



## Village of Palatine Electric Aggregation Program



### Frequently Asked Questions

In March, Palatine voters approved a referendum authorizing the Village to seek lower electricity rates for eligible residential and small business customers. After the referendum passed the Village selected Integritys Energy Services, Inc. to supply electricity for the Palatine Electric Aggregation Program. All eligible residents and small businesses will be enrolled in the program unless they choose to opt-out.

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

As an eligible residential or small business customer you will be automatically enrolled in the program unless you chose to opt-out.

#### **How do I opt-out?**

To opt-out return the postcard or contact Integritys at 877-585-3431 or [www.integritysenergy.com/il-palatine](http://www.integritysenergy.com/il-palatine). All opt-out notifications must be received by the end of the opt-out period stated in the opt-out letter.

#### **What if I decide to opt-out?**

Yes, you can leave the program at any time. However, an early termination fee may apply if service is ended prior to the end of the term. Early termination fees are waived for customers moving out of the Village.

#### **Does it cost to enroll?**

No, there are no enrollment or switching fees.

#### **Are the rates fixed or variable?**

The rates are fixed.

#### **When will I begin to see savings?**

Customers can expect to receive savings on their June 2012 or July 2012 bill depending on the enrollment date.

#### **Who will bill me for electricity?**

You will continue to receive one monthly bill from ComEd.

#### **Can I still have my payment automatically deducted from my checking account as I do now?**

Yes. How you pay your electric 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 delivery of power to my home or business?**

ComEd will continue to deliver your electricity and will be responsible for maintaining the system that delivers power to your home or business.

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

You will call ComEd at 1-800-Edison-1 (residential) or 1-877-4-ComEd-1 (commercial) to report a power outage or problems with your electric service.

#### **What if I have already selected another supplier?**

If you have already selected another supplier, ComEd will not enroll your account with Integritys. You will remain with the supplier you selected.

#### **Who is Integritys Energy Services, Inc.?**

Integritys Energy Services, Inc. provides competitive energy supply products, solutions and strategies that allow residential, commercial and industrial customers to manage their energy needs. Integritys' principal energy marketing operations are in the northeast quadrant of the United States.

#### **How can I find out more information?**

You may contact Integritys at 877-585-3431 or visit [www.integritysenergy.com/il-palatine](http://www.integritysenergy.com/il-palatine).