

## Natural Gas Governmental Aggregation Programs Frequently Asked Questions

(Loveland - Updated February 2025)

Program Rate	\$0.594/Ccf April 2025 – March 2026
Program Supplier	Direct Energy
Supplier Phone #	866-968-8065

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

Direct Energy Services (Direct Energy) was selected to serve the City as our program's supplier from April 2025 through March 2026. Direct Energy is a registered supplier certified by the Public Utilities Commission of Ohio.

### What is my price for gas?

Loveland's program provides a fixed rate of \$0.594/Ccf (\$5.94/Mcf) for natural gas supply. The new rate will run from April 2025 through March 2026.

### 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.

### 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 Direct Energy 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 Direct Energy.

### 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 City limits. Furthermore, they must have received an opt-out notice from Direct Energy. The criteria for member eligibility includes:

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 City 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 Direct Energy is expected to begin with your April 2025 meter read and continue for 12-months, through March 2026, until the April 2026 meter read.

### How long is the program?

The City's governmental aggregation program can go on indefinitely. The current offer from Direct Energy is for one year and will end with your April 2026 meter read.

**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 Direct Energy or call them toll free at 1-866-968-8065. If you fail to do that, Direct Energy will continue to serve you or enroll you as a new customer. For new participants 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.

**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 to Direct Energy.

**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.

**This sounds complex. Is the City qualified to handle such a program?**

The City 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 Direct Energy throughout the program.

**Does the City benefit from the program?**

Yes. Our eligible City-owned facilities can be included in the program.

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

If you have additional questions please call Direct Energy at 1-866-968-8065. 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](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 the City offices. We are pleased to have made this program possible, but are not prepared to handle calls.**