



retail electric supply service in illinois

April 9, 2013

## Frequently Asked Questions

### **Who is mc<sup>2</sup>?**

MC Squared Energy Services, LLC (mc<sup>2</sup>), is a licensed Alternative Retail Electricity Supplier (ARES) in the state of Illinois. As a competitive retail electric supplier, mc<sup>2</sup> provides energy service to both residential and business customers. The senior management team at mc<sup>2</sup> is headquartered in Illinois and has more than 100 years of cumulative experience in the electricity supply business. For more information on mc<sup>2</sup>, read the "About Us" section of our website.

### **What is an Alternative Retail Electric Supplier (ARES)?**

An ARES or retail electricity supplier, is a business that sells electricity to residential and/or commercial customers in a competitive market. To do business in Illinois, an electric supplier must be certified by the Illinois Commerce Commission (ICC) and complete the utility's registration process. mc<sup>2</sup> is a licensed ARES in the state of Illinois.

### **Why is my mc<sup>2</sup> price different than the current ComEd rate?**

mc<sup>2</sup> is able to purchase power at a price that may potentially be lower than ComEd's published tariff rates. As a result, we are able to pass the savings on to our customers.

### **What is the "custom supply price" that mc<sup>2</sup> offers?**

Unlike most other ARES, mc<sup>2</sup>'s proprietary pricing model allows us to provide each customer with a custom supply-price offer based on their specific electricity usage. Most suppliers use a one-size-fits-all approach and offer everyone the same price, regardless of their individual energy usage. In contrast, mc<sup>2</sup>, with your permission, downloads your electrical usage profile from ComEd and calculates a specific price for you right on the spot – it only takes a few minutes. You make the decision if the price we calculate is the right price for you to make the switch. If we can't beat ComEd's current electricity supply service charges, we'll let you know that too.

### **What are the steps to follow to select mc<sup>2</sup> as my new supplier?**

It is not difficult to make the switch. The most important thing to have available is a copy of your current ComEd bill. After providing us with your ComEd account information, we will provide you with a custom price based on your actual usage that we receive from ComEd. After you evaluate the potential savings and plans available, carefully read the details of the plan you've selected. When you have finished completing the online enrollment form and agree to the terms and conditions, we'll process the electricity supply switch.

### **What happens when I switch to mc<sup>2</sup>?**

You will continue to receive reliable electric service through the same transmission and distribution system currently operated by ComEd. Through mc<sup>2</sup>, you will receive a custom energy-supply price (per kWh), fixed for 12 to 24 months (depending on the length of your agreement), with no signup fees and no early termination fees.

### **How is mc<sup>2</sup> different from ComEd?**

mc<sup>2</sup> serves as a licensed retail electricity supplier, selling electric power to residential and business customers. mc<sup>2</sup> causes bulk power to be delivered to the ComEd system. ComEd, in turn, delivers that power and thus, serves as a local distributor in charge of the physical delivery of power to your residence. In the unlikely event that mc<sup>2</sup> were to fail to deliver power, ComEd would not interrupt the supply of power to your meter. ComEd retains all control and responsibility for the distribution wires, substations, poles, and meters; in addition to being responsible for all service issues, such as outages. Residential customers should contact ComEd at 1-800-334-7661 for assistance with meter readings, outages, voltage or other delivery-related concerns.

### **If I select mc<sup>2</sup> as my supplier, do I have to notify ComEd?**

No. After you've selected mc<sup>2</sup> as your electricity supplier, we'll take care of notifying ComEd on your behalf. There is nothing else you need to do.

### **Can ComEd electric space heat customers switch to mc<sup>2</sup>?**

Yes. Recent regulatory changes at the Illinois Commerce Commission (ICC Order No. 11-0498) eliminate the rate benefits for electric space heat customers. Starting June 1, 2013, ComEd's electric space heat rate will match ComEd's standard residential rate. mc<sup>2</sup> custom electricity prices can result in significant savings for electric space heat customers.

If you switch your electricity supply service to MC Squared Energy Services and at a later date elect to return to ComEd for electricity supply services, **you will retain your Electric Space Heat Rate designation with ComEd** if it continues to be available.

### **When will my new service with mc<sup>2</sup> begin?**

The switch date coincides with a regularly scheduled ComEd meter read cycle date, and will be identified in the agreement between you and mc<sup>2</sup>.

### **How will I be billed?**

You will continue to get one bill from ComEd. The mc<sup>2</sup> charges for electricity supply and transmission services will be included in the Electricity Supply Service portion of your ComEd bill. ComEd will continue to bill you for Distribution Services and Taxes. Payments are sent to ComEd at the address provided by the utility.

### **Can I still get my bill electronically from ComEd? Can I stay on Budget Billing?**

Yes. Switching to mc<sup>2</sup> doesn't impact your bill options with ComEd including e-bill, automatic bill payment and budget billing. For additional questions on these programs contact ComEd at 1-800-334-7661.

### **Will I receive confirmation of my switch to mc<sup>2</sup>?**

Yes. mc<sup>2</sup> will send a confirmation email to the email address provided with instruction and access to the "My Account" portal on this website. In the "My Account" portal you can view a copy of your MC Squared Electric Supply Agreement Terms and Conditions for Service and update any personnel information. In addition, ComEd will also mail you a confirmation letter indicating they have received notice of your switch to mc<sup>2</sup> as your electricity supplier. [Click here to see a sample ComEd Confirmation Letter](#)

### **Can I choose green power?**

Yes. The mc<sup>2</sup> 100% Green Option provides residents and businesses with the opportunity to support clean energy resources, such as wind power. When you enroll in the 100% Green Option, mc<sup>2</sup> purchases Renewable Energy Certificates (RECs) to cover 100% of your electricity supply requirements.

The mc<sup>2</sup> Green Option is in addition to our renewable purchase requirements under Section 16-115D of the Illinois Public Utilities Act.

### **What is a Renewable Energy Certificate (REC)?**

As defined by Green-e Energy®, electricity generated from renewable sources, such as wind or solar, is separated into two parts: the electricity or electrical energy produced by a renewable generator and the renewable "attributes" of that generation. These attributes include the tons of greenhouse gas that were avoided by generating electricity from renewable sources instead of conventional fuels, such as coal, nuclear, oil, or gas. These renewable attributes are sold separately as renewable energy certificates (RECs). One REC is issued for each megawatt-hour (MWh) unit of renewable electricity produced. <sup>1</sup>

<sup>1</sup> [www.green-e.org](http://www.green-e.org)

### **Will ComEd treat me differently once I select mc<sup>2</sup> as my supplier?**

No. ComEd no longer generates power. All of the power delivered by ComEd comes from other generation companies, and more than 50% is currently provided through an ARES like mc<sup>2</sup>. Moreover, by statute ComEd must provide the same service to each customer, even if you have chosen an ARES to supply your electricity. ComEd is responsible for the delivery of power and energy to your residence and will continue to respond to service calls and emergencies.

### **What happens if I have to cancel service with mc<sup>2</sup> before the end of the agreement term?**

mc<sup>2</sup> allows our customers to cancel service and pending enrollments for services provided without a penalty. However, you are obligated to pay for services rendered under the contract until service is terminated.

### **Who do I call if I have questions about my bill?**

If you have questions related to the delivery or metering portion of your bill, you should call ComEd at 1-800-334-7661. For questions about the supply portion of the bill, call mc<sup>2</sup> at 1-855-740-9992. Numbers for both the utility and mc<sup>2</sup> can also be found on your ComEd bill.

### **Who do I call if my power goes out?**

ComEd is still responsible for the safe, reliable delivery of the electricity you purchase from mc<sup>2</sup>. You will continue to call ComEd at 1-800-334-7661 for all delivery issues including outages, voltage problems and distribution emergencies.

**What happens at the end of my agreement with mc<sup>2</sup>?**

mc<sup>2</sup> will send an electronic renewal notice to your email address no later than 30 days prior to the initial agreement end date. The renewal notice will offer to extend your agreement for one year at a specified market price. You can cancel this renewal offer within 15 days of the renewal notice date. After 15 days, the renewal offer will be deemed accepted, and your current agreement will be amended accordingly.

**Can I switch to another supplier or go back to ComEd after I enroll with mc<sup>2</sup>?**

Yes.

**Will my mc<sup>2</sup> price always be lower than the price that I would have paid ComEd?**

At the time that we quote you a custom price, that price will represent a savings from what you would have paid ComEd if ComEd's rates remained in effect for the entire term of your mc<sup>2</sup> service agreement. Because we cannot predict all changes in ComEd rates, we cannot guarantee that your mc<sup>2</sup> price will always be less than the equivalent ComEd rate.

The ComEd price for electric supply can vary both seasonally and annually. ComEd's electric supply rate for the summer months (June through September) is slightly different from the ComEd rate during the non-summer months (October through May). Additionally, ComEd traditionally purchases electric supply once a year, in the spring (May), to set the summer and non-summer rates for 12 months.