



City of Cleveland

COMMUNITY CHOICE ELECTRICITY AGGREGATION

For Customers in FirstEnergy/Illuminating Company Utility Territory

ABOUT THE PROGRAM

Cleveland customers in FirstEnergy/Illuminating Company utility territory can enjoy a competitive fixed rate of 10.457 cents/kWh for electricity supply backed by 100% renewable energy for a 12-month term (August 2026 through July 2027). SOPEC (Sustainable Ohio Public Energy Council) provides the Electric Aggregation Program for the City of Cleveland.

WHAT DO I NEED TO DO?

Eligible Cleveland residents and small businesses were automatically enrolled into the Community Choice Aggregation (CCA) program during the summer of 2023. No action is needed to continue receiving the program rate if you are already enrolled.

Exceptions

- If you are a customer of Cleveland Public Power (CPP), you are not eligible.
- If you are currently enrolled in the Percentage of Income Payment Plan (PIPP), you are not eligible.
- If you are currently contracted with an independent energy supplier, you were not automatically enrolled, but you are eligible and can call to enroll.

There is no cost to enroll in the program and there are no fees to leave the program.

Check the supply rate listed on your electricity bill. If the rate is higher than 10.457 cents (\$0.10457) per kilowatt-hour (kWh), this program can save you money.

Learn about your eligibility or enroll today by calling 1-888-733-8512.

Can I Opt Out? The Electric Aggregation Program for the City of Cleveland is an optional service and eligible customers in FirstEnergy/Illuminating Company territory can opt-out of the program. Call 1-888-733-8512 to discuss your options or complete and return the opt-out form mailed to eligible customers. If you choose to opt-out, you will default to the utility's Price to Compare (11.16 cents per kWh from July 1, 2026 through Sept. 30, 2026; rate varies throughout the year). You can also shop for your own energy supplier by utilizing the PUCO's Apples to Apples comparison tool or calling 1-800-686-7826.

At a glance: 12-month fixed rate of 10.457 cents/kWh.

Questions? Call 1-888-733-8512 or visit www.sopec-oh.gov.

Scan the QR code or visit bit.ly/4t9pv37



FREQUENTLY ASKED QUESTIONS

What is Community Choice Aggregation (CCA)?

The SOPEC Community Choice Aggregation Program is offered by the City of Cleveland. The program bundles all eligible residential and small business electric utility accounts together to receive a competitive supply rate.

What is a supply rate?

Your utility bill has two main components. One is listed as "Charges from The Illuminating Company" and consists of the fees for the utility to maintain the equipment and wires needed to deliver electricity to your home. The second is "Charges from Electric Generation Supplier" and this is for the electricity itself that is delivered to your home through the power lines. The CCA program affects the supply rate which is listed as a price per kilowatt hour (kWh).

Where should I look on my utility bill to see how much I'm paying for electricity?

Look for the section on the lower right side of the bill that shows the supplier charges. You will see the number of kilowatt hours used in your home multiplied by the supply rate.

How do I know if I'm already in the Community Choice Aggregation program?

You will see the supplier listed as AEP Energy. Bills dated from August 2025 through July 2026 will show a supply rate of \$0.09236 per kWh. Bills issued between August 2026 and July 2027 will show a supply rate of \$0.10457 per kWh.

Will this program save me money?

If your current supply rate is higher than the SOPEC rate, this program can save you money. In the first three years of the aggregation program, Cleveland residents and small businesses have collectively saved an estimated \$21 million compared to the utility's default rate, also known as the Price to Compare (PTC)!

Who is responsible for delivering my electricity and handling power outages?

The Illuminating Company / FirstEnergy will continue to deliver electricity to your home and handle service issues. To report a power outage, call 1-888-544-4877.

Will I receive a separate bill from the CCA program?

No, you will continue to receive one bill from The Illuminating Company. AEP Energy will be listed as the electricity supplier on that bill.

What if I currently have a supply contract in place?

If you already have a supply agreement in place, you were not automatically opted in to the program, however you are eligible and can call to enroll. Check with the supplier about early termination fees.

Can I cancel at any time?

Yes, you can choose to leave the aggregation program at any time. There are no fees to join or leave the program.