



## FREQUENTLY ASKED QUESTIONS



### 1. What is Rochester Community Power?

Rochester Community Power is a Community Choice Aggregation (CCA) program serving the City of Rochester. Through Rochester Community Power, the City of Rochester has pooled local electricity demand to leverage the collective buying power of residents and small businesses. CCA is a powerful means to secure fixed rates, support the generation of clean energy in New York State, and protect consumers through a program with no additional fees that gives residents the flexibility to participate.

### 2. Who manages the Rochester Community Power Program?

Joule Community Power, a division of Joule Assets, Inc., has been selected as Program Administrator by the City of Rochester. Joule Assets has been authorized by the New York State Public Service Commission to serve in this role. Joule spearheads community outreach and education, and provides program support.

### 3. Does Rochester Community Power replace my utility?

No. RG&E will continue to deliver reliable power, maintain power lines, and respond to service outages. As required by law, RG&E will provide the same service to all customers regardless of whether they are in the program. Customers will still receive one bill each month from the utility, reflecting a change in the cost of the electricity and the name of the supplier.

### 4. What is the 100% Renewable Option?

The program's 100% renewable energy option consists of power matched with 100% Renewable Energy Certificates ("RECs") generated by hydropower, solar or wind energy registered in New York State. Using renewable energy dramatically reduces greenhouse gas emissions. We can celebrate our contribution to cleaner air and cleaner water. However, customers may choose to opt-out of the program.

### 5. Does Rochester Community Power replace a current energy service company (ESCO) agreement?

No. If you are a resident or small business currently under contract with an energy service company (ESCO), you should not have received this letter. If you have received this letter, you should confirm an agreement is still in effect. If you are not under contract with an ESCO and would like to join the Rochester Community Power program, please contact us at (585) 244-0244 or visit [rochestercommunitypower.com](http://rochestercommunitypower.com) and fill out the CCA Enrollment/Change Form on the homepage.

### 6. How was the energy supplier chosen?

Joule Assets administered a competitive bidding process on behalf of the City of Rochester, soliciting responses from qualified New York registered suppliers. As a result of the process, Constellation NewEnergy, Inc. was selected by the City of Rochester as the supplier for the current contract, ending in August 2023.

### 7. How can I be sure that Rochester Community Power will provide energy reliably?

This program designates sources of electricity supply, but does not interrupt or change existing energy delivery systems. Electricity is a highly regulated industry that has many safeguards against service and supply interruption. The grid operator monitors the grid to ensure that sufficient power is always flowing. RG&E must continue to deliver electricity to all customers regardless of their supplier.

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**8. Will I save money by participating in Rochester Community Power?**

Rochester Community Power rates are fixed for the term of the contract. While our large customer base assures competitive bids from suppliers, fixed-price contracts do not guarantee that rates will be lower in any given month or save money throughout the contract period. Yet, fixed-rate municipal programs in NY and other states have provided customer savings. You are free to exit the program at any time with no fees or penalties.

**9. How does Rochester Community Power affect me?**

Unless they opt-out, all eligible homeowners and small businesses are automatically enrolled. The only thing that changes on your electricity bill is your rate and supplier. RG&E continues to be responsible for delivery, billing, and repair services. Should service be interrupted, call RG&E. You may opt-out at any time without any fee or penalty. If you change your mind after opting out, you will be able to opt-in again online or by phone. There are no fees to opt-in or opt-out of the program.

**10. What if I don't want to participate?**

Any household or small business receiving electricity supply from RG&E may opt-out before the program starts with no penalty by any of the following means:

- (1) returning the opt-out reply card included in this mailing, **OR**
- (2) filling out the Enrollment/Change Form on the [www.rochestercommunitypower.com](http://www.rochestercommunitypower.com) homepage **OR**
- (3) calling (585) 244-0244

Please be ready to provide the name and service address on your utility bill and the Pre Enrollment ID number from the opt-out card included in this letter. If you participate in the Program and later change your mind, you may exit the program at any times with no fees or penalties.

**11. Is there a fee for opting out of Rochester Community Power?**

There are no fees or penalties for opting out at any time.

**12. Why is the opt-out card return address in Texas?**

The selected supplier, Constellation, supplies customers not only in NYS, but in more than 15 states. They process the mailed in opt-out cards at their Texas location. The 100% renewable energy supply selected is matched by 100% Renewable Energy Credits generated in New York State.

**13. If I exit the program after it launches, how will that affect my service?**

Your service will not be interrupted and you'll be switched back to RG&E supply service for the following billing cycle.

**14. Am I eligible to participate if I'm on a budget or level billing program with RG&E?**

Yes, customers may participate in the program and remain on budget billing.

**15. I have my own solar panels on my property or I participate in community solar. Can I still participate the Rochester Community Power Program?**

Yes. Solar customers and community solar subscribers still need an energy supplier to provide excess power beyond the production of their solar system or their community solar allocation. If you do not opt-out, you will be enrolled in the Program like any other customer and will pay a fixed rate for that excess power.

**For additional information,  
Email [info@rochestercommunitypower.com](mailto:info@rochestercommunitypower.com)  
Call (585) 244-0244**

**or visit  
[www.rochestercommunitypower.com](http://www.rochestercommunitypower.com)**