pay ComEd.

#### When will I begin to see my new product/rate?

Customers can expect to see their new kWh and monthly customer charge beginning as soon as their June 2014 bill, depending on the enrollment date.

#### Who will bill me for electricity?

You will continue to receive your monthly bill from ComEd. You can keep the same budget billing and automatic payment options that you have now.

#### Who is responsible for delivery of power to my home or business?

ComEd will continue to deliver power to your home or business, be responsible for maintaining the system, and respond to outages or problems with your electricity service.

#### What if I have already selected another supplier?

You will be able to join (opt-in) the City's aggregation program at any time. However, proceed with caution. Review carefully the Terms and Conditions of your current agreement with your retail electrical supplier. There may be a minimum term requirement, early termination fees, switching fees or a penalty.

#### Who will be the supplier?

The City selected Integritys Energy Services, Inc. based on their competitive rates and quality customer service. Integritys has served the City's program since February 2013, and has operated aggregation programs in more than 70 other communities in Illinois.

#### How can I find out more information?

You can visit [www.integritysenergy.com/il-chicago](http://www.integritysenergy.com/il-chicago) or contact Integritys at 888-802-2885.

#### How will I be contacted?

The City or the supplier will never come to your door, contact you by phone, or ask for your ComEd account number. Please be careful of anyone who directly solicits you to switch to an alternative supplier.

**Para obtener esta información en español  
por favor llame por telefono  
al 888-802-2885  
o visite el sitio web en  
[www.integritysenergy.com/il-chicago](http://www.integritysenergy.com/il-chicago).**

## CUSTOMERS WHO ARE NEW TO THE CITY'S AGGREGATION PROGRAM:

Prior to the switch to Integrys Energy Services for your electric supply service you will receive a letter from ComEd confirming the switch and explaining the process.

Below is a sample of what that letter will look like for residential customers. Commercial customers will receive a similar letter but will have a different phone number to call for ComEd service requests.

Date

Customer Name  
Mailing Address  
Mailing City, State, Zip

ComEd Account Number:  
Service Address:  
City, State, Zip:

Current Electric Supplier:  
New Electric Supplier:  
New Electric Supplier Telephone #:  
Effective Date:

### Electric Supplier Choice Confirmation

Dear Customer:

We have received notice that your electric supplier of choice is being changed to [RES Name]. This change will take place within two business days of [Effective Date]. Please contact your new electric supplier, [RES Name] at [1-xxx-xxx-xxxx], with any questions you may have about your supply agreement or your electric supply. You have the right to cancel this enrollment for any reason by [Date] by contacting [RES Name] at [1-xxx-xxx-xxxx] or ComEd.

Your electric supplier may have been changed as part of a governmental aggregation program managed by your municipality, county or township. Please contact your governmental authority or check its website if you have any questions about the program.

Some suppliers may have an early termination fee while others may not. Please check your new supplier agreement for customer terms and conditions. If you are changing suppliers as part of an opt-out aggregation, your opt-out notice also provided information about any termination fee.

You will remain a ComEd *residential* customer for electric **delivery** services. ComEd will still deliver electricity to residential customers in Northern Illinois independent of electric supplier choice. ComEd will continue to maintain the electric system and restore service after storms or power outages. If you have any questions about your delivery services, such as power outages, metering, moving to a new address or service requests, please visit us at **ComEd.com** or at 1-800-EDISON-1 (1-800-334-7661).

ComEd supports electricity competition and customer choice. To learn more about customer choice, please visit **ComEd.com/muniag** or **PlugInIllinois.org**.

Sincerely,

Val Jensen  
Senior Vice President, Customer Operations