July 19, 2016

Re: Westchester Power, Community Choice Aggregation program

Dear Westchester Power account holders:

Our goal in the transition was that it would be seamless and trouble-free, and we hope that has been your experience.

However, we have recently received reports of billing issues apparently originating with NYSEG so we know that is not true for everyone. We are actively seeking resolution for those accounts involved.

We have identified two issues:

1. Mistaken estimates of your consumption (you could see this by a spike in what you've consumed versus last year at this time) or
2. Mistaken conversion for some bills which had been on a level monthly payment plan (budget plans) to "standard" billing which varies month to month, and as a result erroneously high bills

Westchester Power
55 Maple Avenue, Mount Kisco, NY 10549 914-242-4725

Westchester Power is working closely with both NYSEG and Constellation to resolve these errors. If you're affected by either of two issues we've identified, or have any other questions or concerns about your account or enrollment in the program, please contact us directly in our Mount Kisco offices, Please call Westchester Power at 914-242-4725 or e-mail at Jenna@westchesterpower.org

Best regards,

Jenna Amundsen
Community Outreach Coordinator
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