



**What's this program all about?** Through an exclusive arrangement with FirstEnergy Solutions, Volunteer Energy is offering a substantially discounted electricity rate to business and commercial customers in the AEP Columbus Southern Power area. This is the very first offer of its kind in this area. Your business could save up to 30% or more on the cost of electricity.

Go to our [Rate Savings Calculator](#) for a simple way to check your savings.

**How does it work?** It's simple! AEP will still send you your monthly bill and handle any service calls, just as they always have. When you enroll in this program, the only thing that changes is your rate, which is provided by FES. That's really all there is to it.

**Does my price change each month?** No. Your price will remain fixed for the term of the offer. Typically, this is for 30 to 36 months. This is great news because according to the PUCO, AEP has been approved for a 6% increase in 2011. By taking advantage of this offer now, your business won't have to pay the approved increased rate!

**Does anyone have to come out to my place of business?** No. You can download an enrollment form and return via fax, email, or postal mail and no one will visit your business, or take up your valuable time.

**Why haven't I heard of this before?** It's brand new. This is the first time a program like this has ever been offered to AEP business customers. Finally, you can save on your electricity and still get the same billing and service you're used to.

**Who are Volunteer Energy and First Energy Solutions?** Volunteer Energy is a privately owned energy supplier and broker located in Pickerington, Ohio. FirstEnergy Solutions, based in Akron, Ohio is one of the largest unregulated electricity suppliers in the nation. Both companies are financially strong, and are working together through this exclusive arrangement to provide discounted electricity to the Central and Southern Ohio markets.

**How long does it take to get my new rate?** Generally, it takes approximately two billing cycles from receipt of your enrollment form.

**How can I estimate how much I'll save with this new rate?** That's easy. Go to our [Rate Savings Calculator](#) for a simple way to check your savings.

**Can I sign up additional accounts or meters at my place of business?** Of course! Just fill out the Additional Accounts page for as many meters as you have.

**What if I want to cancel?** Since this is a fixed rate contract for a period of time, there are termination fees that apply should you wish to change suppliers. Check the Terms & Conditions for more information.