



CLEVELAND HEIGHTS

October 2009

Dear Cleveland Heights residents, businesses, and institutions:

This fall, the City of Cleveland Heights will again offer a natural gas aggregation program. The City will partner with Integrys Energy Services to offer this option to you. The plan offers two rate options:

- 1) A 12-month fixed rate of \$6.92 per mcf beginning with November, 2009 service; or
- 2) A quarterly rate option which provides a new rate once a quarter, based on the gas market.

Moreover, in response to a recent survey, an overwhelming majority of you said you want a renewable option, but do not want to pay more for it. We listened, and are excited to introduce an innovative, eco-friendly alternative to our conventional natural gas offerings – Ecovations™. This product is a blend of renewable gas and carbon emission offsets for a portion of the natural gas you use and is being made a part of the Cleveland Heights Natural Gas Aggregation Program at no additional cost!

Eligible residents who do not opt-out will automatically receive the fixed rate option. For information concerning the quarterly rate option, contact Integrys Energy Services at 1-888-566-1117.

Opt-Out letters will be sent to two groups of natural gas customers:

- Customers currently enrolled in the Cleveland Heights aggregation program
- Customers of Dominion East Ohio Gas Company who are not in contract with another retail provider, not in arrears to Dominion East Ohio Gas, have not requested their names to be added to a Do Not Solicit list, and eligible to shop for a retail gas provider.

If you do not want to participate in the aggregation program, you must return the opt-out form by the stated deadline. If you want to remain in the City's aggregation program, do not return the opt-out form.

Residents who have existing contracts with other retail gas providers are not eligible for automatic enrollment in the aggregation program. You will not receive the opt-out notice. If you do wish to consider being a part of the City's program, contact Integrys Energy Services for information.

Any customers who have participated in the City's quarterly-rate option this past year will be automatically enrolled in the fixed rate option during this opt out period. If you wish to remain on the quarterly rate option, you must contact Integrys Energy Services at 1-888-566-1117.

If you have any further questions about your particular situation of the City Aggregation program, please contact Integrys Energy Services at 1-888-566-1117.

We are very pleased to be able to again offer this program to our residents and hope that you find this additional option for purchasing natural gas to be helpful.

Sincerely,

Edward J. Kelley, Mayor

Cleveland Heights City Council

Edward J. Kelley, Mayor; Phyllis L. Evans, Vice Mayor
Bonita W. Caplan, Nancy J. Dietrich, Kenneth Montlack, Mark A. Tumeo, Dennis R. Wilcox
Robert C. Downey, City Manager