

FREQUENTLY ASKED QUESTIONS

What is the Columbus Community Choice Aggregation Program? On November 3, 2020, City of Columbus voters overwhelmingly approved a ballot initiative authorizing the City to aggregate the retail electric for residents and small businesses to support local clean energy generation and a sustainable economy. AEP Energy was selected through a competitive bidding process to supply 100% local clean energy to eligible residents and small businesses through the Columbus Community Choice Aggregation Program.

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

How do I enroll? All eligible customers will be automatically included in the Columbus Community Choice Aggregation Program unless you choose to opt out. If you opt out, you will continue to be served by your local electric utility's standard service offer or until you choose an alternative electric service provider. However, if you do not respond to this letter, the local utility will complete the enrollment process. As part of the enrollment, you will also receive a notice from your local utility, AEP Ohio, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Columbus Community Choice Aggregation Program, simply ignore that letter. No deposits are required to enroll.

When will this program start? The Columbus Community Choice Aggregation Program will begin with the June 2021 meter-read date.

What is my price? You will receive a 100% clean energy supply price of 5.499 cents per kWh for the initial twelve months of the Columbus Community Choice Aggregation Program. Future pricing will be determined every June for the remainder of the term. Please visit www.cleanenergycolumbus.org or www.AEPenergy.com/CBUS to obtain annual pricing.

Where do I send payment? You will continue to receive one bill each month from your local utility. The amount that you owe to AEP Energy will be stated separately on your bill and you will continue to send payments to your local utility only.

Is net metering available? Net metering is available to Community Choice Aggregation Program participants. If you have onsite generation located on your premise and meet all the eligibility requirements, you can qualify for net metering in the Columbus Community Choice Aggregation Program. Please refer to the Terms and Conditions for additional information about the net metering program and credit calculations.

Is budget billing available? A Budget Billing Plan is available for AEP Energy's charges (Generation charges) for residential customers only. The Budget Billing Plan levels your monthly payments to even out the seasonal highs and lows of your monthly bills. You'll have more certainty and can better manage your electricity expenses. Please visit www.AEPenergy.com for more information. Your local utility may also offer a Budget Billing Plan for all other charges not related to AEP Energy's charges.

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. At least every three years, AEP Energy will provide you notice of your ongoing right to opt out, rejoin or remain in the Columbus Community Choice Aggregation Program.

What happens at the end of the program? As the program draws to a close, the City can choose to seek bids from electricity providers in order to negotiate a new contract on behalf of eligible residents and small businesses.

If I opt out initially, can I choose to join the program at a later date? Yes, if you opt out initially and change your mind later on, you may join by calling AEP Energy at 1-888-307-0264 or by visiting AEPenergy.com/CBUS.

What happens if I move? If you move to another eligible location within the incorporated limits of the City of Columbus, you will be able to elect to continue participating in the program. If you leave the incorporated limits of the City of Columbus, you will no longer be eligible to participate in the Columbus Community Choice Aggregation Program. Additional details can be found in the Terms and Conditions that accompany this letter.

What is considered a small commercial business? Any eligible small business located in the community that uses less than 700,000 kWh annually can participate in the Electric Aggregation Program because they are considered to be a non-mercantile customer as defined by Ohio Administrative Code.

Where is my clean energy coming from? The City of Columbus Community Choice Aggregation Program supports local Ohio-based clean energy generation. Clean energy for this Program will initially be sourced through Renewable Energy Certificates (RECs) while a portfolio of new Ohio-based utility scale clean energy projects are constructed to fulfill the goals of the Columbus Community Choice Aggregation Program. Clean energy refers to energy produced from renewable and carbon-free sources that emit little-to-no greenhouse gas emissions, including solar, wind, hydropower, geothermal, waste heat, nuclear and biomass fuel energy.

Unless you affirmatively opt out by April 29, 2021, you will be automatically enrolled if you: a) have an eligible residence or business located in the specified city receiving electric service from AEP Ohio or AEP Energy (in the AEP Ohio service territory) and b) are not enrolled in the PIPP program. Participation in the program is subject to the Terms & Conditions of the Agreement between the City and AEP Energy. ¹AEP Energy's price excludes utility distribution and transmission charges and other utility charges and fees. There is no guarantee of savings under the Aggregation Program. You may terminate your agreement early without penalty. For more information, call toll free 1-888-307-0264, write to: AEP Energy, PO Box 189, Baden, PA 15005-0189, or visit AEPenergy.com.

If you have any additional questions, please contact the
AEP Energy Customer Care Team toll free at **1-888-307-0264**,

Monday – Friday from
8 a.m. to 7 p.m. and
Saturday from 9 a.m. to 1 p.m. EST



94% Overall Customer
Satisfaction Rating



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Over 100 Years of
Industry Experience