



## Frequently Asked Questions

**1. Why am I hearing about so many promotions regarding electric energy savings?**

Illinois chose to de-regulate electric energy over 10 years ago and eliminate ComEd's monopoly on providing electricity. This created a market for Alternative Retail Electric Suppliers (ARES), who could supply electricity at competitive prices, which are much lower than ComEd's prices. Currently ComEd is locked into contracts that keep its electricity prices significantly higher than competitors. Most commercial entities are already using an alternative supplier. The residential market represents a great sales growth opportunity for these companies, but is much harder to build awareness in this market. So you are seeing the variety of ways that these companies are trying to reach consumers. It's expected that ComEd's prices will go down in June, but they will still be higher than what the ARES are already offering.

**2. I am a Hinsdale resident and have heard that my village is looking at entering into an electricity aggregation deal that will lower costs. What is this and what happens if I sign up with Nordic Energy and then decide that I would prefer to be part of the village aggregation?**

The Village of Hinsdale has agreed to put a referendum on the March ballot asking voters if they wish the village to enter into a contract with an electricity supplier to supply electricity for all the residents in the village. If this passes, residents who are currently receiving the electricity supply from ComEd will be asked if they want to participate in the aggregation, if they do not respond, then they will automatically have their electric supplier become the company that has the contract with the village. If the referendum passes, it is unlikely that the aggregation would happen before August or September. If you sign up with Nordic Energy, you will start receiving lower prices much sooner. These prices will be comparable to what the aggregator will offer. On top of that, your contract will generate a contribution from Nordic Energy to the District 181 Foundation every month it is in force. If you decide that you want to participate in the village aggregation, your cancellation fee would be \$50.

**3. I'm a Burr Ridge resident and received a letter from our village offering an opportunity for savings. What is this all about?**

This is a marketing opportunity that is not much different than what is being offered by Nordic Energy through the District 181 Foundation. If you do nothing, then you will continue to be a ComEd customer. The big difference is that if you take to Nordic Energy offer, you will be supporting our schools.

**4. Is anything happening in Clarendon Hills or Oak Brook related to electric energy aggregation?**

At this point, we are not aware of any village-wide programs or offers in Clarendon Hills or Oak Brook.

**5. I have seen articles that say that prices will be lower and that I should wait to make a change. Should I wait?**

ComEd's prices in the future will most likely move down, but you can achieve savings now by switching to Nordic Energy. Nordic offers a custom price to maximize your savings. They obtain electricity from multiple sources to make sure the energy provided is purchased at the lowest market cost. Most competitors are locked into only one supply source with no leverage. If you switch today, you'll start saving more quickly.

**6. Why should I go with Nordic Energy now?**

You will start saving sooner and you'll be helping our schools at the same time. Nordic Energy is a local company, located in Oakbrook Terrace. They service thousands of residential, commercial and industrial accounts throughout Illinois and Northwest Indiana by providing exemplary service and affordability.

**7. What happens if I want to switch to a different supplier before my contract is up?**

You will be required to pay a \$50 cancellation fee.

**8. If I no longer purchase energy through ComEd, who will be responsible if the power goes out?**

ComEd still remains responsible for maintain the power lines and is who you would call for all service needs and any questions you have on your bill.

**9. If I switch to Nordic Energy, do I have to call ComEd to cancel my account or redo my autopay option?**

Once you accept the contract, Nordic Energy will take care of the rest. They will contact ComEd and take care of the switch. You will still receive your bill from ComEd, so any payment options you have in place will remain. The only change that you will see is in the first section of the bill. It will list Nordic Energy as your electricity provider.

**7. I am a renter. Can I still participate?**

Yes, if you are receiving an electricity bill, then you can participate.

**8. What happens if I move before the contract is over?**

Nordic will continue to serve your account on a month to month basis.

**9. Do you need to live within District 181 boundaries to participate in this promotion?**

No, anyone in Illinois and northern Indiana who is currently a ComEd customer can participate. All you need to do is use the promotion code "D181" and you'll start saving money and supporting our schools at the same time.

**10. How do I switch to Nordic Energy?**

Have a copy of your current ComEd bill available and go to <http://rez.nordicenergy-us.com>. Click the button for a custom quote and be sure to enter "D181" as your promo code. After you see your quote, you will have the option of accepting or declining the contract. Once you accept the contract, Nordic Energy will take care of the rest.

**11. Who do I call if I have questions regarding the Nordic Energy Residential Savings Program?**

If you have any questions regarding the program, please call Nordic Energy at 1-855-667-3421 and they would be happy to answer any questions that you may have.

**12. Where can I go to get more information on electric de-regulation?**

More information is available on the Illinois Commerce Commissions web site <http://www.icc.illinois.gov/>.