



**CITY OF CLEVELAND**  
Mayor Justin M. Bibb  
**MAYOR'S OFFICE OF  
SUSTAINABILITY**



# Community Choice Electricity Aggregation Program

Cleveland customers of  
FirstEnergy/Illuminating Company!

Electric aggregation allows the City to bundle the electricity needs of residential households and small businesses to negotiate lower and more stable rates, making your utility bill cheaper.

**\$20 Million  
Cost Savings  
since 2023!**

## BENEFITS



Automatic  
Enrollment



Utility Bill  
Cost Savings



Stable  
Electricity  
Rates



100% Clean &  
Renewable  
Energy

# FREQUENTLY ASKED QUESTIONS

## **Community Choice Aggregation for Cleveland Residents Who are Customers of FirstEnergy/Illuminating Company**

### **What is Community Choice Aggregation (CCA)?**

The CCA program allows the City of Cleveland to bundle and negotiate lower fixed electricity rates on behalf of residents and small businesses. This is an optional service, participation is not mandatory.

### **How Do I Sign-Up for the CCA Program?**

No action is required. Cleveland residents and small businesses will be automatically enrolled into the program.

### **How Does the CCA Program Benefit Residents & Small Businesses**

The CCA program aims to provide residents with access to competitively priced electricity, potentially resulting in cost savings on their monthly energy bills. Since 2023, eligible customers have seen an estimated \$20 million cost-savings on their electricity bills.

### **Is there any Cost or Penalty Associated with Joining or Leaving the CCA program?**

Enrollment in the CCA program is free, with no penalties for joining. If you decide to leave the program, you can do so without incurring any fees or penalties.

### **Will I Receive a Separate Bill from the CCA Program?**

No, you will continue to receive one bill from your local utility company. For billing inquiries, please contact FirstEnergy/Illuminating Company at 1(800)589-3101.

### **Can I opt out of the CCA program if I do not participate?**

Yes, residents and small businesses will have the option to opt-out or downgrade. If you choose to opt-out, you must select a third-party supply vendor or default to the local utility company's price to compare (PTC).