

**Who can join the program?**

COSE and Greater Cleveland Partnership (GCP) members and members of participating chambers of commerce, along with their employees who are customers of First Energy (Ohio Edison, Toledo Edison, & Illuminating Company). Residentially based businesses are also eligible.

Can I enroll my home and business?

Yes, and you may enroll your residence and extend this offer to your employees for their homes.

What is the discount?

The commercial discount is 8% off the generation portion of your bill.

The generation portion is the actual electric usage or KWH (kilowatt hours). Generation is typically 60% of the total electric bill. (Note: the other portion is for transmission & distribution)

The residential discount is 5% off Price to Compare (PTC) through December 2010.

How do I enroll?

Enroll online at www.fes.com/cose or by phone at (888) 254-6017. You can also fax back the form to (888) 820-1416.

When do the savings end?

The commercial discount is through May of 2012.
The residential discount is through December 2010.

Are there fees to enroll?

COSE and FirstEnergy Solutions do not charge any fees to enroll in the program, nor are there monthly fees. You simply must be a COSE or GCP member or a member of a participating chamber of commerce.

What is a large user?

Typically customers that have a monthly bill of \$10,000 or greater or to be more technical, a peak demand 199 kW or greater.

Does this impact my current service?

No, the utility company is still responsible to ensure consistent, appropriate delivery and service. *(This applies to electric & gas)*

How will enrollment in the program affect my electric bill?

You will still receive one bill from FirstEnergy, as usual. The only difference will be on the first page of your bill under the section where the bill states "Generation Supplied by" FirstEnergy Solutions will be listed as the Supplier and the bill will provide a customer phone number for FirstEnergy Solutions.

When I join this program, who will deliver my power, read my meter and respond to emergencies, such as power outages?

Ohio Edison, The Illuminating Company, or Toledo Edison, the local electric utility, will still be responsible for the distribution of power to your home. Since your local electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage. Your local utility will provide the same service it always has.

What is the difference between FirstEnergy and FirstEnergy Solutions?

FirstEnergy Solutions (FES) is an unregulated subsidiary of the utility FirstEnergy. This means that FES can compete and offer different prices than FirstEnergy. COSE has negotiated a discounted block of power with FES on behalf of its members.

Where is my COSE discount on my bill?

The third page of the customer bill will have a box entitled "Charges from FirstEnergy Solutions Corp this billing period." The second line of that box will have an Account Number and a Rate. The "Rate:" should read "FES-COSE."

Is there a cancellation fee?

Yes. There is a cancellation fee of \$25 for residential accounts and \$75 for commercial accounts.