

# Frequently Asked Questions

## KEY:



→ Community Choice Electricity Supply



→ Community Choice Solar

### 1. Does Finger Lakes Community Choice replace my utility?



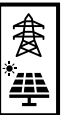
No. National Grid will continue to deliver reliable power, maintain power lines, and respond to service outages. As required by law, National Grid will provide the same service to all customers whether or not they are in this program. Participating customers will continue to receive one bill each month from National Grid, reflecting a change in supplier, supply rate, and/or the discount derived from solar credits.

### 2. How can I be sure my CCA program will provide energy reliably?



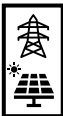
The program does not interrupt or change existing energy delivery systems. Electricity is a highly regulated industry that has many safeguards against service and supply interruption. The grid operator monitors the grid to ensure that sufficient power is always flowing. National Grid must continue to deliver electricity to all customers regardless of their supplier or their participation in community solar.

### 3. How does my CCA program affect me?



Unless they opt-out, all eligible utility account holders will be automatically enrolled in their municipal CCA program's default offerings. Participants may opt-out, at any time, without penalty. There are no fees to opt-in or opt-out of either program offering. Depending on eligibility, residential and small business energy consumers may automatically be enrolled in one, both, or neither program offering(s). National Grid continues to be responsible for delivery, billing, and repair services. Should service be interrupted, call National Grid. If you change your mind after opting-out, you may opt-in again online or by phone.

### 4. Am I eligible to participate if I'm on a budget or level billing program with National Grid?



Yes, customers may participate in the program and remain on budget billing.

### 5. Does participating in this community choice solar program impact any bill assistance programs (such as HEAP) that I may be participating in?



No, customers may participate in the program and remain on bill assistance programs, such as HEAP. Your participation will not impact your bill assistance status.

# Finger Lakes Community Choice

## 6. What is Community Choice Aggregation?



Community choice aggregation ("CCA" or "community choice") enables municipalities to join together to leverage the collective buying power of residents and dictate the terms of their energy contracts. By pooling local demand, municipalities can negotiate more favorable terms, decrease electricity costs, choose clean energy, increase consumer protection, select a default energy service company, support local renewable generation, and deliver the benefits of solar, or other renewables, to entire communities. Without CCA, the default energy supplier is chosen for consumers by the State. CCA shifts this authority to the local level, empowering municipal leaders. Finger Lakes Community Choice is a community choice program with two offerings, Community Choice Electricity Supply and Community Choice Solar.

## 7. What are the two community choice offerings?



The community choice electricity supply offering provides a new default fixed-rate 100% renewable electricity supply option. The fixed-rate contract was selected by your municipality and replaces your current variable rate supply option selected by the utility and the State.

The community choice solar offering provides guaranteed savings through credits (discounts) applied directly to your National Grid electric bill. Participation allows you to support the development of local renewable energy generation without installing solar, signing a contract, paying an additional bill or passing a credit check. Savings are not guaranteed if you participate in both the community choice electricity supply and community choice solar offerings.

## 8. What if I don't want to participate?



All eligible residents and small businesses may opt-out of either CCA offering before the program starts or at any point in the program with no penalty by: returning the opt-out reply card included in this mailing, filling out the form on [fingerlakescommunitychoice.com](http://fingerlakescommunitychoice.com) 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.

## 9. Is there a fee for opting out of or opting in to the program?



There are no fees or penalties at any time.

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



Your service will not be interrupted. If you opt-out of the supply offering, you'll be switched back to National Grid-supplied electricity at the market supply rate for the following billing cycle. If you opt-out of the community choice solar offering, you will no longer receive credits on your National Grid bill for supporting solar energy generation, passing up savings.

**11. Will I save money by participating in the community choice electricity supply offering?**



While our large customer base assures competitive bids from suppliers, fixed price contracts do not guarantee that rates will remain lower in any given month or save money throughout the contract term. Yet, fixed rate CCA programs in NY and other states have provided customers savings. These savings are not anticipated for the 100% Renewable Electricity Option.

**12. How do I save money by participating in the community choice solar offering?**



You receive solar credits for the amount of energy generated by your share of the solar farm. The net-value of those credits is applied directly to your National Grid bill, reducing your monthly electricity bill payment. There will be no second bill.

**13. I have my own solar panels or I am already enrolled in a community solar program. Can I still participate?**



You will NOT be automatically enrolled in and you cannot participate in the community choice solar offering, but if you are eligible, you can participate in the community choice electricity supply offering. Solar customers still need an energy supplier to provide excess power beyond what their solar system or solar farm produces. If you are eligible and you do not opt-out of the electricity supply offering, you will be enrolled in that program offering like any other customer, paying the CCA-negotiated fixed rate for that excess electricity.

**14. What if I receive my electricity supply from an alternate supplier (ESCO)?**



You will NOT be automatically enrolled in the community choice electricity supply offering. If you purchase your electricity supply from an alternate supplier and wish to participate in the Finger Lakes Community Choice CCA program, please fill out and submit the online enrollment form or call (585) 244-0244 to discuss your options. We highly recommend that you first check your supply contract

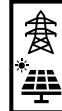
and contact your ESCO to determine if you'll be subject to an exit fee.

**15. What is the 100% Renewable Option for community choice electricity supply?**



The 100% renewable energy option consists of power matched with 100% Renewable Energy Certificates ("RECs") generated by hydropower, solar or wind energy registered in New York State. Using renewable energy dramatically reduces greenhouse gas emissions. However, customers may choose the Standard option or opt-out of the program at any time.

**16. Why are New York communities forming community choice programs?**



CCA creates opportunities for the:

- a. Potential to save consumers money
- b. Expansion of the use of clean electricity throughout NY State
- c. Support of the generation of clean energy within NY State
- d. Empowerment of local decision-making

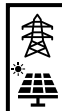
Increase in consumer protections with a program that has no additional charges or fees and requires no individual contracts. Contracts are held by the municipality, giving consumers flexibility to participate or not.

**17. Who manages the Finger Lakes Community Choice Program?**



Joule Community Power, a division of Joule Assets, Inc., has been selected to serve 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 spearheads community outreach and education, and to provide program support.

**18. How are the new default energy offerings selected?**



Joule works with the participating municipalities to identify program priorities. To select new default energy offerings, Joule conducts competitive bidding processes, soliciting responses from eligible New York State registered energy suppliers and solar farm managers. A community choice program only launches when a proposal meets the requirements identified by the program administrator and municipality. As a result of the process, an electricity supplier and solar farm manager(s) were selected by the participating municipalities.

**For Additional Information:**

Call (585) 244-0244 or email [info@fingerlakescommunitychoice.com](mailto:info@fingerlakescommunitychoice.com)  
Visit [www.fingerlakescommunitychoice.com](http://www.fingerlakescommunitychoice.com)