



The City of Lake Forest Electric Aggregation Program

Frequently Asked Questions

Introduction

The City of Lake Forest has approved a 36-month agreement with MC Squared Energy Services, LLC (mc²) to resume its electrical aggregation program. Participating residential and small business customers will **not pay more than the ComEd monthly published rate** while providing Lake Forest an annual Civic Contribution of \$90,000 that will help support our specific goals and objectives such as increased renewable energy use and support for local sustainability programs. This Civic Contribution is created by supplying some, but not all, of Lake Forest's residential and small business customers with electricity from mc² rather than ComEd.

How to Participate

You are not required to do anything to participate in the Electric Aggregation Program. Unless you act to the contrary, mc² will **automatically enroll you** in the type of service that is most advantageous to our electricity aggregation program. There are no phone calls or door-to-door solicitations.

Frequently Asked Questions

What is The City of Lake Forest's electricity aggregation program?

Under this program six communities have banded together to combine their electricity purchases under a bulk contract with mc². This large scale purchasing of electricity results in savings that come in the form of rebates from the utilities that are sent to each participating community. In Lake Forest, these rebates will be used to fund energy saving investments.

Since 2009, Illinois state law allows municipalities to arrange for the provision of electricity to residential and small commercial retail customers by alternative electric suppliers (i.e. suppliers other than ComEd). This process is known as electricity load aggregation. Electricity is still *delivered* by ComEd, which remains responsible for customer service, such as billing and outage response.

The City of Lake Forest approved an electricity aggregation program by referendum in March 2012. The City joined with other municipalities in the North Shore Electricity Aggregation Consortium to operate the program from 2012 through 2017 and provide lower electricity rates to

residents. In 2017, the City paused its aggregation program when it could no longer guarantee residents would save money compared to ComEd's default rate. Aggregation did not become economical again until recently, and mc² was selected by the Consortium in early 2021 through a competitive bidding process open to all Illinois electricity suppliers.

What is the price/rate for electricity through the aggregation program?

mc² guarantees that eligible customers participating in the program will pay the exact same rate as the ComEd default rate, which fluctuates monthly. [More information about the ComEd default rate is available here.](#)

Is there an enrollment or switching fee?

No. There are no enrollment or switching fees.

Is there an early termination fee?

No. There is no termination fee; you are only obligated to pay for services rendered under the contract until your service is terminated. You may cancel at any time by calling mc² at (855) 697-0286, Monday through Friday, 8 a.m. to 5 p.m.

Will someone else now bill me for my electricity usage?

No. You will continue to receive a single bill from ComEd each month. "MC Squared Energy Services" will be designated as your supplier in the "Supply" section of your ComEd bill. ComEd will continue to bill you for distribution services and taxes. Payments should still be sent to ComEd at the address provided and how you pay your bill will not change. There is no impact to ComEd services such as Budget Billing, Peak Time Savings and/or financial assistance.

Who should I contact regarding problems with my electric service?

ComEd will continue to be responsible for the delivery of service to you, power outages and all emergencies, regardless of your electric supplier. Residential customers should contact ComEd at (800) 334-7661 for assistance with meter readings, outages, voltage or other delivery-related concerns.

Will my electric service be disrupted when I switch?

No, there will be no disruption in service. You will continue to receive the same electric service through the same transmission and distribution system currently operated by ComEd. The switch to mc² is seamless.

What happens at the end of the program term?

If The City of Lake Forest decides to end the program at the end of the contract term (in three years), all accounts served by mc² will be returned to ComEd service or the City may select a different supplier to administer the program.

Letters and Solicitations

I received a letter from mc². What does it mean?

mc² is required by law to send letters to all eligible participants to notify them of the new agreement terms and to provide them with the option to "opt out" or "opt in" before Lake Forest enrollments become effective in October. If you take no action, you will be enrolled in the energy supply arrangement (whether through mc² or ComEd) that is most advantageous to our electricity aggregation program.

What do I do if I receive a letter saying I am remaining on ComEd service?

This is normal and part of the program. If you received this letter, it is either because:

- You participate in a program such as hourly pricing, net metering (for solar panels), or community solar where your pricing or participation may change if you move to mc²; or,
- mc² does not believe it can supply energy for your account more efficiently than ComEd.

You are still supporting our electricity aggregation program even if you remain on ComEd service.

How do I opt in?

Unless you act to the contrary, mc² will **automatically enroll you** in the type of service that is most advantageous to our electricity aggregation program. **No action is necessary.** If you were not moved to mc² service but you wish to explicitly opt-in to have mc² serve as your electric provider, you must take action to enroll. Visit mc2energyservices.com/special (enter promo code Lake Forest) or call (855) 697-0286, Monday through Friday, 8 a.m. to 5 p.m. If you wish to enroll, you will never pay more than the ComEd rate. There are no enrollment or early termination fees.

How do I opt out?

Unless you act to the contrary, mc² will **automatically enroll you** in the type of service that is most advantageous to our electricity aggregation program. **No action is necessary.** If you received an opt-out letter but do not wish to have mc² serve as your electric provider, you must take action. You received a postage-prepaid reply card with your opt-out letter that you can return to mc². You may also call (855) 697-0286, Monday through Friday, 8 a.m. to 5 p.m. or e-mail LakeForest@mc2energyservices.com. The deadline to opt out is September 7, 2021. However, if at any time you wish to return to ComEd service, there is no termination fee.

How do I know if this is a real letter from the aggregation program?

You can view sample copies of the **opt-in** and **opt-out** letters. There are many different reasons why you may receive an opt-in letter, and so the exact language will vary to match your situation.

Someone came to my door or called me asking me to switch power suppliers.

MC Squared Energy Services, LLC (mc²) is the only vendor endorsed by The City of Lake Forest. Any solicitor who comes to your door or calls asking you to switch to a new supplier is **not** associated with The City of Lake Forest's Electric Aggregation Program, mc² or ComEd.

Marketers may visit your home or call you with the goal of switching you to a different electricity supplier. Some of these marketers may be aggressive and may misrepresent themselves to you, offering a "utility rebate program" that could result in your electricity supply being priced much higher than the ComEd rate after a short-term "teaser" rate. The Illinois Attorney General recently negotiated a \$2.65 million settlement with a retail energy marketing company based in part on allegations of aggressive marketing claims.

Here are some simple steps that you can take to avoid becoming a victim of an energy scam:

- Do not give your ComEd bill to anyone at your door.
- Do not tell anyone your ComEd account number at the door or by phone.
- Don't say "yes" to a marketer calling, even if they ask you if this is your name or any other similar question.
- Call the police if you think someone is trying to scam you.
- Do not be pressured. Just shut the door or hang up!
- Place a "No Solicitors Invited" sign on your door.

Sustainability

Is the energy provided by mc² renewable?

Both [ComEd](#) and [mc²](#) purchase all of their energy wholesale from PJM Interconnection, which is a regional power grid that serves all or part of fourteen states in the northeastern United States. Both companies report the same mix of energy sources including the use of renewable and nuclear energy. The City of Lake Forest may use some or all of the Civic Contribution generated by your participation to purchase renewable energy certificates (RECs) that represent increased usage of renewable resources in Lake Forest's electricity consumption.

What are Renewable Energy Certificates (RECs)?

The City of Lake Forest may use some or all of the Civic Contribution generated by your participation to purchase Renewable Energy Credits (RECs) on behalf of the community. A REC represents the environmental benefit of 1 megawatt hour (MWh) of renewable energy supply that offsets the electricity supplied into the local power grid from non-renewable sources. For example, the renewable energy generated from a regional wind farm could be credited with one green energy credit for every 1,000 kWh of electricity produced. That electricity is then routed to the regional power grid, at which point a REC is sold by the wind farm. The City could purchase RECs to offset a portion of the community's cumulative electricity usage. Any RECs purchased by the City will be from a renewable generation location located within the Midwest, including: Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota or Wisconsin.

How will The City of Lake Forest use the Civic Contribution?

The City of Lake Forest is expected to receive \$90,000 annually for operating the aggregation program. The Funds may be used to advance local sustainability initiatives and other goals established by each community. Examples include converting municipal fleets to electric vehicles, integrating sustainability features into infrastructure projects, studying rooftop solar on municipal facilities, or providing general revenue to support broader community projects.

As stated, The City may also use these funds to purchase renewable energy certificates (RECs) that increase the representation of renewable resources in Lake Forest's electricity consumption. The City estimates that, based on current rates:

Estimated Annual KWh of RECs	60,000,000 kilowatt-hours of electricity
is equal to the carbon emissions from	
Gallons of gasoline consumed	4,784,623 gallons (563 tanker trucks)
-or-	
Pounds of coal burned	46,997,703 pounds (235 railcar loads)

-or-	
Annual <u>electricity</u> usage by X homes	7,724 homes
<i>Figures are estimates based on current market rates for RECs and published EPA greenhouse gas equivalency data for electricity usage.</i>	

The City may also pursue designation as a [Green Power Community](#) by the U.S. Environmental Protection Agency based on its decision to purchase RECs using the Civic Contribution through this program.

Is Community Solar also part of the aggregation program?

No, Community Solar and Aggregation are two separate City programs; however, they are both operated by mc². The City of Lake Forest also has a Community Solar program that allows participants to save 20% on their energy supply costs through net metering credits. You can learn more at cityoflakeforest.com/communitysolar. Community Solar participants need to stay on ComEd’s default supply to receive the best savings and will not be enrolled in the aggregation program.

For More Information

- Visit pluginillinois.org. This website is operated by the Illinois Commerce Commission, which is Illinois’ state electricity regulator.
- Email mc² at LakeForest@mc2energyservices.com
- Call (855) 697-0286, Monday through Friday, 8 a.m. to 5 p.m.