

Re: IMPORTANT UPDATE - Notice Regarding Participation in Electricity Program

June 23, 2022

Dear Monroe/Gateway Community Power Program Participant,

This letter is to inform you that as of June 15, 2022, you have been returned to Rochester Gas & Electric (RG&E) standard electricity supply service. You will no longer be served by the Community Choice Aggregation (CCA) program through Monroe/Gateway Community Power. RG&E will also communicate with you about this transfer by phone, email or letter.

This transfer has occurred because the program supplier, Icon Energy (dba Source Power Company), has failed to make required payments to the grid operator. The New York grid operator (NYISO) states on their website: *'The NYISO, by correspondence dated June 9, 2022, declared Icon in default, (...) for failure to timely make a payment due to the NYISO. Icon remains in default under the NYISO's tariffs.'*

This default means that Icon (Source) is no longer permitted to supply electricity to customers in New York State. As a result, you will no longer receive the fixed rate for 100% renewable supply that you received through the Community Power program and have been returned to variable rate RG&E electricity supply.

How will this impact you?

You will not see any interruption in your utility service, and no further action on your part is required. You will continue to receive a monthly electric bill from RG&E. Going forward the monthly utility rate will be reflected in the supply portion of your bill, just as before the program began. There will be no other changes to your utility account. However, there may be a short delay in receiving your June electric bill until the transfer is fully processed. You may also receive two partial bills for this billing cycle. This ensures you will maximize your savings from participation in the program. You will not be overcharged or face any penalties or additional fees.

Benefits of the program

Though the current CCA electricity supply program is suspended, participants have collectively saved in excess of \$1.5 million through the program's fixed electricity supply rate since program launch in January 2021. In addition to savings, the program's 100% NYS renewable supply has significantly reduced your community's carbon footprint and advanced the state's clean energy goals. *These benefits are due largely to the support of your municipal leaders pioneering this renewable electricity program in the region.* While this phase of the program is ending earlier than expected, we are working to deliver new clean energy program offerings in the near future. We are also working to investigate all possible options to ensure you receive continued benefit from this program.

The Monroe/Gateway Community Power customer support team is available to answer any questions you may have. Please feel free to call **(585) 244-0244** or email **info@monroecommunitypower.com** (Town of Brighton) or **info@gatewaycommunitypower.com** (City of Canandaigua and Village of Victor). For information and updates visit www.monroecommunitypower.com or www.gatewaycommunitypower.com.

Thank you for your participation in the program.

Sincerely,
Monroe/Gateway Community Power

Esta carta es para informarle que, a partir del 15 de junio de 2022, se le ha devuelto el servicio estándar de suministro de electricidad de Rochester Gas & Electric (RG&E). Si tienes dudas comunícate al: (585) 244-0244 opción 2.

Talking Points for Source Customers Return to RG&E

Questions based on the RG&E Communications:

What does “under our tariff rate” mean?

As before the CCA program began, you will receive both your delivery and supply from RG&E. In returning to RG&E you will once again have an electricity rate that is variable. The amount you pay per kWh will change each month. The electricity will also not be 100% renewable.

Why would I receive an additional bill?

The transition back to RG&E happened midway through most customer bill cycles. You may receive one bill for the electricity used before the transition, the CCA rate of \$0.0492 /kWh and you may receive one bill for the electricity used after the transition, the June RG&E rate of around \$0.08 /kWh. This ensures you will maximize your savings from participation in the program. RG&E will estimate the usage of each bill.

What does it mean to “no longer meet the eligibility requirements”?

Icon Energy (dba Source Power Company), has failed to make required payments to the grid operator. On June 9, the New York Grid Operator (NYISO) declared Icon/Source in default for failure to timely make a payment due to the grid operator. Per New York rules this default requires customers to return to RG&E.

Program Benefits

Participants have collectively saved in excess of \$1.5 million through the program’s fixed electricity supply rate since program launch in January 2021. In addition to savings, the program’s 100% NYS renewable supply has significantly reduced your community’s carbon footprint and advanced the state’s clean energy goals. *These benefits are due largely to the support of your municipal leaders pioneering this renewable electricity program in the region.* While this phase of the program is ending 6-months earlier than expected, we will be working to deliver new clean energy program offerings in the near future.

Questions from Shannon:

Has Source Power lost their right to operate their solar program?

No. Source’s failure to make payment to the grid operator (NYISO) only impacted their ability to provide electricity supply. There are no additional updates on solar or the associated billing issues at this time, the Department of Public Service is continuing their investigation of these issues.

What is being done about this?

The City of Canandaigua, Town of Brighton, Village of Victor and Program Administrator Joule Community Power are investigating all possible options to ensure you receive continued benefit from this program.