INDEPENDENT ENERGY CONSULTANTS

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naturalgas-electric.com

Natural Gas Governmental Aggregation Programs Frequently Asked Questions

(Greenhills - Updated January 2020)

Program Rate	$0.3478/Ccf April 2020 – March 2024
Program Supplier	IGS Energy
Supplier Phone #	877-353-0162

Whom do I call if I have a problem with my natural gas service?
Duke Energy 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 Duke 800-634-4300 for emergency repairs, gas leaks, service turn on or turn off, etc.

Who is the natural gas supplier for the Village's program?
Interstate Gas Supply (IGS) a large privately held company with headquarters in Dublin, Ohio was selected to serve the Village as our program's supplier through the March 2024 bill period. IGS is certified by the Public Utilities Commission of Ohio, and has served many governmental aggregation programs across Ohio.

What is my price for gas?
Greenhills' program recently switched from a monthly variable rate to a fixed rate of $0.3478/Ccf ($3.478/Mcf). The new rate will run from April 2020 through March 2024.

Will it cost me to join the program?
No. Enrollment in the program is free and you need not take any action. You only need to be eligible to participate. Please refer to the eligibility criteria shown below.

Who is eligible for the program?
Eligible residents or businesses must be located within the Village limits. Furthermore, they must have received an opt-out notice from IGS. Here are the criteria for new member eligibility:

1. Your local utility company must be Duke Energy;
2. you must not have already chosen a natural gas supplier on your own;
3. you must be a resident or business owner located within the Village limits;
4. you must not be a PIPP (percentage of income payment program) customer;
5. you must not be in arrears on your bill payment; and
6. you must not be a mercantile customer (natural gas commercial accounts using over 5,000 CCF/year)

When does the program start?
Customer switching takes place when meters are read. Therefore, your start date will depend on when Duke reads your meter. Your service from IGS is expected to begin with your April 2020 bill period.

How long is the program?
The Village's governmental aggregation program can go on indefinitely. This offer from IGS is for four years and will end with your March 2024 billing period.

What if I don't want to participate?
While most residents will remain in, and benefit from governmental aggregation programs, the choice is up to you. If you do not want to participate you will have 21 days in which to return a reply card to IGS or call them toll free at 1-877-353-0162. If you fail to do that, IGS will continue to serve you or enroll you as a new customer. Duke Energy will acknowledge the enrollment and send you a confirmation letter reminding you of the pending switch. That letter will mention that you can cancel the switch by contacting Duke within 7 days.

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Will I get two bills?
No. For your convenience, you will continue to receive only one bill from Duke. It will show Duke's delivery charges and the supply charge amount owed IGS.

Can I remain on budget billing?
Yes. If you are on budget billing you will remain on budget billing. Duke reviews the prior 12 months billing history on a rolling basis. Your new rate for supply would be factored in as the months go by.

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. There are several "formal" opportunities to take yourself out of the program. First, when an offer is presented you will have 21-days to opt-out by returning a card to IGS or making a toll-free phone call. If you do not opt-out, Duke will then send to new members a confirmation notice giving you 7 more days to cancel the switch. Furthermore, by law, you will be able to leave without penalty at least every two years. There is also no penalty if you move during the program, or decide to cancel at any time. Simply notify IGS.

This sounds complex. Is the Village qualified to handle such a program?
The Village has retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas and electricity - 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 throughout the program.

Does the Village benefit from the program?
Yes. Our eligible Village-owned facilities can be included in the program.

These FAQs help but I still have a question?
If you have additional questions please call IGS at 1-877-353-0162, weekdays, from 8:00 a.m. to 8:00 p.m. EST. For general information on natural gas deregulation in Ohio, you can also 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 Village offices. We are pleased to have made this program possible, but are not prepared to handle calls.**