



Manchester Township Community Energy Aggregation Program ("MCEA")

PROGRAM UPDATE APRIL 2018

The current MCEA program supplier, TriEagle Energy, recently informed the Township of a billing error which has affected the electric bills of a small percentage of residents receiving supply through the Township's program. The Township wishes to share this information with the community.

Specifically, due to recent technical difficulties that occurred during a few-day period in early April 2018, TriEagle was unable to have its power supply charges placed on the JCP&L bill. Therefore, for those residents whose JCP&L bills were processed during these few days, you may have noticed that your April bill included only JCP&L delivery charges, and did not include the TriEagle Energy supply charges which typically appear on the bill. TriEagle has assured the Township that this error will only affect a minority of residents and that the underlying issue has been resolved.

On the next JCP&L bill, in addition to current power supply charges for the April-May billing period, affected customers will also see an additional, one-time line item to recover last month's un-billed amount. Specifically, this separate line item on the JCP&L bill will be labeled 'Unbilled Prior Usage,' and will reflect the un-billed power supply charges that were omitted from last month's bill. In the end, affected customers will pay the same amount that they would have paid, no more and no less, than if the error had not occurred.

TriEagle Energy has apologized for this error, and has asked the Township to remind residents that TriEagle's customer service center which can be reached at 1-888-893-6581 to answer any questions. In addition, if the previously un-billed amount on this month's bill creates a hardship, residents can contact JCP&L at (800) 662-3115 to request a payment plan to spread that cost over several months.