



Dear Hamilton Township Aggregation Customer,

Welcome to your community's gas aggregation program. In this program, **Duke** remains your gas distribution utility, but you will buy your gas supply through the **Hamilton Township** aggregation program. Hamilton Township has chosen Direct Energy Services, LLC dba Direct Energy as the governmental aggregation supplier for your voter-approved natural gas program. As an eligible customer, **you will be automatically enrolled in the Hamilton Township aggregation program and do not need to take any further action to receive exclusive member pricing for your home or business** through the chosen supplier Direct Energy from your April 2024 meter read date and continuing until your April 2025 meter read date.

If you received this letter and you do nothing, you will be **AUTOMATICALLY** enrolled in the Hamilton Township aggregation program.

Your opt-out request must be postmarked by **3/18/2024** to avoid automatic enrollment in the program.

If you do not opt out, you will be enrolled in the Standard Offering at a price of **\$0.499 per Ccf**

### Program Details

Your price will be **\$0.499 per Ccf** from your **April 2024** meter read date until your **April 2025** meter read date. The program price is fixed until **April 2025**. This price stability makes the program different from Duke. With Duke service, your gas price fluctuates each month based on the month-end natural gas settlement price on the New York Mercantile exchange (NYMEX).

### Enrollment Options

You do not need to take any action to enroll in your community's aggregation program. However, if you decide not to participate, you must sign, date, and return the enclosed opt out form to Direct Energy via the enclosed postage paid envelope either by mail, by emailing [aggregationsupport@nrg.com](mailto:aggregationsupport@nrg.com) or by calling Direct Energy at 1-866-968-8065 by **3/18/2024**. If you choose to opt out of the program, you will be provided service from your utility at its standard rate until you choose to take service from a competitive supplier. We look forward to serving you.

### Your Relationship with Duke

- If you participate in the Hamilton Township aggregation, Duke will remain your gas utility. You will continue to receive your gas bill from them and call them for issues with your gas service. But you will see Direct Energy listed on the supply portion of your Duke Gas bill, and the Hamilton Township aggregation price will be used to calculate the supply charge on your bill.
- If you do not participate in the Hamilton Township aggregation, the supply charge on your Duke gas bill will continue to be calculated using the standard rate.

### Questions?

Call Direct Energy's Customer Care Center at **1-866-968-8065**. You are receiving this notice because you have the right to opt out at least once every two (2) years for natural gas without penalty. All eligible customers in member communities are automatically included in the program unless you opt out by **3/18/2024**. You may opt out at any time with no cancellation fee. All prices are exclusive of sales and other applicable taxes and utility charges.

Sincerely,

Hamilton Township

# OPT-OUT REPLY CARD



HAMILTON  
TOWNSHIP

Hamilton Township  
Aggregation  
Natural Gas

## Opt-Out Instructions

You do not need to take any action to participate in the Hamilton Township Aggregation. **If you DO NOT wish to participate, you MUST opt out.** To opt out by mail:

1. Sign and date this card.
2. Place the card in the enclosed envelope.
3. Drop the envelope in the mail.

This card must be signed by the Customer of Record whose name appears in the address on this card. The envelope must be postmarked no later than **March 18, 2024** to opt out of the program before being enrolled automatically. You may also opt out anytime after enrollment by phone at **1-866-968-8065** or email at **aggregationsupport@nrg.com**. There is no fee to opt out.

X \_\_\_\_\_

Signature

\_\_\_\_\_ Date



For Immediate Release:

**HAMILTON TOWNSHIP ANNOUNCES NEW SUPPLIER AND FIXED RATE FOR NATURAL GAS AGGREGATION PROGRAM**

**Hamilton Township, Ohio (February 27, 2024)** – Hamilton Township officials are pleased to announce that they have established a 12-month fixed-rate of \$0.499 per Ccf for natural gas for program members. The new rate will run from the April 2024 meter read, through March 2025, until the April 2025 meter read. Residents and small commercial customers can expect a letter from Direct Energy to arrive on the week of February 26th. The letter will explain the rate, terms and conditions of the offer.

The Township is pleased to make this rate available for our residents and small businesses. The fixed-rate will provide price protection and budget stability for the next year. As before, our program has no early termination fee.

Eric Burns, Director of Aggregation of Independent Energy Consultants, said, “Residents and businesses should carefully read their letter from Direct Energy. Residents in the Township who are currently participating in the program will receive an “opt-out” letter, and do not need to take any action to remain in the program. Residents who have not chosen a supplier and receive their gas supply from Duke will also receive an “opt-out” letter. If they wish to be added to the program, they should simply do nothing and they will automatically receive the new rate.”

We would like to remind you that the aggregation program is simply another option for you to consider, and it is important that you make yourself aware of the other options available to you, specifically:

- The Public Utility Commission of Ohio provides a list of other publicly available offers on their website, [www.energychoice.ohio.gov](http://www.energychoice.ohio.gov). Anyone considering those supply offers should be aware of any early termination penalties, fixed monthly charges, or automatic renewal provisions that can quickly offset any perceived savings. Our program includes none of the above.
- The utility’s supply rate, the Gas Cost Recovery rate (GCR), is a variable rate option. It follows monthly market conditions and trends up and down throughout the year.

Again, we would like to remind people that the program is simply another option for residents and small businesses to consider in their efforts to manage their energy costs.

The Township is pleased to have made this program possible but asks that you do not call the Township offices. They are not equipped to handle a large volume of calls. **Residents should contact Direct Energy toll free at 1-866-968-8065 if they have any questions.**



Phone: 330 995-2675  
 Toll Free: 888 862-6060  
 Fax: 800 574-4508  
[naturalgas-electric.com](http://naturalgas-electric.com)

**Natural Gas Governmental Aggregation Programs Frequently Asked Questions**  
 (Hamilton Township - Updated February 2024)

Program Rate	\$0.499/Ccf April 2024 – March 2025
Program Supplier	Direct Energy
Supplier Phone #	866-968-8065

**Whom do I call if I have a problem with my natural gas service?**

Duke Energy will continue to deliver your natural gas and maintain the pipeline system that brings it to your home or business. You will continue to call Duke 800-634-4300 for emergency repairs, gas leaks, service turn on or turn off, etc.

**Who is the natural gas supplier for the Township’s program?**

Direct Energy Services (Direct Energy) was selected to serve the Township as our program’s supplier from April 2024 through March 2025. Direct Energy is a registered supplier certified by the Public Utilities Commission of Ohio.

**What is my price for gas?**

Hamilton Township’s program provides a fixed rate of \$0.499/Ccf (\$4.99/Mcf) for natural gas supply. The new rate will run from April 2024 through March 2025.

**Will it cost me to join the program?**

No. Enrollment in the program is free and you need not take any action. You only need to be eligible to participate. Please refer to the eligibility criteria shown below.

**Who is eligible for the program?**

Eligible residents or businesses must be located within the unincorporated Township limits. Furthermore, they must have received an opt-out notice from Direct Energy. The criteria for member eligibility includes:

1. Your local utility company must be Duke Energy;
2. you must not have already chosen a natural gas supplier on your own;
3. you must be a resident or business owner located within the unincorporated Township limits;
4. you must not be a PIPP (percentage of income payment program) customer;
5. you must not be in arrears on your bill payment; and
6. you must not be a mercantile customer (natural gas commercial accounts using over 5,000 CCF/year)

**When does the program start?**

Customer switching takes place when meters are read. Therefore, your start date will depend on when Duke reads your meter. Your service from Direct Energy is expected to begin with your April 2024 meter read and continue for 12-months, through March 2025, until the April 2025 meter read.

**How long is the program?**

The Township’s governmental aggregation program can go on indefinitely. The current offer from Direct Energy is for one year and will end with your April 2025 meter read.

**What if I don’t want to participate?**

While most residents will remain in, and benefit from governmental aggregation programs, the choice is up to you. If you do not want to participate you will have 21 days in which to return a reply card to Direct Energy or call them toll free at 1-866-968-8065. If you fail to do that, Direct Energy will continue to serve you or enroll you as a new customer. Duke Energy will acknowledge the enrollment and send you a confirmation letter reminding you of the pending switch. That letter will mention that you can cancel the switch by contacting Duke within 7 days.



Phone: 330 995-2675  
Toll Free: 888 862-6060  
Fax: 800 574-4508  
[naturalgas-electric.com](http://naturalgas-electric.com)

**Will I get two bills?**

No. For your convenience, you will continue to receive only one bill from Duke. It will show Duke's delivery charges and the supply charge amount owed to Direct Energy.

**Can I remain on budget billing?**

Yes. If you are on budget billing you will remain on budget billing. Duke reviews the prior 12 months billing history on a rolling basis. Your new rate for supply would be factored in as the months go by.

**Can I exit this program without penalty?**

Yes. A very attractive feature of our program is your ability to leave free of charge at any time for any reason. There are several "formal" opportunities to take yourself out of the program. First, when an offer is presented you will have 21-days to opt-out by returning a card to Direct Energy or making a toll-free phone call. If you do not opt-out, Duke will then send to new members a confirmation notice giving you 7 more days to cancel the switch. Furthermore, by law, you will be able to leave without penalty at least every two years. There is also no penalty if you move during the program, or decide to cancel at any time. Simply notify Direct Energy.

**This sounds complex. Is the Township qualified to handle such a program?**

The Township has retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas and electricity - without using any taxpayer money. **They have designed, implemented, and administered similar successful gas and electric programs that impact over 100 communities across Ohio.** We will have their assistance and that of Direct Energy throughout the program.

**Does the Township benefit from the program?**

Yes. Our eligible Township-owned facilities can be included in the program.

**These FAQs help but I still have a question?**

If you have additional questions please call Direct Energy at 1-866-968-8065. For general information on natural gas deregulation in Ohio, you can also visit the Web Sites of the Ohio Consumers' Counsel ([www.occ.ohio.gov](http://www.occ.ohio.gov)), or the Public Utilities Commission of Ohio ([www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)). **Please do not contact the Township offices. We are pleased to have made this program possible, but are not prepared to handle calls.**