

# FREQUENTLY ASKED QUESTIONS

**What is the Village Natural Gas Aggregation Program?** Under the Village Natural Gas Aggregation Program, the Village acted on behalf of its natural gas consumers to select a natural gas supply provider who, through the power of volume buying, is able to secure natural gas at competitive prices. The Public Utilities Commission of Ohio ("PUCO") has taken steps to ensure that Ohio's competitive natural gas environment is consumer-friendly. Voters in the Village approved this aggregation program.

The Village has selected AEP Energy as their natural gas supply provider to serve their residents and businesses beginning with the September 2020 meter-read date for twenty-four (24) months.

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

**Why did the Village select AEP Energy as its provider?** The Village selected AEP Energy because they were able to propose a program that represented the best overall value for eligible households and businesses.

**How do I enroll?** You don't have to do anything to enroll. All eligible customers will be automatically included in the program unless you choose to opt out. If you opt out, you will continue to be served by your local natural gas utility's standard service offer or until you choose an alternative natural gas service provider. However, if you do not respond to this letter, the utility will complete the enrollment process. **As a part of the enrollment process, you will also receive a notice from your local utility, Vectren Energy, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Village Natural Gas Aggregation Plan, simply ignore that letter.** No deposits are required to enroll.

**When will this program start?** The Village Natural Gas Aggregation Program will begin with the September 2020 meter-read date.

**What is my price?** The Village of Versailles has ensured that, beginning with the September 2020 meter-read date, you will receive a natural gas supply fixed price of \$3.440 per Mcf for twenty-four (24) months.

**Where do I send payment?** You will continue to receive one bill each month from Vectren Energy, 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 budget billing available?**

Yes, you can arrange Budget Billing through Vectren Energy.

**Can I cancel at any time?** Yes, you may cancel without penalty and switch to another provider or revert back to Vectren Energy, 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. You will also be provided the ability to opt out every two years without penalty.

**What happens at the end of the program?** As the program draws to a close, the Village can choose to seek bids from natural gas providers in order to negotiate a new contract on behalf of eligible households and businesses. Program participants will retain the same flexibility in having the option to continue with the program, revert to local utility supply, or select an alternative natural gas supplier.

**Why is this an "opt-out" program?** It enables AEP Energy to offer a lower group rate based on the Village's size.

**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 1-877-726-0214 or by visiting [AEPenergy.com/aggregation](http://AEPenergy.com/aggregation).

**What happens if I move?** If you move to another location within the Village of Versailles, you will be able to continue participating in the program. If you leave the Village of Versailles, you will no longer be eligible to participate.

**What is considered a small commercial business?** A small commercial business has an annual consumption less than 5,000 Ccf or 500 Mcf per year and must be a non-mercantile customer as defined by Ohio Administrative Code.

Unless you affirmatively opt out by September 4, 2020, you will be automatically enrolled if you: a) have an eligible residence located in the specified village receiving natural gas service from Vectren Energy or AEP Energy (in the Vectren Energy 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 Village and AEP Energy. AEP Energy's natural gas price excludes certain taxes, utility distribution 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 1-877-726-0214, write to: AEP Energy, PO Box 1415, Columbus, OH 43216, or visit [AEPenergy.com](http://AEPenergy.com).