**SECTION VII**

## PART 7 - END-USE CUSTOMER ENROLLMENT PROCESS

execution of a “Customer Information Agreement”, customer information consistent with paragraph (A) of rule 4901:1-28-05 of the Ohio Administrative Code. The Opt-Out Governmental Aggregator shall not, without the customer's express written consent, disclose or use for any purpose other than formation and operation of its aggregation, a customer's account number or social security number or any customer information regarding customers who had opted-off of the Company's pre-enrollment list. Before an Opt-Out Governmental Aggregator releases any customer account number, social security number, or any information related to a customer who has opted off of the Company's pre-enrollment list, the Opt-Out Governmental Aggregator shall obtain the customer's signature on a release. The release shall be on a separate piece of paper. The release shall be clearly identified on its face as a release of personal information and all text on the release shall be in at least sixteen-point type. The following statements shall appear prominently on the release, just prior to the signature, in type larger and darker than the type in the surrounding sentences: **I realize that, under the rules and regulations of the Public Utilities Commission of Ohio, I may refuse to allow (name of aggregator) to release the information set forth above. By my signature, I freely give (name of aggregator) permission to release the information designated above.** The information that the Opt-Out Governmental Aggregator seeks to release shall be specified on the form. Forms requiring a customer to circle or to check off preprinted types of information to be released may not be used.

* 1. Identification of Eligible Customers By Opt-Out Governmental Aggregators

1) Each Opt-Out Governmental Aggregator shall use its best efforts to ensure that only eligible customer accounts within its governmental boundaries and customers who have not opted-out are included in its aggregation. If ineligible accounts, accounts from outside of the Opt-Out Governmental Aggregator's governmental boundaries, or accounts for customers who opted out of the aggregation areswitched to the governmental aggregation, the Opt-Out Governmental Aggregator shall promptly contact the Company and supply any information in the form and format acceptable to the Company to have the customer switched back to the customer's former Retail Natural Gas Supplier. The Opt-Out Governmental Aggregator shall reimburse the customer for any switching fees that were paid by the customer as a result of the switch. In addition, if the customer's former rate was less than the rate charged by the Opt-Out Governmental Aggregator, then the Opt-Out Governmental Aggregator shall reimburse the customer the difference between the customer's former rate and the Opt-Out Governmental Aggregator's rate multiplied by the customer's usage during the time that the customer was served by the Opt-Out Governmental Aggregator.

7.10(a) Immediate CHOICE Enrollment Program

1. Immediate enrollment program available to customers at the time service is requested, which provides CHOICE eligible customers, with the exception of those currently enrolled in the CHOICE Program, an opportunity to participate in Columbia’s Immediate CHOICE Enrollment Program for two billing cycles. Participating customers may choose a specific supplier that will provide service for two billing cycles that starts with the provision of gas service at the new address. During these two billing cycles, the supplier will

have an opportunity to execute a traditional contract with the customer for service through the CHOICE Program. Customers that elect to participate in this program may request a specific supplier. The supplier will be made aware of the customer’s election and scheduled projected date of service at that time. The customer’s election of a supplier does not result in a contract between the customer and the supplier. Customers that elect traditional CHOICE service from their specific supplier during the two billing cycles will not be charged a switching fee. Customers that elect traditional CHOICE service from an alternative CHOICE supplier during the two billing cycles will be charged a switching fee. The rate billed customers participating during this introductory period will be equivalent to the effective SCO billing rate. The customer may terminate their decision to participate in this program as long as enrollment is pending. Upon connection of the customer at the new address Columbia will reevaluate the customer to determine CHOICE eligibility. Customers determined eligible through this process will be enrolled in this introductory program with final confirmation of the customer’s enrollment being sent to the supplier at that time. Customers participating in this program that do not execute a traditional CHOICE Program contract upon expiration of the two billing cycles and customers that elect not to participate in the Immediate CHOICE Enrollment Program will be assigned to DSS service for one billing cycle and then assigned to an SCO provider. All Retail Natural Gas Suppliers participating in this program must have previously opted to participate.

7.10(b) Customer Notification of Rejection of Application

1) In customer enrollment, if the Company rejects a customer from enrollment, the Retail Natural Gas Supplier or Governmental Aggregator shall notify the customer within three business days from the Company's notification of rejection that the customer will not be enrolled or enrollment will be delayed, along with the reason(s) therefore.