

Natural Gas Aggregation Program Pause Frequently Asked Questions (FAQ)

The City of Cincinnati's Natural Gas Aggregation Program provides natural gas for 55,000 residents and small businesses. The contract with the current supplier, Constellation, concludes at the end of March. The City of Cincinnati is in the process of selecting a new supplier but in the interim, current program participants will switch back to Duke Energy Ohio for their supply of natural gas. There will be no interruption in service. Participants will notice no change in service during this switch. When the City selects a new supplier, program participants will automatically be enrolled or given the option to opt out.

1) What is the Natural Gas Aggregation program?

Approved by Cincinnati voters in 2011, the Natural Gas Aggregation program pools all eligible natural gas accounts in the City and selects one supplier to provide the natural gas commodity for all accounts. The City uses the collective buying power of program participants to receive favorable pricing from natural gas suppliers with the goal of saving resident's money.

2) Why is the Natural Gas Aggregation program pausing?

The program is pausing because the current contract with the supplier Constellation is ending March 30, 2021. A new supplier has not been identified yet.

3) What will happen in the interim?

All program participants will be served by Duke Energy until a new supplier is placed under contract.

4) I received a letter from Duke Energy notifying me of the switch and stated there will be a \$4 dollar switching fee. What is going on?

Duke Energy is required to send the standard form letter sent to individuals and businesses changing suppliers in their service territory. While the letter states there may be a switching fee, that fee does not apply to aggregation program participants and as such you will not be charged a switching fee.

5) Will this impact my natural gas service?

No. Residents will not see a change in their natural gas service. Duke energy will continue to provide natural gas to program participants and bill.

6) When will the aggregation program restart?

While there is intention to restart the program when a supplier is under contract, no specific date can be announced at this time. Residents can stay up to date by following the Office of Environment and Sustainability on twitter @CincyOES or by checking the aggregation [website, linked here.](#)

7) What will happen when the program restarts?

All eligible residents will receive an opt out notice in the mail notifying them they will be placed back into the aggregation program. Should the eligible resident choose to not opt out, they will be automatically enrolled back into the aggregation program under the terms of the new supplier contract.

8) Why did this program pause happen?

When selecting a new supplier, the City analyzes all proposals to ensure they are beneficial to program participants. During the bidding process the Texas energy crisis occurred causing natural gas pricing to fluctuate. Additional time is needed to allow the market to settle and conduct a proper analysis of proposals.