

City of Loveland Electric Program – Frequently Asked Questions (Loveland – Updated February 2025)

Program Supplier	Dynegy
Supplier Phone #	888-682-2170
Default Program Rate	9.07 cents/kWh. No termination fee.
Optional Program Rate	9.35 cents/kWh. 100% renewable power. No termination fee. (Residents must call Dynegy to choose renewable rate)
Program Term	May 2025 - May 2026

Why is the rate higher than the previous term?

Electric prices, like most things we buy, are more expensive than they were when the last term started. This is a result of increased demand for electricity, the rising costs of the fuels (coal, natural gas, etc.) used to produce electricity, as well the inflation of costs to staff, operate, and maintain electric generating powerplants.

What are my other supply options outside of the aggregation?

- Residents can always remain with, or return to, the utility's default supply service. Duke's default supply rate is a variable rate that changes monthly/quarterly.
- Residents can shop for other supply options through the Public Utility Commission's Apples-to-Apples website at www.energychoice.ohio.gov. There they can find offers from various suppliers for different term lengths. Based on the time a contract starts, the term length, and specific terms and conditions of an offer it may be possible to find a more cost-effective option than the aggregation offering. Accountholders are always responsible for carefully reviewing their bills and the terms and conditions of any supply agreement they enter.

How do I know if I am in the aggregation program?

Active participants in the aggregation will see the supplier's name (Dynegy) and the aggregation rate (\$0.0907/kWh) on their electric bill. If someone ever wishes to confirm their status in the aggregation the best way to do so is to call the supplier (Dynegy at 888-682-2170).

What is aggregation?

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

How is the City able to choose an electric generation supplier on my behalf?

In November 2012, Loveland residents voted to allow the City to contract for an electric generation supplier on their behalf.

Who will be our supplier for the electric program?

Dynegy won a competitive proposal process and was selected to serve the City for a 12-month period through the May 2026 meter read dates.

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

The local utility, Duke Energy will continue to deliver your electricity, read your meters, and issue your monthly bills. You will continue to call Duke Energy at (800) 544-6900 for emergency repairs, downed power lines, billing questions, etc.

Is our price for power fixed, or does it vary?

- In this program, the price you will receive for the generation related charges is fixed at 9.07 cents/kWh for all the electricity you consume from May 2025 until May 2026.
- Residents can also select a 100% renewable power product of 9.35 cents/kWh if they choose. You must contact Dynegy at 888-682-2170 and ask to receive the renewable power offer.

Unlike our program rates, Duke's rates change quarterly and are unknown in advance.

What does "opt out" mean?

"Opt out" means that you can decide not to participate in the City's electric governmental aggregation program. By returning the opt-out form by the due date you will not be enrolled as an electric generation customer with Dynegy, the City's competitive electric generation supplier, and you will not receive the program rate. Opt-out letters explaining the rate, terms and conditions will be sent by Dynegy in March.

What happens if I do not send in the opt-out form?

If you do not return the opt-out form postmarked by the due date, you will be included in the City's governmental aggregation program and will begin receiving electricity from Dynegy.

What are my energy supply choices if I decide to opt out?

You can stay with your current electric utility, which will continue to supply your electricity as it always has, or you can shop for an alternative generation supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices is available by calling 1-800-686-PUCO (1-800-686-7826) or by visiting www.energychoice.ohio.gov.

Will I get two bills?

No. You will continue to receive one bill from Duke Energy that shows their distribution charges and the supply charge of Dynegy.

Will I still receive a delivery charge from my local utility – Duke Energy?

Yes. Even though you have chosen a new supplier of electricity, Duke Energy continues to deliver the electricity to our homes and businesses. Distribution charges and a flat monthly customer charge apply whether you choose a supplier on your own or remain supplied by Duke Energy.

How are taxes handled?

Taxes are not a line item on your bill. They are embedded in the charges from Duke Energy. You pay the same taxes, regardless of who supplies your electricity.

Can I exit this program without penalty?

Yes. We are pleased to report that we have been able to eliminate the early termination fees for the program. You may leave the program at any time without penalty.

What If I move?

There is no penalty from Dynegy for terminating your agreement if you move. If you move within the City and want to remain in the program, you will need to contact Dynegy to re-enroll.

Who is eligible for the program?

1. Your local utility company must be Duke Energy;
2. You must be a resident or business owner located within the City limits;
3. You must not be a PIPP (percentage of income payment program) customer;
4. You must not be in arrears on your bill payment;
5. You must not be a mercantile customer (commercial accounts using over 700,000 kWh/year); and
6. You must not be a commercial customer with a peak demand > 100kW.

How did the City develop such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of 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 Dynegy throughout the program. We researched the process thoroughly and are pleased with the offer they negotiated.

Does the City benefit from the program?

Yes. The City's publicly-owned accounts are eligible to receive the program rate as well.

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 700,000 kWh/year and with a peak demand less than 100 kW are eligible. Interested accounts using more than this amount, will need to call Dynegy to obtain this rate.

Does this affect my distribution charges or the wires coming to my home?

No. Customer Choice programs in Ohio provide residents the ability to choose an electric *supplier* other than the local utility company. Maintenance of the wires coming to a resident's home continues to be the responsibility of the homeowner.

Can I opt out over the phone?

Yes. You can opt-out over the phone by contacting Dynegy at 888-682-2170.

What is the toll-free number for questions?

For answers to your questions, please call Dynegy at 888-682-2170.

Is this related to our community's natural gas program?

The programs are similar but totally independent. You do not have to belong to one to participate in the other.

Where can I learn more about electric deregulation and assistance programs?

The Public Utilities Commission of Ohio has approved a number of additional assistance programs to help customers with their energy bills. You may be eligible to participate in other programs and this offer from Dynegy. Eligibility and enrollment information can be found on the PUCO's website at www.puco.ohio.gov.