



April 12, 2018

<Customer Name>

<Mailing Address>

<Mailing City, State, Zip>

Account # <Account Number>

Unique Identifier #: <Nordic Unique Ref. Number>

#### **RE: City of Lincoln Electric Aggregation Program Opt-Out Package**

As a result of electric de-regulation in Illinois, the City of Lincoln established an electric aggregation program that enables them to aggregate the load of all consumers within the City of Lincoln in order to negotiate a discount on electricity rates.

After a thorough bid process, the City of Lincoln has selected Nordic Energy Services, LLC as the new supplier for contract term June 2018-June 2020. Nordic Energy Services, LLC ("Nordic") is an independently owned Chicago based energy management firm specializing in energy management services including energy procurement, customized energy risk management services and effective energy operating cost reduction strategies. Nordic also specializes in the re-sale and marketing of natural gas in Illinois and Indiana as well as electric power in Illinois, Ohio, Pennsylvania, Maryland, New Jersey, Massachusetts and New York.

#### **PROGRAM DETAILS**

All participants will automatically be enrolled in the program, if you do not want to participate return the enclosed opt-out form **before April XXXXXXXX, 2018..**

- Rates for the Traditional Power Program are **\$.04825/kWh** is guaranteed until **June 2020**.
- There is no enrollment, switching or early termination fee.
- This is a firm fixed all-inclusive rate.

## **NO CHANGES TO YOUR BILLING:**

You will continue to receive one monthly bill from Ameren. You will still be eligible for the same programs you are eligible for now through the utility, such as Budget Billing, payment agreements and energy efficiency programs. The only change will be in the Electric Supply price on your Ameren bill (<https://www.ameren.com/illinois/csc/your-bill/sample-bill>).

## **ENROLLMENT PROCESS**

Once your account is enrolled, you will receive a confirmation letter from Ameren confirming your “switch” to Nordic. Approximately 30 to 45 days after enrollment you will receive your first bill with your new Nordic price. Please review the enclosed Terms and Conditions for additional information.

## **OPT-OUT INSTRUCTIONS**

If you choose not to participate, you can elect to be removed from the Program by completing and returning the enclosed Opt-Out Card or calling Nordic at 1-866-614-6952 **by April XXXXXX, 2018**. If you have questions or need additional information about Municipal Aggregation or Nordic, please visit [www.nordicenergy-us.com](http://www.nordicenergy-us.com). Nordic Customer Care is available 8:00am to 5:00pm Monday through Friday at 1-866-614-6952.

Please be advised you also have the option to purchase electricity supply from a Retail Electric Supplier (RES) or from Ameren pursuant to Section 16-103 of the Public Utilities Act. Information about your options can be found at Illinois Commerce Commission website: [www.pluginillinois.org](http://www.pluginillinois.org) and [www.Ameren.com](http://www.Ameren.com). You may request from the Illinois Power Agency, without charge, a list of all supply options available to you in a format that allows comparison of prices and products.

Sincerely,

Seth Goodman, City of Lincoln Mayor.

# Electric Aggregation Program

## Frequently Asked Questions

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### ***What is Municipal Aggregation?***

Illinois law allows municipalities and counties to negotiate the purchase price of electricity on behalf of residential and small business utility customers living within their borders. While these governmental entities choosing community aggregation would be responsible for negotiating the price of power from a supplier other than the traditional utility, your utility would still be responsible for delivering that power to your home, and billing you for it.

### ***How can I get more information about the municipality or county's aggregation program?***

Contact your municipality or county for information related to the referendum and the aggregation program.

## **Eligibility and Enrollment**

### ***Who is eligible to participate?***

Residential or small business customers located in the participating governmental entity boundaries may participate. Customers enrolled in real time pricing, Power Smart Pricing, space electric heat rate, or served by an alternative retail supplier may not be eligible.

### ***How do I enroll?***

It's simple. It's automatic. Unless you "opt-out" of the program, all eligible Ameren customer accounts within the boundaries will be enrolled in the program. You will receive a "switch" letter from your utility, Ameren, confirming your enrollment.

### ***Do I have to participate in the municipal or county aggregation plan?***

All eligible Ameren utility customers within the municipal or county boundaries will receive an opt-out notification letter via U.S. mail. You may "opt-out" by returning the Opt-Out card by the deadline date identified in your notification. If you choose to opt-out, your account remains with Ameren at the current utility rate.

### ***What if I decide to opt-out after the opt-out deadlines have passed?***

You may opt out at any time by calling our toll free number or sending us an email.

## **Rate and Term Information**

### ***What are the Rates and Terms for my Municipality or County?***

The rate for Traditional Power is **\$0.04825/kWh** through June 2020. Customers who are enrolled in the program should see the changes on their monthly electric bill 45 to 60 days after enrollment.

***What if Ameren rates decrease?***

If at any time during the term of this Agreement Ameren rates fall lower than the Nordic price, you will have the option to return to the utility without penalty.

***What happens at the end of the Agreement term?***

At the end of the Agreement term, as defined in the Terms and Conditions you have the option of staying with a new Municipal Aggregation program, returning to the utility, or signing with a new supplier independent of the Municipal Aggregation program.

## **Billing and Service Information**

***Who will bill me for electricity? Will I get two bills?***

You will continue to receive one monthly bill from Ameren. The bill will include the charges for electricity supplied by us, as well as the delivery service charges from Ameren.

***Can I still have my payment automatically deducted from my checking account?***

Yes, how you pay your bill will not change.

***Can I stay on budget billing?***

Yes, your budget billing will not be affected by your participation in this program.

***Who is responsible for the delivery of power to my home or business?***

Ameren will continue to deliver your electricity and will be responsible for maintaining the system that delivers power into your home. As your energy delivery company, they will continue to respond around-the-clock to outages, service calls and emergencies regardless of your electric supplier.

***Who do I call to report a power outage or problems with my electric service?***

You will continue to call Ameren for power outages, problems with your service or questions regarding your monthly bill.

**Ameren Residential Customers: 800.755.5000**

**Ameren Business Customers: 800.232.2477**

***Who do I call if I have questions regarding the Municipal Opt-Out Electricity Aggregation Program?***

Questions should be referred to a member of our Nordic Customer Care team.

**Customer Care: 866.614.6952**



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## OPT OUT REQUEST FORM

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*PLEASE ONLY SUBMIT THIS FORM IF YOU ARE NOT INTERESTED IN PARTICIPATING IN THE CITY OF LINCOLN ELECTRIC SAVINGS PROGRAM*

Unique Identifier #: <Nordic Unique Ref. Number>  
<Customer Name>  
<Mailing Address>  
<Mailing City, State, Zip>  
<Account Number>

I hereby certify that I do NOT want to participate in the Municipal Aggregation program offered by the City of Lincoln. I understand that by opting out of this program I will not be enrolled with Nordic as my electric supplier and therefore I will not receive a discounted rate on my electric invoice.

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**\*\*\*PLEASE SIGN AND SEND NO LATER THAN April XXXXXXth, 2018. Please feel free to contact us at 1-866-614-6952 if you have questions or require additional information.**

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