

Frequently Asked Questions

Village Electric Aggregation Program Ending in May 2016

- ✓ **When will the program end?** After the participant's May 2016 billing cycle.
- ✓ **Why is the program ending?** The Village can no longer guarantee rate savings compared to the ComEd rate. ComEd has been deregulated in the last couple years and has more flexibility in setting their rates.
- ✓ **What is ComEd's rate?** ComEd's supply rate has been 6.5 – 7.2 cents/kWh in the last few months (it can vary slightly month-to-month).
- ✓ **What is mc2's rate?** It is 6.88 cents/kWh through May 2016 for participants. A chart of month-to-month rate comparison for ComEd and mc2 is available on the Village's website [here](#).
- ✓ **Can participants leave early?** Yes, participants can accelerate their return to ComEd before May 2016 without a penalty by contacting ComEd or mc2 at (855) 564-8129.
- ✓ **I keep getting calls from other suppliers...**
 - **How do I know if they're a good deal?** If you want to look at supplier options, we would encourage you to consider:
 1. If it's a fixed or variable rate. Some suppliers may offer an attractive introductory rate but provide a higher variable rate afterwards.
 2. The term of your obligation to remain with the supplier and if there are any termination fees.
 3. Illinois Commerce Commission Retail Electric Supplier Customer Complaint Rankings of the supplier.

There are over 50 suppliers in the marketplace so assessing a rate or contract may be difficult. Two resources for residents are:

1. Illinois Commerce Commission's website at www.pluginillinois.org.
 2. Citizen's Utility Board (CUB) at www.citizensutilityboard.org or (312) 263-4282.
- **How do I stop the phone calls?** Unfortunately, the Village cannot prevent marketing calls or letters. You can report any questionable practices, to the Illinois Commerce Commission at www.icc.illinois.org or (800) 524-0795.
 - **Residents should not provide their ComEd account numbers if they do not want to switch.** We have heard of suppliers using questionable tactics to get ComEd account numbers from customers to simply "calculate savings" and then switching the customer's service without authorization.