

# FREQUENTLY ASKED QUESTIONS

- **Is DP&L Energy the same company as Dayton Power & Light?**

*No, but they are affiliated. DP&L Energy, is a competitive retail supplier of electricity and has been helping customers save money on their energy costs since 2001. DP&L Energy sells electricity to Ohio customers at market-based prices rather than the regulated prices offered by utilities.*

- **Why doesn't my local utility just lower my rate?**

*Regulated electric utilities charge rates that are set by the Public Utilities Commission of Ohio (PUCO). Pricing from competitive suppliers (such as DP&L Energy) is not set by the PUCO, so we can set our pricing according to market conditions. With lower wholesale electricity prices, now is a great time to switch and take advantage of the savings.*

- **Is there a fee to sign up with DP&L Energy?**

*We do not charge an account establishment fee. Check with your local utility and any other alternative generation and transmission provider you are using to see if they charge a switching or early termination fee.*

- **Are all Ohio utility customers eligible?**

*Ohio utility residential customers who are on a Percentage of Income Payment Plan (PIPP) or have utilities which are owned and operated within a municipality are not eligible for this program.*

- **When will my rate start?**

*Your electric supply will be provided by DPL Energy beginning with your meter reading that follows the electric utility's processing of your enrollment. This typically takes one to two service periods.*

- **I am already enrolled with DP&L Energy. Can I switch over to the Flyer Faithful Program?**

*Customers that are already enrolled with DP&L Energy under a different campaign can switch to the Flyer Faithful program with no early termination fee assessed under the initial campaign for the first 60-days of the program, as long as the term selected has a term end date that is either equal to or greater than the previously enrolled campaign.*

- **If I have already chosen a renewal option with DPLER, will you honor that rate?**

*Yes, our contract requires that we notify you of your auto-renewal option, so you will receive two notices about auto-renewal. We will enact the rate which you have communicated to us.*

- **Do I have to do anything to accept an auto-renewal offer?**

*No, an auto-renewal offer will be automatically accepted without you having to act.*

- **How can I contact DP&L Energy?**

*Please contact us with any questions and comments at [dpl.energy@dplinc.com](mailto:dpl.energy@dplinc.com) or by phone at (855)403-7429.*