



Community Choice Aggregation (CCA) FAQs for Residents

If you have a question that isn't answered below, please contact us at:
megaCCAteam@energynext.com or 518.533.5399

Q. What happens with my current utility?

A. Your electric bill has two main sections, delivery and supply. With a CCA you will still pay the delivery portion of your bill to your utility (e.g. NYSEG), see example bill. The delivery portion includes charges to deliver electricity to your location, to maintain infrastructure and address electricity outages.

Q. How do I know if the utility is my electric supplier?

A. Your electric bill has two main sections, delivery and supply. Check the supply portion of your bill to see if it lists the name of a company that is different from your utility, see example bill. If you receive two bills for your electric supply you have already selected a supplier other than the utility. If you are still not sure, contact us and we'll help you out.

Q. Can I join (opt-into) the CCA if I already selected a company other than the utility?

A. Yes, you can opt-into the CCA, but if you signed a contract for a certain length of time there may be a fee to terminate that contract. Please reach out to us and we can help you join the CCA. Not sure if you have a contract with a termination fee? Contact us and we'll help you figure it out.

Q. Can I participate?

A. To get the benefits of CCA you must:

- live within a city, town or village that is participating in the Program,
- receive your electricity supply from NYSEG,
- be a resident or small business (usually using less than 2,000 kWh/month) and,
- not have a block on your account.

If you meet these 4 criteria, you will automatically be included in the CCA. Customers with day/night or time-of-use rates will not be automatically included in the Program. The CCA Program is compatible with budget billing, community solar and rooftop solar.

Q. What if I don't want to participate in the CCA?

A. CCA is all about choice and you have the opportunity to opt-out. If you are automatically eligible to participate in CCA you will receive an opt-out letter with details on how to opt-out via mail, phone or online. You have 30 days to opt-out.

Q. What if I don't opt-out within 30 days?

A. If you don't opt-out within 30 days you will be switched to the CCA. You are still able to return to NYSEG for your electric supply at any time without a penalty. It will take 1 to 2 billing cycles to return to NYSEG.

Q. What if I move?

A. If you move to another community participating in CCA you are able to join that group for the remainder of the Program term.

Q. Where does the electricity come from?

A. Unless a community specifically requests the source of the electricity it will be generated from a variety of fossil fuel and renewable resources, which could include natural gas, hydro and nuclear. Some communities selected a CCA supplied by 100% renewable electricity.

Q. Can I get renewable electricity through the CCA?

A. Yes. Some communities selected a CCA supplied by 100% renewable electricity. Residents and small businesses can opt-up to 100% renewable electricity, though it does cost a small amount more. Residents and small businesses can also opt-down into a standard grid mix if your community selected 100% renewables.

Q. What electric suppliers serve CCAs?

A. Third-party electric services companies, ESCOs, compete to win the business of the CCA by responding to a Request for Proposal (RFP).

Q. How can an ESCO offer a better rate than my utility?

A. Utilities must purchase electricity as it's used and pass through the cost to the customer. ESCOs can purchase hedges and other financial transactions allowing for more purchase options that can result in lower prices.

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Example: Residential Electric Bill

Your electric bill includes two main types of charges:

- 1. Delivery
- 2. Supply

With CCA:

- 1. Delivery: NYSEG will still be responsible for power outages and maintenance
- 2. Supply: best value was selected

JOHN DOE
Account Number: 0000-0000-000
Statement Date: February 21, 2014

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345
 NYSEG DETAILED ACCOUNT ACTIVITY Page 3 of 5

Electricity Service - Residential
 Electricity Rate - 12001 NYSEG Supply Service Service from: 01/18/14 - 02/18/14
 PoD ID: N01000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/18/14	40500 A	01/18/14	39892 E	708	708 kwh	32 days

Type of read: A - Actual, E - Estimate, C - Customer, R - Remote and N - No read

Electricity Delivery Charges				
Basic service charge				15.11
Delivery charge	708 kwh	@	0.0333	23.58
Transition charge	708 kwh	@	-0.01043563	-7.39
Revenue decoupling mech	708 kwh	@	-0.002816	-1.99
Reliability support svcs. chg	708 kwh	@	0.001934	1.37
NY state assessment	708 kwh	@	0.001418	1.00
SBC/RPS charge	708 kwh	@	0.005891	4.17
Subtotal Electricity Delivery				\$35.85

Electricity Supply Charges				
Supply charge	708 kwh	@	0.06276665	44.44
Merchant function charge - Jan	309 kwh	@	0.003689	1.14
Merchant function charge - Feb	399 kwh	@	0.003413	1.36
Subtotal Electricity Supply				\$46.94