

# Finger Lakes Community Choice

Re: Issue Enrolling Your Electric Account with the Finger Lakes Community Choice program

September 23, 2021

Dear Finger Lakes Community Choice Participant,

You are receiving this letter because we want to inform you of an enrollment error that occurred when your electric account was enrolled with Constellation New Energy, Inc. (Constellation), the supplier serving the Finger Lakes Community Choice program. **To be clear, this enrollment error is of no fault of your municipal leaders. Once the issue is corrected your account will continue to be enrolled with Constellation, and no further action is necessary.**

If you chose to participate in the community choice solar offering, your solar farm subscription is **not** impacted by this enrollment error.

Joule Assets, Inc. (Joule) as the Finger Lakes Community Choice Program Administrator apologizes for any inconvenience or confusion that this error may have caused and are available to answer any questions you may have at **(585) 244-0244**. Please feel free to call or email us at [info@fingerlakescommunitychoice.com](mailto:info@fingerlakescommunitychoice.com). Joule takes these matters very seriously and apologizes for this error. Below are further details about the enrollment error that occurred and next steps.

## Here's What Happened:

When the program electricity supplier, Constellation, submitted your enrollment to National Grid, an incorrect enrollment ID# was used which resulted in your account being erroneously enrolled under "Constellation NewEnergy Inc, *Nelson Aggregation*" instead of the Finger Lakes Community Choice program. You likely received an enrollment notification letter from National Grid advising you that your account was switched to Constellation. Once we became aware of the issue, Joule and Constellation worked with National Grid to have the erroneous enrollment cancelled. By now you should have received a letter from National Grid confirming that your electric account was dropped from Constellation and returned to National Grid.

## Here's What Happens Next:

In order to rectify this issue, Joule and Constellation are working with National Grid to get the correct enrollment ID# in place so that your electric supply account can be correctly enrolled with Constellation as part of the Finger Lakes Community Choice program. Your electric supply account will be enrolled under the correct ID# within 2 – 3 months and you will receive an enrollment confirmation letter from National Grid when it has been completed. If you choose to opt-out of the program, that choice will be recognized for the life of the program and you will **not** be enrolled when the error is corrected. As a courtesy compensation for this error, you will be receiving a gift card in the mail for \$25.00. It will be from Constellation and should arrive in the next few weeks.

## Your electricity service, delivery, selected offering choices, and opt-out rights are not impacted:

While this enrollment error does impact the program start date, it does **not** impact your chosen fixed rate option, pricing, or the end date of the contract. If you do not wish to participate, you may opt-out of the Finger Lakes Community Choice program at any time with no fees or penalties by calling or visiting the Finger Lakes Community Choice website listed below.

## For more information or to change your enrollment status:

- Call the Finger Lakes Community Choice Team helpline at **(585) 244-0244**
- Visit [www.fingerlakescommunitychoice.com](http://www.fingerlakescommunitychoice.com)

Sincerely,

Joule Community Power

**¡Se habla español, también!** For translation services, please call our office at (585) 244-0244, Option 2. Para acceder a nuestros servicios de traducción, llame a nuestras oficinas, al (585) 244-0244 Opcion 2.

