



Village of Franklin Park Electric Aggregation Program Renewal



Frequently Asked Questions

In March 2012, Franklin Park voters approved a referendum authorizing the Village to seek lower electricity rates for eligible residential and small business customers. After the referendum passed, the Village selected IntegrYS Energy Services, Inc. to supply electricity for the Franklin Park Electric Aggregation Program. All eligible residents and small businesses will be enrolled in the program unless they choose to opt-out.

How do I enroll?

As an eligible residential or small business customer you will be automatically enrolled in the program unless you chose to opt-out.

How do I opt-out?

To opt-out return the postcard or contact IntegrYS at 877-585-3424 or www.integrYSenergy.com/il-franklinpark. You will be automatically enrolled in the program unless you opt-out by June 3, 2013.

What if I decide to leave the program?

Yes, you can leave the program at any time. You can terminate service from IntegrYS Energy Services without penalty for any reason.

Does it cost to enroll?

No, there are no enrollments or switching fees.

Are the rates fixed or variable?

The rates are fixed.

When will I begin to see savings?

Customers can expect to receive savings on their August 2013 bill.

Who will bill me for electricity?

You will continue to receive one monthly bill from ComEd.

Can I still have my payment automatically deducted from my checking account as I do now?

Yes. How you pay your electric bill will not change.

Can I stay on budget billing?

Yes. Your budget billing will not be affected by your participation in this program.

Who is responsible for delivery of power to my home or business?

ComEd will continue to deliver your electricity and will be responsible for maintaining the system that delivers power to your home or business.

Who do I call to report a power outage or problems with my electric service?

You will call ComEd at 1-800-Edison-1 (residential) or 1-877-4-ComEd-1 (commercial) to report a power outage or problems with your electric service.

What if I have already selected another supplier?

If you have already selected another supplier, ComEd will not enroll your account with IntegrYS. You will remain with the supplier you selected.

Who is IntegrYS Energy Services, Inc.?

IntegrYS Energy Services, Inc. provides competitive energy supply products, solutions and strategies that allow residential, commercial and industrial customers to manage their energy needs. IntegrYS' principal energy marketing operations are in the northeast quadrant of the United States.

How can I find out more information?

You may contact IntegrYS at 877-585-3424 or visit www.integrYSenergy.com/il-franklinpark.