

## **VILLAGE OF LYNBROOK**

### **FAQ'S**

**Q. Why is my account being opted out of the Lynbrook Community Choice Aggregation (CCA)?**

A. Your account is still part of the CCA unless you have opted-out directly with Great American Gas & Electric (GAGE). The CCA plan outlined in your Initial CCA letter described that your account would receive service from National Grid during spring and summer months.

**Q. Why did I receive the letter cancelling my account?**

A. The National Grid letter was sent to notify you that your supply is being switched from GAGE back to National Grid in accordance with the Terms negotiated by your Village as part of the CCA offer.

**Q. How does the Village of Lynbrook CCA program work?**

A. The CCA program is a seasonal program. Customers only receive service from GAGE during the winter months.

- Customer accounts will be enrolled with GAGE for their natural gas supply during the 5 winter months of November 2022 through March 2023.
- At the end of March 2023, accounts will then be returned back to National Grid for their natural gas supply.
- The program will recommence in November 2023 through March 2024.
- At the end of March 2024, accounts will again be returned to National Grid and the Village of Lynbrook CCA program will come to an end.

**Q. Why is my account being switched back now?**

A. Your account was enrolled for only the 1 month of March 2022. Your account was automatically returned to National Grid for the non-winter billing season. Another opt out letter will be mailed to you in August/October, ahead of the new service period with GAGE. You will have the opportunity to opt-out of the program at that point in time.