



TOWN OF GENEVA

Finger
Lakes

Community
Choice

FREQUENTLY ASKED QUESTIONS

1. What is Finger Lakes Community Choice?

Finger Lakes Community Choice is a Community Choice program in the Town of Geneva that enables the Town to pool local electricity demand to leverage the collective buying power of residents and small businesses. Community Choice is a powerful means to secure fixed rates, support the generation of clean energy in New York State, and protect consumers.

2. Who manages the Finger Lakes Community Choice Program?

Joule Assets has served as Program Administrator since the Program launched in 2019. Joule has been selected as Program Administrator by each participating municipality. Joule Assets has been authorized by the New York State Public Service Commission to serve in this role. Joule Assets has partnered with Roctricity, a local business, to spearhead community outreach and education, and to provide program support.

3. Does Finger Lakes Community Choice replace my utility?

No. NYSEG will continue to deliver reliable power, maintain power lines, and respond to service outages. As required by law, NYSEG will provide the same service to all customers regardless of whether they are in the program. Customers will still receive one bill each month from the utility, reflecting a change in the cost of the electricity and the name of the supplier.

4. What are the Renewable Options?

The program's 100% renewable energy option: 100% of your electricity supply is matched by Renewable Energy Certificates (RECs) provided by New York State renewable power plants (hydropower, wind, solar). The program's 50% renewable energy option: 50% of your electricity supply is matched by Renewable Energy Certificates (RECs) provided by New York State

renewable power plants (hydropower, wind, solar) and 50% of your electricity supply is matched by Renewable Energy Certificates (RECs) provided by national wind. The 50% renewable energy option is **not** considered a 100% renewable energy option by New York State. Using renewable energy dramatically reduces greenhouse gas emissions. However, customers may freely choose the Standard Option.

5. Does Finger Lakes Community Choice replace a current electricity supply company (ESCO) agreement?

No. If you are a resident or small business currently under contract with an electricity supply company (ESCO), you should not have received this letter. If you have received this letter, you should confirm an agreement is still in effect. If you are not under contract with an ESCO and would like to join the Finger Lakes Community Choice program, please contact us at (585) 244-0244 or visit fingerlakescommunitychoice.com and fill out the "Enrollment Change Form."

6. How was the energy supplier chosen?

Joule administered a competitive bidding process, soliciting responses from qualified registered New York suppliers. As a result of the process, Constellation NewEnergy, Inc. was selected by the participating municipalities as the supplier for the current contract, beginning July 2021.

7. How can I be sure Finger Lakes Community Choice will provide energy reliably?

This program designates sources of electricity supply, but does not interrupt or change existing energy delivery systems. Electricity is a highly regulated industry that has many safeguards against service and supply interruption. The grid operator monitors the grid to ensure that sufficient power is always flowing. The utility must continue to deliver electricity to all customers regardless of supplier.

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8. Will I save money by participating in Finger Lakes Community Choice?

Finger Lakes Community Choice rates are fixed for the term of the contract. While our large customer base assures competitive bids from suppliers, fixed-price contracts do not guarantee that rates will be lower in any given month or save money throughout the contract period. Historically, fixed-rate municipal programs in NY and other states have provided significant customer savings. These savings are not anticipated for the 100% renewable energy option.

9. How does Finger Lakes Community Choice affect me?

Unless they opt-out, all eligible homeowners and small businesses are automatically enrolled. The only thing that changes on your electricity bill is your rate and supplier. NYSEG continues to be responsible for delivery, billing, and repair services. Should service be interrupted, call NYSEG. You may opt-out at any time without any fee or penalty. If you change your mind after opting out, you will be able to opt-in again online. There are no fees to opt-in or opt-out of the program.

10. What if I don't want to participate?

Any household or small business receiving electricity supply from NYSEG may opt-out before the program starts with no penalty by: returning the opt-out reply card included in this mailing, or filling out a form posted on fingerlakescommunitychoice.com under "Electricity Supply", "Enrollment Change Form," or calling (585) 244-0244. Please be ready to provide the name and service address on your utility bill and the Pre Enrollment ID number from the opt-out card included in this letter.

11. Is there a fee for opting out of Finger Lakes Community Choice?

There are no fees or penalties for opting out.

12. If I exit the program after it launches, how will that affect my service?

Your service will not be interrupted and you'll be switched back to NYSEG supply service for the following billing cycle.

13. Am I eligible to participate if I'm on a budget or level billing program with NYSEG?

Yes, customers may participate in the program and remain on budget billing. There should be no change to the way NYSEG calculates the budget plan amount, except to reflect the program's fixed supply rate.

14. I have solar panels on my roof. Can I still participate?

Yes. Rooftop solar customers still need an energy supplier to provide excess power beyond what the rooftop system produces. If you do not opt-out, you will be enrolled in the program like any other customer and will pay a fixed rate for that excess power.

For additional information,
Email info@fingerlakescommunitychoice.com,
call (585) 244-0244
or visit fingerlakescommunitychoice.com

For questions regarding municipal participation:
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