

Natural Gas Governmental Aggregation Programs Frequently Asked Questions

(August 2026 Program Update – Stark County)

Enbridge Gas Ohio	
Supplier	IGS Energy
Phone Number	877-353-0162
Program Rate	\$3.99/Mcf
Program Term	Oct 2026 - Sep 2027
Termination Fee	None

Columbia Gas of Ohio	
Supplier	IGS Energy
Phone Number	877-353-0162
Program Rate	\$0.599/Ccf
Program Term	Oct 2026 - Sep 2027
Termination Fee	None

Who can answer my questions about the program?

- For questions concerning your account status or joining/leaving the program, please call our supplier, IGS Energy at 877-353-0162.
- For questions about the aggregation process or our program operation, please call our consultant, Independent Energy Consultants, at 888-862-6060.

What are my other supply options outside of the aggregation?

- Residents can always remain with, or return to, the utility's default supply service. The utility's default supply rate is a variable rate that changes monthly.
- Residents can shop for other supply options through the Public Utility Commission's Apples-to-Apples website at www.energychoice.ohio.gov. There they can find offers from various suppliers for different term lengths. Based on the time a contract starts, the term length, and specific terms and conditions of an offer it may be possible to find a more cost-effective option than the aggregation offering. Accountholders are always responsible for carefully reviewing their bills and the terms and conditions of any supply agreement they enter.

How do I know if I am in the aggregation program?

Active participants in the aggregation will see the supplier's name (IGS Energy) and the aggregation rate on their natural gas bill. If someone ever wishes to confirm their status in the aggregation the best way to do so is to call the supplier (IGS Energy at 877-353-0162).

What are the program rates?

The program offerings are fixed rates of:

- \$3.99/Mcf (Enbridge Gas Ohio customers)
 - October 2026 – September 2027
- \$0.599/Ccf (Columbia Gas of Ohio customers)
 - October 2026 - September 2027
- These rates have no penalty if you decide to leave early.

Who is the natural gas supplier for the County's program?

Residents in both the Enbridge Gas Ohio and the Columbia Gas of Ohio service territory will be served by IGS Energy

What are Governmental Natural Gas Aggregation Programs?

Governmental Aggregations allow an entire community, groups of communities, or a county to join together to form one large buying group. Once voters authorize an aggregation, elected officials are then permitted to shop for natural gas on behalf of their residents and small businesses.

What are the benefits of gas aggregation?

As a large buying group, residents participating in an aggregation have more buying power. The aggregation is in a better position to negotiate favorable pricing and supply terms than what could ordinarily be achieved by any one individual resident.

What are the different types of aggregations?

In Ohio there are two types of aggregations. A community may conduct an "Opt-Out" program or an "Opt-In" program. With Opt-Out programs, each eligible resident is automatically enrolled in the program unless they notify the supplier that they DO NOT wish to participate. With Opt-In programs, each resident must notify the supplier to actively enroll in the program. Opt-Out Aggregations are the most common types of aggregation programs, because they result in higher participation that usually results in lower rates.

What does a community need to do to become an Aggregator?

For starters, a community, or county in this case, must obtain the approval of voters to form a natural gas aggregation program. Community leaders are then permitted to proceed through a series of steps to become certified by the Public Utilities Commission of Ohio as a Governmental Natural Gas Aggregator.

What are the key steps in an Opt-Out Aggregation?

With the assistance of a PUCO certified consultant, a community seeks bids from Certified Retail Natural Gas Service Providers. A qualified bidder is selected to supply the aggregation with its gas for a set period of time. An "Opt-Out" Notice is sent to each eligible community resident prior to the start of the aggregation. Each resident has 21 days from the postmarked date on the notice to contact the supplier to withdraw or "Opt-Out" of the program. After the 21-day period, any resident not opting out will be submitted to the utility company for enrollment in the program. The utility company will send notice of the pending enrollment to each participating resident. Each resident will then have 7 days to rescind their enrollment in the program by contacting the utility company. After the 7-day rescission period, all participating customers are officially enrolled in the program. The new supplier will appear on your natural gas bill within one to two billing cycles after enrollment is verified by the utility.

Whom do I call if I have a problem with my natural gas service?

Your local utility (Enbridge Gas Ohio (Enbridge), or Columbia Gas of Ohio (COH)) will continue to deliver

your natural gas and maintain the pipeline system that brings it to your home or business. You will continue to call your local utility for emergency repairs or gas leaks, or for non-emergencies such as billing questions, service turn-on or turn-off.

- Enbridge (emergency): 1-877-542-2630
- Enbridge (general): 1-800-362-7557
- COH (emergency/general): 1-800-344-4077

Will it cost me to join the program?

No. Enrollment in the program is free and you need not take any action. You only need to be eligible to participate. Please refer to the eligibility criteria shown below.

Is everyone eligible for the program?

No, by law there are certain limitations on eligibility. All of the current participants in our County's program will receive a notice of the new program rates, terms and conditions and continue to be eligible. Newly eligible residents or businesses must be located within the Stark County limits. Furthermore, they must have received an Opt-Out Notice from the supplier. Here are the criteria for new member eligibility:

1. You must reside in the Enbridge Gas Ohio or Columbia Gas of Ohio service territory;
2. you must reside in an unincorporated Township inside Stark County;
3. you must not have already chosen a natural gas supplier on your own;
4. you must not be a PIPP (percentage of income payment program) customer;
5. you must not be in arrears on your bill payment; and
6. you must not be a mercantile customer (natural gas commercial accounts using over 500 Mcf/year).

Is there an initial enrollment period to receive our new rate?

Yes. The supplier will keep the enrollment period open as long as market conditions permit for those residents and small businesses who are supplied by other marketers. There is a 21-day Opt-Out period for those who are being automatically aggregated. The 21 days is from the time of the postmark on the mailer sent by the supplier.

How long is the program?

The County's Governmental Aggregation Program can go on indefinitely. This current program terms are set to expire after the September 2027 meter read (October billing cycle).

What if I receive an Opt-Out Notice and don't want to participate?

While most residents will remain in, and benefit from Governmental Aggregation Programs, the choice is up to you. If you do not want to participate you will have 21 days in which to return a reply card to the supplier or call them toll free (877-353-0162 for IGS Energy). If you fail to do that, the supplier will continue to serve you or enroll you as a new customer. Your local utility will acknowledge the enrollment and send you a confirmation letter reminding you of the pending switch. That letter will mention that you can cancel the switch by contacting your local utility within 7 days.

Will I get two bills?

No. For your convenience, you will continue to receive only one bill from your local utility (Enbridge or COH). It will show the utility's delivery charges and the supply charge amount owed IGS Energy. Your local utility continues to read your meter, issue monthly bills and responds to all service calls.

Can I remain on budget billing?

Yes. If you are on budget billing, you will remain on budget billing.

Can I exit this program without penalty?

Yes. A very attractive feature of our program is your ability to leave free of charge at any time for any reason. There are several “formal” opportunities to take yourself out of the program. First, when an offer is presented you will have 21-days to Opt-Out by returning a card to the supplier or making a toll-free phone call. If you do not Opt-Out your local utility will then send to new members a confirmation notice giving you 7 more days to cancel the switch. Furthermore, by law, you will be able to leave without penalty at least every two years. If you would like to leave the program at any time, simply notify the supplier (877-353-0162 for IGS Energy).

My friend lives in a nearby community and has a different rate from IGS Energy than mine. Why?

Natural gas prices are highly volatile. Market rates change often and quickly. Price differences between communities will vary based primarily on the contract term and the dates on which pricing was secured for the community.

What if I do not receive a notice?

During the initial enrollment, any eligible resident that does not receive a letter may contact IGS Energy at 1-877-353-0162 to receive the County's program rate.

Can I enroll after the initial enrollment period?

The supplier will always try to accommodate residents should they wish to receive the same rate after the initial enrollment period. However, they reserve the right to decline depending on market conditions.

What if I currently purchase my gas from another supplier?

If you have already chosen a supplier on your own you are not eligible for automatic aggregation via the opt-out process. You can join the program and get the same rate as your neighbors by contacting the program suppliers (877-353-0162 for IGS Energy). **Before you contact the suppliers, you should check to see if your current supplier charges an early termination fee. All residents should check the terms and conditions of their current contract for more information.**

What happens if I'm part of the program and I move?

A resident moving within the same community can stay in the aggregation by providing the supplier with their new address. If a resident moves out of the community or does not provide the supplier their new address, their participation will end and no early termination fee will apply.

This sounds complex. Is our community qualified to handle such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas, without using any taxpayer money. Their founder has designed, implemented, and administered dozens of successful programs elsewhere in Ohio. We will have their assistance and that of IGS Energy throughout the program.

These FAQs help but I still have a question?

If you have additional questions please call:

- IGS Energy at 1-877-353-0162, weekdays, from 8:00 a.m. to 8:00 p.m. EST.

For general information on natural gas deregulation in Ohio, you can also visit the Web Sites of the Ohio Consumers' Counsel (www.occ.ohio.gov), or the Public Utilities Commission of Ohio (www.PUCO.ohio.gov). **Please do not contact the community offices. We are pleased to have made this program possible, but are not prepared to handle calls.**