



ELIGOENERGY

## Renewable Electric Aggregation Program – 2020 Frequently Asked Questions

**1. How can I enroll?**

During the initial three-week opt out period, you need do nothing if you received an opt out notice; you will automatically be enrolled unless you opt out.

**2. I am located within Hoffman Estates and have switched to another supplier, but would like to join the Renewable Aggregation Program. Can I do this?**

Yes. Call Eligo at 312-262-6893 and provide them with your ComEd account number. If you are enrolled with an alternative supplier that is not the Village's program, you are advised to review your contract, or call your supplier to understand any termination fees to which you may be subject.

**3. What is the current ComEd rate?**

The annualized base ComEd rate through September 2020 is 6.404¢ per kWh, plus or minus the monthly Purchased Electricity Adjustment (PEA), which can be up to one-half cent. For more information, visit the Illinois Commerce Commission at [www.pluginillinois.org](http://www.pluginillinois.org).

**4. Will I get two bills, one from ComEd and another from the new supplier?**

No. ComEd continues to bill for electric supply, delivery and taxes. ComEd *delivers* electricity, and will continue to bill you, but they will no longer *supply* it.

**5. If I am automatically enrolled, can I leave the program?**

Yes. You can leave the Village's program at any time, and you will never be charged a termination fee.

**6. What is ComEd's six-month "hold" requirement?**

Please note State Regulations: If you move from the program back to ComEd for longer than two months, your account is placed in a "bundled hold" status, and you may not return to the Hoffman Estates program until a full six months has passed.

**7. I am enrolled in a low-income assistance program. Will I still receive those benefits?**

If you currently receive assistance via PIPP or LIHEAP, your status will not be affected.

**8. Does the program impact my ComEd budget billing or auto-payment plan?**

No. The way you pay your ComEd bill does not change.

**9. What happens if I move?**

If you remain within the Village limits, call Eligo to re-enroll at your new address. Residents moving into the community may participate by calling 312-262-6893.

**10. Is the energy generated from any renewable “green” energy sources?**

Yes. RECs, which are the sole currency of the green energy market, will represent power consumed. They will be sourced from wind generators located in the Midwest.

**11. Why support renewable wind generation resources?**

For the ten years ending 2017, coal-based generation in the US has been reduced 40%, whereas wind-based generation has increased by 638%. Wind energy helps to reduce your carbon footprint. This program achieves a strategic objective of the Metropolitan Mayors Caucus Greenest Region Compact, which the Village of Hoffman Estates has endorsed.

For specific questions about your own electric account, do not call Village Hall; **call the Village of Hoffman Estates’ aggregation program supplier Eligo at 312-262-6893**. If you require additional assistance, call the Village’s energy consultant, NIMEC at 800-727-3820 to leave your question and callback number. You will be contacted by NIMEC within 24 hours regarding the issue.

The Illinois Commerce Commission provides additional information about energy deregulation in Illinois and energy supply choices at [www.pluginillinois.org](http://www.pluginillinois.org). To report an electrical outage, or for questions pertaining to your ComEd bill, always call ComEd at 800-334-7661.