

FREQUENTLY ASKED QUESTIONS

Community Choice Aggregation (CCA)

1. What is Community Choice Aggregation (CCA)?

Community choice aggregation (CCA) programs empower municipalities to select 100% renewable electricity for their residents and small businesses, at a fixed and lower price. CCA programs enable participating communities to join together and purchase electricity supply in bulk. Aggregating consumers on a large scale helps create the buying power necessary to secure more favorable energy supply rates and designate renewable generation sources.

2. Why are New York cities, towns and villages forming Community Choice Aggregations (CCAs)?

CCA is a powerful means to: (1) **Save money** by providing a fixed, lower electricity rate for a specific period of time, (2) **Expand the use of 100% clean electricity** from within New York State, and (3) **Increase consumer protection** with a program which has no additional charges or fees. No contract, additional paperwork or exchange of information is required. The contract guaranteeing the fixed rate is held by the municipality, giving all consumers flexibility to participate or not.

3. Who administers the Program?

Joule Assets has been selected as Program Administrator by each participating municipality. Joule Assets has been authorized by the New York State Public Service Commission to serve in this role. Joule Assets has partnered with Hudson Valley Energy, a regional nonprofit, to spearhead community outreach and education, and to provide program support.

4. Does my CCA program replace my utility?

No. Your existing utility will continue to deliver reliable power, maintain power lines, and respond to service outages. As required by law, it will still provide the same customer service to customers regardless of whether they are in the program. Customers will still receive only one bill each month directly from the utility. The new bill will reflect the change in supplier and new supply rate.

5. How does my CCA program procure power?

To select a supplier Joule Assets administers a competitive bidding process, soliciting responses from all registered New York suppliers.

6. How can I be sure my CCA program will provide energy reliably?

Electricity is a highly regulated industry with many safeguards against service and supply interruption. The “grid operator” (called the NYISO) monitors the grid to ensure that power is always flowing. And, the utility remains the “provider of last resort” and must serve customers if a supplier has not purchased needed power.

7. Will I save money by participating in the program?

Program rates are fixed below the average utility rate from the previous year. However, while our large customer base assures competitive bids from suppliers, fixed price contracts by nature do not guarantee that rates will be lower in any given month or save money through the contract period.

Call us Mon-Fri 9am-5pm: 845-859-9099, Ext 0
Se habla español, también



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8. How does the enrollment process work?

Residential and small commercial customers (those not charged for peak demand) currently receiving electric supply from the utility are automatically enrolled. If you are a resident or small business currently under contract with a third-party electricity supply company (ESCO) you are not enrolled; but if you want to switch to your community's CCA program, check your existing contract for its expiration date and any penalties for early termination. If you terminate your contract with the ESCO, you can then "opt in" to the program.

9. What if I don't want to participate?

It is absolutely your choice. Every household and small business currently receiving energy supply from the utility can opt out at any time with no penalty by filling out an online form or by calling us directly at 845-859-9099. Be prepared to provide the name and service address on your utility bill.

10. Is there a fee for opting out of the program?

No, there is never a fee or penalty for opting out.

11. If I opt out after the contract has taken effect, how will that affect my service?

Your service will not be interrupted, and you'll resume receiving supply from the utility at the end of the following billing period.

12. Does my CCA program supply "green" power?

Yes. Partner municipalities can select 100% renewable power supply as the default option for their residents and small businesses. However, customers can freely choose to switch supply options at any time.

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13. What is the 100% renewable energy option?

Our renewable energy option is currently 100% renewable power matched with Renewable Energy Certificates ("RECs") generated in New York State by hydropower, solar energy, or wind energy. Using electricity generated by hydropower, solar, or wind energy dramatically reduces greenhouse gas emissions. We can celebrate our contribution to cleaner air and cleaner water.

14. How does CCA work with community solar?

Community choice aggregation and community solar programs work together to reduce carbon emissions and electricity costs. CCA is a statewide initiative that allows municipalities to pool local electricity demand in order to negotiate better electricity rates and terms on behalf of their residents, including renewable energy. Community solar requires enrollment and may be layered on top of CCA, offering additional electricity bill savings and supporting the creation of local renewable infrastructure.

15. My community is not a part of a CCA, can I still sign up for the community solar program?

Yes. You can sign up for community solar, regardless of whether you participate in a CCA program.

Your town is leading the way
to a greener and cheaper
energy future

