

Findlay Natural Gas Program - Frequently Asked Questions

(Findlay – August 2025 update)

Supplier	IGS Energy
Phone Number	877-353-0162
Program Rate	\$0.597/Ccf
Program Term	Oct 2025 - Sep 2026
Termination Fee	None

Who is the natural gas supplier for the City's program?

IGS Energy recently won a competitive bidding process and was selected to serve our community's program. The current program term runs through the September 2026 meter read. IGS Energy is certified by the Public Utilities Commission of Ohio, and currently supplies customers and governmental aggregation programs across Ohio.

What is my price for gas?

A fixed rate of \$0.597/Ccf will take effect with the October 2025 meter read (November bill cycle). Unlike many offers, our program has no additional fees and no penalty if you decide to leave early.

What is Governmental Natural Gas Aggregation?

Simply put, it's an entire community or group of communities joining together to form one large buying group. By voting to allow aggregation, residents authorized the Findlay City Council to shop for natural gas on their behalf.

Whom do I call if I have a problem with my natural gas service?

The local utility, Columbia Gas of Ohio will continue to deliver your natural gas, read your meters, and issue your monthly bills. You will continue to call Columbia at (800) 344-4077 for emergency repairs or gas leaks, or non-emergencies such as billing questions, service turn on or turn off.

What are the different types of Aggregations?

In Ohio there are two types of Aggregations. A community may conduct an "Opt-Out" program or an "Opt-In" program. With Opt-Out programs, each eligible resident is automatically enrolled in the program unless they notify the supplier that they DO NOT wish to participate. With Opt-In programs, each resident must notify the supplier to actively enroll in the program. Opt-Out Aggregations are the most common types of aggregation programs, because they result in higher participation that usually results in lower rates.

How does a community become an Aggregator?

For starters, a community must obtain the approval of voters to form a natural gas aggregation program. Community leaders are then permitted to proceed through a series of steps to become certified by the Public Utilities Commission of Ohio as a Governmental Natural Gas Aggregator.

What are the key steps in an Opt-Out Aggregation?

With the assistance of a PUCO certified consultant, a community seeks bids from Certified Retail Natural Gas Service Providers. A qualified bidder is selected to supply the aggregation with its gas for a set period of time. An "Opt-Out" Notice is sent to each eligible community resident prior to the start of the aggregation. Each resident has 21 days from the postmarked date on the notice to contact the supplier to withdraw or

“Opt-Out” of the program. After the 21-day period, any resident not opting out will be submitted to the utility company for enrollment in the program. The utility company will send notice of the pending enrollment to each participating resident. Each resident will then have 7 days to rescind their enrollment in the program by contacting the utility company. After the 7-day rescission period, all participating customers are officially enrolled in the program. The new supplier will appear on your natural gas bill within one to two billing cycles after enrollment is verified by the utility.

Will it cost me to join the program?

No. Enrollment in the program is free and you need not take any action. You only need to be eligible to participate. Please refer to the eligibility criteria shown below.

Who is eligible for automatic inclusion in the program?

1. Your local utility company must be Columbia Gas of Ohio;
2. You must be a resident or business owner located within the City of Findlay;
3. You must not have chosen a supplier on your own;
4. You must not be a PIPP (percentage of income payment program) customer;
5. You must not be in arrears on your bill payment; and
6. You must not be a mercantile customer (natural gas commercial accounts using over 5000 Ccf/year).

Will I get two bills?

No. You will continue to receive one bill from Columbia Gas of Ohio that shows their transportation charges and the supply charge of the selected supplier.

Will I still receive a delivery charge from my local utility – Columbia Gas of Ohio?

Yes. Even though you have chosen a new supplier of gas, Columbia continues to deliver the gas to our homes and businesses. They charge a transportation fee for all gas delivered and a flat monthly service charge. Delivery charges apply whether you choose a supplier on your own or remain supplied by Columbia.

Am I charged tax on the gas I use?

Yes. County sales tax is assessed on the supply charges only.

Can I remain on budget billing?

Yes. If you are on budget billing, you will remain on budget billing. If you would like to switch to budget billing, call Columbia Gas of Ohio at (800 344-4077).

Can I exit this program without penalty?

Yes. A great feature of our program is the ability to leave at any time for any reason free of charge.

What if I move?

A resident moving within the same community can stay in the aggregation by providing IGS Energy with their new address. If a resident moves out of the community or does not provide IGS Energy their new address, their participation will end and no early termination fee will apply.

Who will be automatically added to the program?

IGS will mail Opt-Out Notices to eligible residents and businesses who receive their gas supply from Columbia Gas via their monthly variable Standard Choice Offer (SCO). The notice will detail the rates, terms and conditions of the offer and provide instructions on how to remove yourself from the program if you think it is not right for you or your family. Residents will have 21 days to make that decision. If you would like to remain in the program, simply do nothing and you will be automatically enrolled.

What if I'm with another supplier and would like to join the City's program?

Since you have already entered into a contract, you are not eligible to be automatically enrolled. You can, however, receive the same rate by calling IGS Energy toll-free at 877-353-0162. You should check to see if your current supplier contract charges a penalty for early termination.

How did the City develop such a program?

The City used the services of Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas and electricity - without using any taxpayer money. They have designed, implemented, and administered hundreds of successful natural gas and electric programs across Ohio.

Does the City benefit from the program?

The City-Owned accounts are eligible to participate in the program as well.

Is this related to our community's electric program?

The programs are similar but totally independent. The electric and gas programs have different suppliers and are on different time lines. You do not have to belong to one to participate in the other.

Will small businesses, schools and churches be eligible?

Small commercial accounts using less than 5000 Ccf/year (non-mercantile) are eligible. Interested accounts using more than this amount, would need to contact IGS Energy to seek enrollment.

If we choose to join the program and decide to go back to Columbia Gas of Ohio can they charge a higher rate than what we were previously paying?

No. If you go back to Columbia you will be charged their Standard Choice Offer (SCO) rate. That rate varies by month.

Does this affect my distribution charges or the gas pipeline coming to my home?

No. Customer Choice programs in Ohio provide residents the ability to choose a natural gas *supplier* other than the local utility company. The local utility's *delivery* charges are in addition to the supply charges. Maintenance of the pipeline coming to a resident's home continues to be the responsibility of the homeowner. Contact Columbia Gas of Ohio if you are interested in purchasing a monthly insurance policy on the line coming to your home.

Where can I learn more about natural gas deregulation and assistance programs?

The Public Utilities Commission of Ohio has approved a number of additional assistance programs to help customers with their energy bills. Eligibility and enrollment information about the Home Energy Assistance Program (HEAP), Winter Crisis Program (WCP) and others can be found on the PUCO's website at www.puco.ohio.gov. The Ohio Consumers' Counsel is also a good source of information at www.occ.ohio.gov.