

### When will this program start?

The Natural Gas Program for the City of Munroe Falls will begin in April 2016, which is your May 2016 billing cycle.

If your enrollment request is not received or accepted by DEO for your May 2016 billing cycle, then your service will begin on the next applicable meter reading date.

### What is my rate?

The City of Munroe Falls has ensured that you will receive a natural gas commodity rate of \$2.85 per Mcf for your natural gas supply for your May 2016 – April 2017 billing cycles.

### Is there a cost to enroll?

There is no enrollment fee to join the Natural Gas Program.

### Am I charged tax on the natural gas I use?

Yes. County sales tax is assessed on the supply charges only. All natural gas users will pay their respective county sales tax regardless of supplier.

## Who is Constellation?

Constellation's affiliates are leading suppliers of energy products and services to electric and natural gas customers in 47 states as well as Washington, D.C. We've been helping customers navigate competitive energy markets for as long as customers have had a choice of their energy supplier and have provided affordable, reliable energy to businesses nationwide for years.

Constellation's parent company, Exelon, is a FORTUNE 200 company with approximately \$33 billion in annual revenues.



## Natural Gas Program FAQs



© 2016 Constellation Energy Resources, LLC.  
These materials are provided by Constellation Energy Services – Natural Gas, LLC, a subsidiary of Exelon Corporation. All rights reserved. Errors and omissions excepted.  
Ohio Supplier License #10-186G(3)

# It is our mission to supply you with energy in an easy and transparent process.

We have compiled a list of questions for customers along with our responses.

## Who is eligible for the program?

1. Your local utility company must be Dominion East Ohio (DEO)
2. You must be a resident or business owner located within the city limits
3. You must not be a PIPP (percentage of income payment program) customer
4. You must not be in arrears on your DEO bill payment
5. You must not be a mercantile customer (natural gas commercial accounts using over 500 Mcf/year)

## How do I enroll?

You must take one of the four steps shown in this letter to enroll in this program.

If you do not respond to this notification you will not be a program participant and will remain with your current natural gas service provider. In the event that you elect to participate, DEO will complete the enrollment process. Once DEO completes your enrollment, they will mail you an enrollment confirmation notice to inform you that your natural gas supply will be provided by Constellation.

## What if I'm with another supplier and would like to join the City's program?

Please check your current supplier contract to determine if you will be charged a penalty for early termination.

## Is budget billing available?

Yes. If you are interested in receiving budget billing, please contact DEO at 1-800-362-7557 to sign up for this billing plan. If you are currently on budget billing with DEO, it will continue even if you enroll in the City of Munroe Falls' Natural Gas Program.

## Are there fees if I cancel early?

In the City of Munroe Falls Natural Gas Program, you have the ability to cancel your agreement at any time without an early termination fee.

## Where do I send payment?

Send your payment to the same place that you do now. Constellation's commodity charges will appear as a line item on the bill you receive from DEO and you will continue to remit one monthly payment to DEO. Since DEO delivers the natural gas to your home or business, they continue to charge for delivery.

## Who do I contact if I have additional questions about this offer?

If you have any additional questions about this offer, please contact Constellation's Customer Service Department at 1-844-516-5248, 24 hours a day, 7 days a week.

To learn more about Constellation, visit [constellation.com](http://constellation.com).

## Who do I contact in the event of an emergency?

In the event of an emergency situation such as a natural gas leak, please contact your local natural gas utility as soon as possible. Your local natural gas utility will continue to respond to emergency service repairs and maintenance issues.

To find out more about Constellation visit [www.constellation.com](http://www.constellation.com)

