

Frequently Asked Questions



- 1. What is a Government Energy Aggregation program?**

A municipality has the ability to pool together the usage of all their residents to obtain a lower energy supply price than what the Local Distribution Company is currently charging. If they get a lower price, they can then offer it to all their residents.
- 2. Who oversees the Government Energy Aggregation process?**

The NJ Board of Public Utilities, the Rate Counsel and the Division of Community Affairs all play a part in overseeing the Aggregation programs in New Jersey. Commercial Utility Consultants has to work with them when setting up and running the program.
- 3. Is my municipality the only one in New Jersey doing an Aggregation Program?**

No. While the program is relatively new, July of 2012, there are a numerous municipalities in New Jersey that have already established the program and many more are getting started.
- 4. What information will I receive about the program?**

Aside from public meetings and advertising, you will receive at least 2 letters. One is your official Opt Out letter and it provides the details such as the new rate, term, chosen supplier and the deadline for opting out. The second is a confirmation letter from the utility company stating you have elected to remain in the program and the date you will be switched over.
This is a form letter stating you have chosen to switch even though the program was chosen by your municipality as a benefit to you. You may disregard this letter.
- 5. Is Commercial Utility Consultants (CUC) or Concord Energy Services (CES) an energy supplier?**

No. They are an independent consultant that works with all the energy suppliers licensed to do business in New Jersey by the BPU to obtain the energy contract and work through the process to put the Aggregation program in place for your municipality.
- 6. Are the people knocking on my door asking about my electric bill a part of this program?**

No, no one associated with CUC/CES or the "winning supplier" will be knocking on your door. CUC/CES & "winning supplier" are the only companies associated with running the aggregation program for you and your municipality
- 7. Is there a fee to be a part of the program?**

No, there are no fees or penalties.
- 8. Do I have to be in this program?**

No. You can opt-out by calling 844-275-0700 or by returning the bottom portion of the Opt-out letter.
- 9. Will I be penalized if I do not become a part of the program?**

No, there will never be a fee or penalty. If you do not want to be a part of it you are free to stay with your Local Distribution Company or choose your own Third Party Supplier.
- 10. Is there a fee if I leave the program after it starts?**

No, there will never be a fee or penalty for a resident to leave the program, even after it starts.
- 11. Is the price a "teaser" price that will go up after I am a part of the program?**

No. Your price will always be below or at a minimum equal to the default rate.
- 12. Am I going to have to pay more than one bill if I am a part of this program?**

No, you will continue to pay one bill directly to your local utility company.
- 13. Will budget billing be offered as part of this program?**

No, the Budget program is based on a 12-month history, and this initial term of the program is only for 8 months. Those who are currently on the Budget Billing plan will NOT automatically be enrolled in the program; however, they can participate should they choose to do so, by opting into the program.
- 14. If I have solar panels, can I be a part of this program?**

At this time, the suppliers are not able to process the net metering portion of the solar credits and we recommend you opt out of the program to avoid losing your credits.
- 15. Who will now read my meter?**

Your local utility company will still be reading your meter.
- 16. Who do I call with service questions or questions about my bill?**

You will continue to call your local utility company just like you always have.
- 17. Who do I Call if my electric goes out?**

You will still call your local utility company.
- 18. Can my information be sold to advertisers or energy companies?**

No. Your information, including your account number, is confidential and can only be used to set up the program your municipality has set up.