

Sustainable Westchester Questions and Answers:

1. **What is electric deregulation? What does it mean for me?** – Deregulation means that a commercial or industrial business has the ability to select an electricity supplier other than NYSEG. The NYPSC approved a pilot aggregation program that gave the community the opportunity to select a supplier on behalf of the residents.
2. **What are the benefits of choosing an alternative retail electricity supplier?** – The best reason for choosing an alternative electricity supplier is to take advantage of electricity rates, which may be lower than those offered by NYSEG.
3. **Doesn't NYSEG already sell the lowest-priced electricity?** – Not necessarily. Purchases for electricity sold by NYSEG are procured in accordance with a set schedule that does not necessarily equate to a strategy for purchasing when the market is low.
4. **If I change my electric supplier, how will I get my power?** – NYSEG still owns the distribution system and remains responsible for delivering electricity to your home or business as it has always done. The power that is sent through the NYSEG distribution system, however, will come from Constellation.
5. **What if Constellation has an issue with its power supply? Will my power be shut off?** – No. NYSEG is still responsible for the reliability of its system, the delivery of power, and the maintenance of equipment. NYSEG is still responsible for the reliable delivery of power even if NYSEG is not the supplier of the electric commodity itself.
6. **If/when my electric supply is switched to Constellation, will I receive bills from Constellation? Will I get two bills?** – No. You will continue to receive only one bill from NYSEG with a charge description in the 'Electricity Supply Charges' portion of the bill with the name of your new supplier (Constellation). NYSEG will continue to apply its non-supply related charges to the bill.
7. **When I'm switched to Constellation for my power supply, will my NYSEG fees go away?** – NYSEG assesses a "merchant function charge" to customers that purchase supply from NYSEG under NSS or hourly rate. This charge will no longer appear on their bill with Constellation as their supplier. All other non-supply related charges will continue to be assessed by NYSEG and reflect on their utility bill.

For Reference:

http://www.nyseg.com/MediaLibrary/2/5/Content%20Management/RGE/SuppliersPartners/PDFs%20and%20Docs/STAT%20MFC%20120_71.pdf

8. **What is an electric aggregation program?** - Aggregation allows your community to form a buying group on behalf of the citizens. By combining the buying power of its residents, the community can be more effective in negotiating rates than an individual customer might be. The

NYPSC approved a pilot aggregation program that gave the community the opportunity to select a supplier on behalf of the residents.

9. **If residents have the ability to choose an electric supplier other than NYSEG, shouldn't that decision be left for the residents to decide and not the local government?** - The Town decided to explore the possibility of finding fixed and less costly power supply rates for residents on the open market. By aggregating customers through this program, the town hopes to accelerate the availability of electricity and Renewable Energy Certificates (RECs).
10. **Why is the City/Village offering an electricity aggregation program?** – The Town chose to participate in the pilot program in an effort to fix electricity supply costs for its residents and small commercial businesses and to accelerate the availability of Renewable Energy Certificate (REC) options in Westchester County.
11. **If I already have the ability to choose an alternative electric supplier, what is the benefit of the aggregation program proposed by the City/Village?** – Aggregating the purchasing power of large numbers of residents and businesses allows participants access to lower energy rates from Constellation than they would receive as individuals (due to the increased buying power of the Town).
12. **Did the Town request competitive bids from competing power suppliers?** – Yes. The Town sent out a competitive request for proposal process. Constellation was selected to be the service provider because of its pricing, qualifications and its willingness to comply with the goals of the Sustainable Westchester program.
13. **Who is Constellation** – Constellation is a wholly-owned subsidiary of Exelon Generation, one of the largest competitive U.S. power generators headquartered in Chicago. The Constellation business unit provides energy products and services to more than 2.5 million residential, public sector and business customers, including more than two-thirds of the Fortune 100. Exelon's utilities deliver electricity and natural gas to more than 7.8 million utility customers in central Maryland (BGE), northern Illinois (ComEd) and southeastern Pennsylvania (PECO)
14. **What benefit is the Town receiving from offering an electric aggregation program?** – The Town government itself is not receiving any direct benefit from offering the program. All savings generated by the program go directly to residents and qualifying small businesses through access to lower electricity rates.
15. **How do I participate?** – The Town authorized an Opt-Out electric supply program. If you are an eligible account holder, you will receive a notice stating what the price and term will be. If you wish to participate in the program, you must do nothing. If you don't want to participate in the program, you must either return the postcard that will come with the notice, call Constellation' toll-free number, or go online and opt-out of the program.

16. **What if I do not want to switch from NYSEG?** – If you don't want to participate in the program, you must either return the postcard that will come with your Opt-Out notice, call Constellation' toll-free number, or go online and opt-out of the program.
17. **How do I Opt-Out of the program?** – Information regarding how to Opt-Out will be available through the City/Village and a mailing from Constellation. You may Opt-Out in one of the following three ways:
- By signing and returning an Opt-Out postcard
 - By calling the toll-free number and indicating that you wish to Opt-Out of the program
 - By visiting the website listed on the Opt-Out letter.
18. **What if I have already selected another alternative supplier?** – Residents who are already with another supplier are not automatically eligible for the program. If you are already with another supplier, your name will be removed from the list of eligible accounts that NYSEG provides to the Town's aggregation program. You will not receive an opt-out notice and will not be automatically enrolled in the aggregation program. If you decide you want to join the aggregation with Constellation, you must contact Constellation by calling their toll-free number.
19. **If I am already under contract with another supplier, do I need to Opt-Out of the Town's aggregation program?** – No. If you are already under contract with another supplier, you will automatically be excluded from the program. You will not receive notices about the program and will not need to take any action to Opt-Out.
20. **If I am under contract with another supplier, how will you know to exclude me from the Town's aggregation program?** – NYSEG tracks accounts that are with other alternative suppliers and removes those accounts from the list of eligible accounts.
21. **If I am already under contract with another supplier, will I ever have an opportunity to join the Town's aggregation program?** – Yes. You may join the Town's program after fulfilling your current obligation and/or properly cancelling according to the terms of your current contract at the end of your term (early termination fees may apply; check the terms and conditions of your individual agreement). The contracted price being offered by Constellation will be held constant and available to you throughout the initial pricing term of its contract with the Town.
22. **Who is eligible to participate in the Town's electric aggregation program?** – Residential and small business customers who are not already under contract with another supplier.
23. **Who is not eligible to participate?** – NYSEG large commercial and industrial accounts; customers enrolled with another supplier
24. **If I am ineligible, do I need to Opt-Out?** – No. If you are ineligible you will be automatically excluded from the program and will not need to take any action to Opt-Out.

25. **If I participate in the Town's aggregation program will I have a contract with my new supplier (Constellation)?** – Yes. If you choose to participate in the Town's aggregation program, you will be contracting directly with Constellation, the Town's chosen energy provider, for the term and price selected by Sustainable Westchester.
26. **How long is the customer contract?** - The term is for **36 billing cycles** starting in **May 2016 meter reads**. The program agreement between the Town and Constellation is for a term of **36 months**.
27. **If I participate in the Town's aggregation program and I am unhappy with the program, can I terminate early?** – Yes. Program participants can terminate early with no early termination fee.
28. **Will I be given a chance to Opt-Out of any possible future renewals to the Town's aggregation program?** – Yes. All residential and small commercial businesses will be given the opportunity to Opt-Out of any future renewals of the program.
29. **Will Constellation continue to be the provider for all future renewals of the Town's aggregation program?** – Constellation will be the electricity provider to the Town for **36 months**, starting in **May 2016**. The town may or may not choose to retain Constellation after this initial term. Prices and terms on future renewals will be negotiated according NY PSC's order.
30. **Have other New York communities signed up for electric aggregation?** – Yes. Sustainable Westchester has signed 20 communities to the pilot program.
31. **Does Constellation service any other electric aggregation communities in New York?** – Yes. Constellation currently serves a total of 4 communities in the Westchester Power program: the Towns of Bedford, Lewisboro, North Salem and Somers.
32. **How long has Constellation been serving aggregation communities?** Constellation has been serving aggregation communities in the State of Ohio since 2000 and in the State of Illinois since 2011. Constellation's first electric aggregation community was the City of Cleveland, Ohio in 2000.
33. **If I live in an apartment or a condominium, am I eligible to participate in the aggregation program?** – If you are a customer of NYSEG and pay NYSEG directly for electricity, you may be eligible to participate. On the other hand, if your electric bills are included in your rent or association fees, you are not eligible to directly participate in the program.
34. **What are my choices if I decide to opt-out?** - If you decide to opt-out, you will remain with NYSEG for your power supply unless you choose another retail electric supplier.



Constellation

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35. **Does it cost to enroll in the program?** – No. Constellation does not charge any enrollment or switching fees.
36. **Who will bill me for electricity?** - You will continue to receive one monthly bill from NYSEG.
37. **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.
38. **Can I stay on budget billing?** - Yes. You will remain on budget billing for your distribution charges with the utility; however you must contact Constellation once your account is actively enrolled in order to be placed on budget billing for the supply portion of your bill. Constellation will provide you with a quote over the phone, if you accept the quoted amount your new budget billing amount will take effect within 1-2 billing cycles.
39. **Who do I call to report a power outage or problems with my electric service?** - You will continue to call NYSEG at 1-800-572-1131 to report a power outage or problems with your electric service.

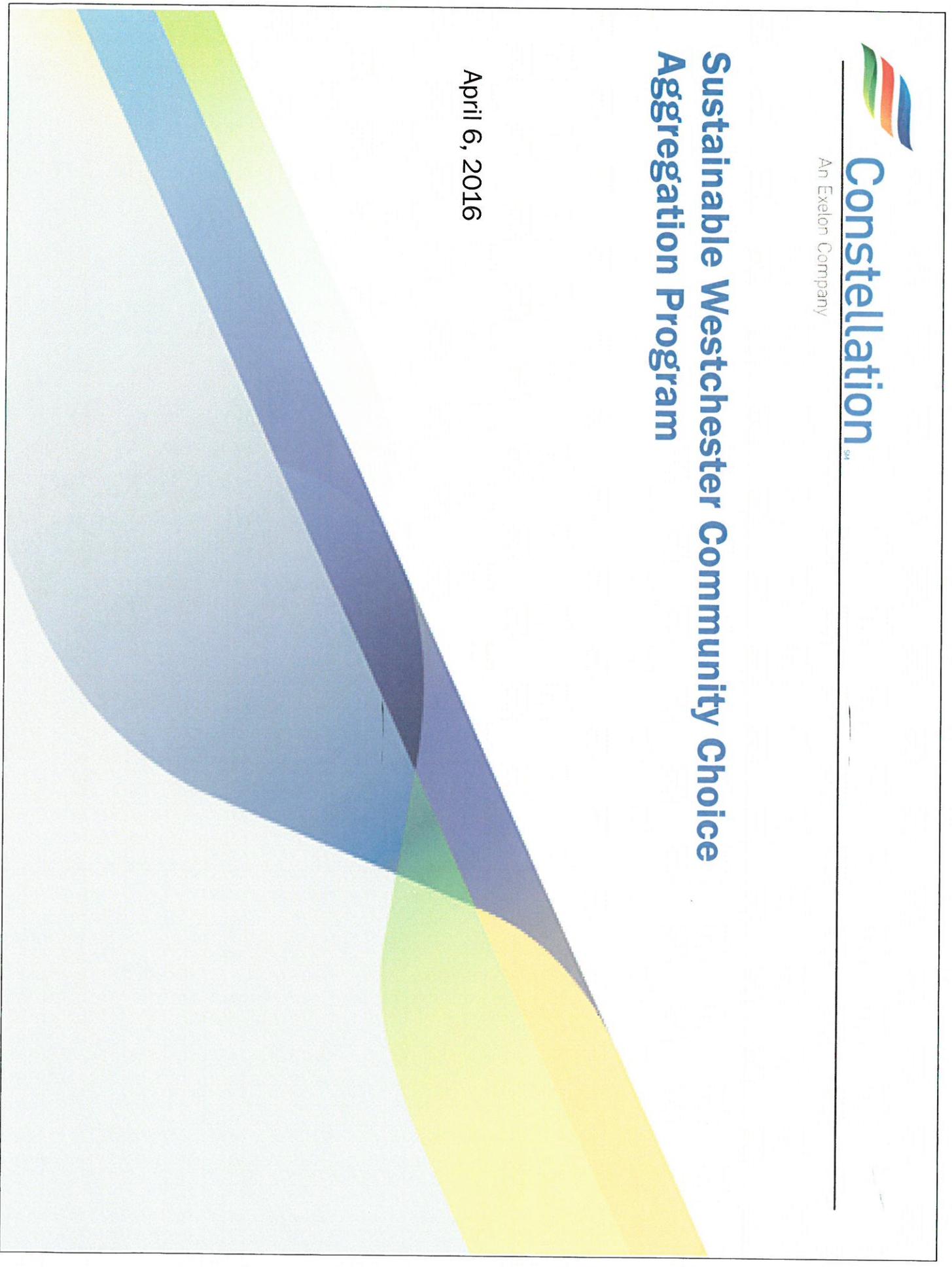


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Sustainable Westchester Community Choice Aggregation Program

April 6, 2016



Agenda

- Introductions
- Who is Constellation?
- Timeline of events
- Sustainable Westchester's and Constellation's roles
- Questions that are commonly asked by residents
- Promotion of Renewable product for opt-in customers
- Press releases
- Accounts for early enrollment
- Questions

About Constellation

Constellation, an Exelon company, is a leading competitive supplier of power, natural gas, renewable energy and energy management products and services for homes and businesses across the continental US. Approximately 2 million residential, public sector and business customers, including more than two-thirds of the Fortune 100, rely on our commitment to innovation, dependability, transparency and service.

Constellation serves over 200 different aggregation programs, equating to over 560,000 customers in Illinois, Ohio, Massachusetts and New Jersey:

- Illinois - 84
- Ohio - 109
- Massachusetts - 6
- New Jersey – 11

Notable aggregations served:

- City of Chicago, served for 26 months, over 850,000 accounts were served at the peak
- First aggregation served was City of Cleveland in 2000

Timeline

- 4/4 - Mail Date
- 4/6 to 4/8 - Customers can expect to receive the letters
- 4/7 – SW and communities can expect to start receiving calls
 - Heaviest call volume will be within the first two weeks
 - Calls regarding opt-out should be directed to Constellation
- 4/24 - Opt-Out Deadline (customers can continue to opt-out, without penalty, after this date, but may flow with Constellation for 1-2 billing cycles)
- 4/25 – Enrollments are send to NYSEG
 - Within one day of acceptance of enrollment NYSEG will send a notice to each customer
- 4/26 – Call volume to communities can be expected to pick up again once customers receive the NYSEG enrollment notice
- First meter read in May – Accounts switch to Constellation supply
 - Accounts with “Even” meter read dates are read every other month
- First meter read in June – Customers receive first bill that includes Constellation charges

Sustainable Westchester and Constellation's role

- **Sustainable Westchester's role**
 - Provide information on the aggregation program and on renewable energy initiatives
 - Coordinate the aggregation program
 - Promote the opt-in Green-e renewable product
 - Promote aggregation within the State of New York
 - Lead the development of renewable generation within Westchester County
- **Constellation's role**
 - Provide electric supply to participating customers
 - Secure electric supply
 - Secure Green-e RECs to support the renewable product
 - Maintain a call center that is available 24/7 to answer customer questions
 - Process opt-outs and opt-ins
 - Answer billing and contract questions
 - Provide information to communities
 - Call Statistics (volumes and purposes of calls)
 - Customer counts
 - Work with NYSEG to enroll and bill accounts timely

Frequently Asked Questions

Budget Billing

- Customers on budget billing with NYSEG will stay on it for their distribution charges
- Customers must call Constellation to enroll in Budget Billing for their supply charges
- Must bill with Constellation for a month before enrolling
 - Constellation will provide customer with estimated monthly budget amount
- Once enrolled, it will take effect within 1-2 billing cycles

Tax Exemption

- Documentation – Exempt customers must provide a Tax Exempt Certification form
- Expect < 1% of total population to be exempt
- A follow-up letter may be sent to these customers

Community Calls

- How did I get switched? Who Authorized this?
- Calls regarding opting out or opting in should be directed to Constellation

Program Info

Bedford – 100% Green default Rate (7.085 ¢/kWh), “Opt-down” to Brown rate

- www.constellation.com/ny-bedford
- TFN – 1-866-691-6401

North Salem – 100% Green default Rate (7.085 ¢/kWh), “Opt-down” to Brown rate

- www.constellation.com/ny-northsalem
- TFN – 1-866-691-6416

Lewisboro – Brown default rate (6.95 ¢/kWh), “Opt-Up” to 100% Green Rate

- www.constellation.com/ny-lewisboro
- TFN – 1-866-691-6408

Somers – Brown default rate (6.95 ¢/kWh), “Opt-Up” to 100% Green Rate

- www.constellation.com/ny-somers
- TFN – 1-866-691-6417

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