

## ERC Electric Program Frequently Asked Questions and Answers

### Who Can Participate in The ERC Electric Program?

ERC member and non-member area organizations and their employees in the electric territories of Ohio Edison, Toledo Edison, & Illuminating Company.

### What is the Discount?

Businesses will receive 5.75% off the generation and transmission portion of your electric bill through May, 2011. The generation portion is the actual electric usage or KWH (kilowatt hours). Generation is typically 60% of the total electric bill. (Note: the other portion is for transmission & distribution)

Residential: 10% off the Price To Compare (PTC) through December 2009, 5% off in 2010.

### What is the Price to Compare?

The Price to Compare or PTC is the price per kilowatt-hour (kWh) your local electric company will charge for the generation part of your electric service.

### How Do I Enroll?

Online enrollment [www.fes.com/erc](http://www.fes.com/erc) or by fax (888) 820-1416

### Can I Enroll My Home and Business?

Yes, and you may extend this to your employees for their homes.

### Are There Fees to Enroll?

No. ERC and FirstEnergy Solutions do not charge any fees to enroll in the program, nor are there monthly fees.

### What is a Large User?

Typically customers that have a monthly bill of \$8,000 or greater or to be more technical, a peak demand 199 kW or greater.

### Are there cancellation fees?

There are no cancellation fees if you move or close your business. If you choose to leave the program for a different reason, residential customers are subject to a \$25 cancellation fee and commercial customers are subject to a \$75 cancellation fee.

### Does this Impact My Current Service?

No the utility company is still responsible to ensure consistent, appropriate delivery and service. *(This applies to electric & gas)*

### How Will Enrollment in the Program Affect My Electric Bill?

You will still receive one bill from FirstEnergy, as usual. The only difference will be on the first page of you bill under the section where the bill states "Generation Supplied by" FirstEnergy Solutions will be listed as the Supplier and the bill will provide a customer phone number for FirstEnergy Solutions.

### When I join this Program, who will deliver my power, read my meter and respond to emergencies, such as power outages?

Ohio Edison, The Illuminating Company, or Toledo Edison, the local electric utility, will still be responsible for the distribution of power to your home. Since your local electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage. Your local utility will provide the same service it always has.

### What is the Difference between FirstEnergy and FirstEnergy Solutions?

FirstEnergy Solutions (FES) is an unregulated subsidiary of the utility FirstEnergy. This means that FES can compete with other suppliers and offer different prices than FirstEnergy.

### Where will I find the ERC Discount on My Bill?

The third page of the customer bill will have a box entitled "Charges from FirstEnergy Solutions Corp this billing period." This will show your decreased rate per kWh.

### Where do I find my Customer Number on my electric bill?

The Customer Number is located on page three of your utility bill. It always begins with the numbers "08" and is twenty digits.