

FREQUENTLY ASKED QUESTIONS

Community Choice Aggregation (CCA)



1. What is Community Choice Aggregation (CCA)?

Community choice aggregation (CCA) programs empower municipalities to select 100% renewable electricity for their residents and small businesses, at a fixed and lower price. CCA programs enable participating communities to work together to purchase electricity supply in bulk. Aggregating consumers on a large scale creates the buying power necessary to secure more favorable energy supply rates and designate renewable generation sources.

2. Why are New York cities, towns and villages forming or joining CCAs?

CCA is a powerful means to: (1) Save money by providing a fixed, lower electricity rate for a specific period of time, (2) expand the use of 100% clean electricity generated within New York State, and (3) increase consumer protection with a program which has no additional charges or fees and requires no contract, paperwork or exchange of information. The contract guaranteeing the fixed rate is held by the municipality, giving consumers flexibility to participate or not.

3. Who administers the program?

Joule Assets (Joule) has been selected as Program Administrator by each participating municipality, and has been authorized to serve in this capacity by the New York State Public Service Commission (PSC).

4. Does my CCA program replace my utility? No.

Your local utility continues to deliver power, maintain power lines, and respond to service outages. Furthermore, the utility company is required by law to provide the same customer service to consumers, regardless of whether they

participate in the CCA program. Customers will continue to receive their monthly bill from their utility company; however the bill will reflect the new energy supplier and supply rate.

5. How does my CCA program procure power?

To select a supplier Joule conducts a competitive bidding process, soliciting responses from eligible registered New York suppliers.

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

Electricity is a highly regulated industry that has many safeguards against service and supply interruption. The "grid operator" (called the NYISO) monitors the grid to ensure that power is always flowing. The utility, as the "provider of last resort," must serve customers if a supplier has not provided sufficient power to meet demand.

7. Will I save money by participating in the program?

Program rates are fixed below the previous 12-month average utility rate. However, while our large customer base assures competitive bids from suppliers, fixed price contracts, by nature, do not guarantee that rates will be lower in any given month or save money through the contract period.



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8. How does the enrollment process work?

Residential and small commercial customers (those not charged for peak demand) who receive electricity supply from the local utility are automatically enrolled in the CCA program. Resident or small businesses under contract with a third-party electricity supply company (ESCO) are not automatically enrolled. If these consumers want to participate in their community's CCA program, they should check their existing supply contracts for its expiration date and any early termination penalties. Those who terminate supply contracts with their ESCO, may "opt in" to, or enroll in, the program.

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

It is absolutely your choice. Any household or small business receiving energy supply from the local utility may opt out of the CCA at any time, and with no penalty, by filling out an online form on your CCA program's website or by calling us at 845-859-9099. Be prepared to provide the name and service address on your utility bill.

10. Is there a fee for opting out of the program?

No, there is never a fee or penalty for opting out.

11. If I opt out after the contract has taken effect, how will that affect my service?

Your service will not be interrupted, and you'll resume receiving supply from the utility at the end of the following billing period.

12. Does my CCA program supply "green" power?

Yes. Partner municipalities can select 100% renewable power supply as the default option for their residents and small businesses. However, customers may choose to switch supply options at any time.

13. What's the 100% renewable energy option?

Currently, our renewable energy option is 100% renewable power matched with Renewable Energy Certificates ("RECs") and generated in New York State by hydropower, solar energy, or wind energy. Using electricity generated by hydropower, solar, or wind energy, dramatically reduces greenhouse gas emissions. We can celebrate our contribution to cleaner air and cleaner water.

14. How does CCA work with community solar?

CCA and community solar programs work together to reduce both electricity costs and carbon emissions, even more than either program does on its own. CCA is a statewide initiative that allows municipalities to pool local electricity demand in order to negotiate lower electricity rates and better terms on behalf of their residents. CCA also empowers municipalities to designate generation sources— including renewable energy. Community solar requires active enrollment and may be layered on top of CCA to maximize electricity bill savings or implemented without CCA. Community solar also supports the creation of local renewable generation infrastructure.

15. My community is not a part of a CCA, can I still sign up for the community solar program?

Yes. You can sign up for community solar regardless of whether you participate in a CCA program. Visit joulecommunitypower.com to see if you are eligible.

Your town is leading the way to a greener and cheaper energy future

