

Natural Gas Program Frequently Asked Questions

(Youngstown – September 2025 Update)

Program Supplier	IGS Energy
Program Rate	\$4.85/Mcf Oct 2025 through Sep 2027. No early termination fee.
Supplier Phone	877-353-0162

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

IGS Energy won a competitive proposal process and will remain our program's supplier through September 2027. 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?

We are pleased to be able to offer a 24-month fixed rate of \$4.85/Mcf for your October 2025 through September 2027 meter reads (November 2025 through October 2027 bill cycles). This rate has no penalty if you decide to leave early.

What type of program does Youngstown have?

Youngstown has an endorsement program. This means that only people who actively wish to participate will be included in the program.

Who is Enbridge Gas Ohio?

Enbridge Gas Ohio (Enbridge) is the local natural gas utility company. They purchased the utility company Dominion Energy Ohio, which residents would have been familiar with. Enbridge is the company responsible for the natural gas delivery system and activities such as reading meters and billing customers.

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

Enbridge Gas Ohio 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 Enbridge 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. Return 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 877-353-0162
3. online: visit igsenergy.com

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 Enbridge reads your meter and when you enroll. Your service from IGS Energy is expected to begin with your October 2025 meter read.

Will I get two bills?

No. For your convenience, you will continue to receive only one bill from Enbridge. It will show Enbridge's delivery charges and the supply charge amount owed IGS Energy. Enbridge 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: Enbridge 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 Enbridge 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 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 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 hundreds of similar successful gas and electric programs across Ohio.** We will have their assistance and that of IGS Energy throughout the program.

How do I contact IGS Energy?

IGS Energy customer service can be reached toll free at 877-353-0162.

These FAQs help but I still have a question?

If you have additional questions please call IGS Energy at 877-353-0162. For general information on natural gas deregulation in Ohio, you can visit the Web Sites of the Ohio Consumers' Counsel (www.occ.ohio.gov), or the Public Utilities Commission of Ohio (www.PUCO.ohio.gov). **Please do not contact the City offices. We are pleased to have made this program possible, but are not prepared to handle calls.**