

## Natural Gas Program Frequently Asked Questions

(Youngstown - September 2018 Update)

Supplier: IGS Energy Phone Number: 1-877-353-0162

### Who is the natural gas supplier for the City's program?

IGS Energy won a competitive proposal and remains the endorsed supplier for our city's program through September 2020. IGS Energy is certified by the Public Utilities Commission of Ohio, and currently supplies customers and governmental aggregation programs across Ohio.

### What is our program's rate for gas?

Through its bulk buying power, Youngstown was able to establish a 12-month fixed rate of \$3.34/Mcf for the gas supply consumed during the period November 2018 through October 2019 billing cycles. This rate has no penalty if you decide to leave early.

### What type of program does Youngstown have?

Youngstown has an endorsement program.

### Whom do I call if I have a problem with my natural gas service?

Dominion Energy Ohio (DEO) will continue to deliver your natural gas and maintain the pipeline system that brings it to your home or business. You will continue to call DEO 1-877-542-2630 for emergency repairs or gas leaks. For non-emergencies such as billing questions, service turn on or turn off, call 1-800-362-7557.

### Will it cost me to join the program?

No. Enrollment in the program is free but you will need to take action. You only need to be eligible to participate. Please refer to the eligibility criteria shown below.

### How can I sign up for the program?

1. by Mail. Mail the attached enrollment form to IGS Energy at the address shown on the solicitation letter that arrives at your home.
2. by Phone: Call IGS Energy at 1-877-353-0162

### Is everyone eligible for the program?

No, by law there are certain limitations on eligibility and the program is designed for residents and small businesses within the community limits. Here are the criteria for member eligibility:

1. you must be a resident or business owner located within the community limits,
2. you must not be a PIPP (percentage of income payment program) customer;
3. you must not be in arrears on your bill payment; and
4. you must not be a mercantile customer (natural gas commercial accounts using over 500 Mcf/year).

### When does the new offer start?

Customer switching takes place when meters are read. Therefore, your start date will depend on when DEO reads your meter and when you enroll. Your service from IGS Energy is expected to begin with your October 2018 meter read.

### Will I get two bills?

No. For your convenience, you will continue to receive only one bill from DEO. It will show DEO's delivery charges and the supply charge amount owed IGS Energy. DEO continues to read your meter, issue monthly bills and responds to all service calls.

### Can I remain on budget billing?

Yes. If you are on budget billing, you will remain on budget billing. (Note: DEO calculates your monthly

budget amount each month by summing your total delivered gas cost on a rolling 12-month basis and dividing that total by average monthly usage in the same 12-month period.)

#### **Can I exit this program without penalty?**

Yes. A very attractive feature of our program is your ability to leave free of charge at any time for any reason. After you join the program, expect to receive a confirmation notice from DEO giving you 7 days to cancel the enrollment. If you wish to remain in the program, simply ignore that letter. If you would like to choose another supplier or return to the utility company supply, notify IGS Energy at 1-877-353-0162. If you leave the program it may take one to two utility billing cycles before the switch appears on your utility bill.

#### **My friend lives in a nearby community and has a different rate from IGS Energy than mine. Why?**

Natural gas prices are highly volatile. Market rates change often and quickly. Price differences between communities will vary based primarily on the contract term and the dates on which pricing was secured for the community.

#### **Can I enroll if I do not receive a Solicitation Letter?**

Yes. During the initial enrollment, any eligible resident that does not receive a letter from IGS Energy may contact them directly at 1-877-353-0162 to enroll in the program.

#### **Can I enroll after the initial enrollment period?**

IGS Energy will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, IGS Energy reserves the right to decline late enrollments depending on market conditions.

#### **Can I enroll even if I currently purchase my gas from another supplier?**

Yes. Before you sign up, you should check to see if your current supplier charges an early termination fee. All residents should check the terms and conditions of their current contract for more information.

#### **What happens if I'm part of the program and I move?**

A resident moving within the same community can stay in the program by providing IGS Energy with their new address. If a resident moves out of the community or does not provide IGS Energy their new address, their participation will end and no early termination fee will apply.

#### **This sounds complex. Is our community qualified to handle such a program?**

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of electric and natural gas, without using any taxpayer money. **They have designed, implemented, and administered similar successful gas and electric programs that impact over 100 communities across Ohio.** We will have their assistance and that of IGS Energy throughout the program.

#### **How do I contact IGS Energy?**

IGS's customer service department is open from 8:00 am to 8:00 pm EST and Saturday from 9:00 a.m. to 3:00 p.m. EST Monday through Friday. You may call them toll free at 1-877-353-0162.

#### **These FAQs help but I still have a question?**

If you have additional questions please call IGS Energy at 1-877-353-0162, weekdays, from 8:00 a.m. to 8:00 p.m. EST and Saturday from 9:00 a.m. to 3:00 p.m. EST. For general information on natural gas deregulation in Ohio, you can visit the Web Sites of the Ohio Consumers' Counsel ([www.occ.ohio.gov](http://www.occ.ohio.gov)), or the Public Utilities Commission of Ohio ([www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)). **Please do not contact our offices. We are pleased to have made this program possible, but are not prepared to handle calls.**