



## Frequently Asked Questions

### **Q: What is Westchester Power?**

A: Westchester Power is a program that enables participating Westchester communities to join together and purchase electricity supply in bulk. Aggregating consumers on a large scale creates the buying power necessary to dictate the terms of our energy purchasing. Westchester Power has secured low fixed electric supply rates for 26 Westchester municipalities, representing over 90,000 households and small businesses.

### **Q: Who administers Westchester Power?**

A: Westchester Power is a partnership program of Sustainable Westchester and participating Westchester County municipalities. Sustainable Westchester is a non-profit 501 (c) (3) consortium of Westchester County local governments - in effect, owned by you. Sustainable Westchester has been authorized by the New York State Public Service Commission as the pilot CCA program in New York State, and your municipality has chosen Westchester Power to act as the manager, coordinator, and administrator of the program.

### **Q: Does Westchester Power replace my utility?**

A: No. Your existing utility (New York State Electric and Gas) will continue to deliver reliable power, maintain power lines, and respond to service outages. They will still provide the same customer service to all residents regardless of whether they are in the program. They are required by law to do so. Customers will still receive only one bill each month and it will still come directly from your utility. The new bill will reflect the change in supplier and new supply rate.

### **Q: How does Westchester Power procure power?**

A: Westchester Power administered a competitive bidding process, soliciting responses from all registered New York suppliers. Direct Energy is the supplier for the upcoming contract, beginning May 1, 2019.

### **Q: How can I be sure Westchester Power will provide energy consistently?**

A: Electricity is a highly regulated industry and there are many safeguards against service interruption from supplier error. There is a "grid operator" (called the NYISO) that monitors the grid at the high-voltage level to ensure the proper power is flowing at all times. In addition, the utility remains the "provider of last resort," which means they are obligated to serve any customers whose supplier has failed to buy the requisite power for those customers.

### **Q: Will I save money by participating in Westchester Power?**

A: Westchester Power rates are fixed at a price lower than the average utility rate between November 2016 and October 2018. Over the first 2 years of the program, Westchester Power's rates have

outperformed the utility and saved customers money. While our large customer base assures us of attracting competitive bids from suppliers, it is the nature of a fixed price contract that there is no guarantee that Westchester Power rates will be lower in any given month or save money through the end of the contract period.

**Q: How does the enrollment process work?**

A: Residential and small commercial (those not charged for their peak demand) customers that currently receive electric supply from the utility are automatically enrolled. Residents or small businesses that are presently under contract with a third party electricity supply company (ESCO) are not enrolled. If you are already signed up with an ESCo, but want to switch to Westchester Power, look at the terms of your existing contract to see when it expires and what (if any) penalties apply for early termination. If you choose to terminate your contract with the ESCo, you can then Opt In to join the program.

**Q: What if I don't want to participate?**

A: It is absolutely your choice. Every household and small business that currently receives its energy supply from the utility can opt out at any time by filling out an online form at [www.westchesterpower.org](http://www.westchesterpower.org) under "Energy Choices," or by calling Westchester Power directly at 914-242-4725. They will ask you for the same information seen on that form: name of your utility, name on the account, account number, email, phone, service address, and your city, state, and zip code.

**Q: Is there a fee for opting out of Westchester Power?**

A: No, there is never a fee or penalty for opting out.

**Q: If I opt out after the contract has taken effect, how will that affect my service?**

A: Service will not be interrupted whatsoever. The account will be transferred back to the utility at the end of the following billing period.

**Q: Does Westchester Power supply "green" power?**

A: Yes. In fact, 23 of the 26 participating municipalities have set 100% renewable power supply product as the default option for their residents and small businesses. Your municipality chose either standard power or green power as the default supply, but residents/small businesses can freely choose to switch supply options at any time.

**Q: What is the 100% Renewable Energy Option?**

A: The Westchester Power renewable energy option is currently 100% renewable power supply product consisting of delivered power matched with Renewable Energy Certificates ("RECs") generated by hydropower, solar energy or wind energy not coal, natural gas, oil, or nuclear. Using electricity generated by hydropower, solar, or wind energy dramatically reduces greenhouse gas emissions. We can celebrate our contribution to cleaner air and cleaner water. It is the right choice for our planet, for future generations, for all who care about climate change.

***For additional information,***

***email [info@westchesterpower.org](mailto:info@westchesterpower.org) or call (914) 242-4725.***

*For questions regarding municipal participation:*  
Supervisor Hansan, (914) 764-3985, [supervisor@townofpoundridge.com](mailto:supervisor@townofpoundridge.com)

