



4067 Treeline Court  
Westerville, OH 43082  
[www.electricsuppliers.org](http://www.electricsuppliers.org)

October 31, 2013

Docketing Division  
Public Utilities Commission of Ohio  
180 East Broad St.  
Columbus, Ohio 43215-3793

**Case No. 13-2024-EL-GAG**

**RE: Opt out Letter(s)- — Berlin Township, Delaware County, OH**

Berlin Township is pleased to submit its final copy of Opt-out letter(s) to be sent to all eligible customers on November 11<sup>th</sup>, 2013 with the response deadline by December 2, 2013.

Material provided for review:

- Residential Opt-out letter
- Business Opt-out letter

Should you have any questions or additional needs, please call me at (614) 425.4885.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott R. Belcastro", with a long horizontal line extending to the right.

Scott R. Belcastro

Principal

614.425.4885

[scott@electricsuppliers.org](mailto:scott@electricsuppliers.org)

Enclosure



- - - 0 -

November 11, 2013

Dear Berlin Resident:

Berlin Township is providing you the opportunity to save money on your electric bill by participating with other Berlin Township residents and businesses in an opt-out electric aggregation program, with IGS Energy of Dublin, Ohio as your provider.

Under governmental aggregation, Berlin Township Trustees act on behalf of electric consumers in the community to negotiate an electric supply contract with an eligible provider. Both Berlin Township and eligible retail electric suppliers have to be certified by the Public Utilities Commission of Ohio. Berlin Township Trustees passed an ordinance to adopt the program after Berlin Township voters approved its implementation in May 2013. The aggregation program for Berlin Township will begin within one to two billing periods following your inclusion as a participant in the Township's program and **end with your March 2015 billing period.**

**Under this aggregation program, residents in the Berlin Township will pay a price that is 20% less per KWH than AEP Ohio's Price to Compare (conveniently located on your electric statement). IGS Energy's price applies to the generation and transmission portion of your bill. If you are ever unhappy with your service or rate from IGS Energy, you may cancel free of charge at any time and return to AEP at a rate and terms that may or may not be the same as what other AEP customers pay.**

**You will be automatically enrolled in Berlin's Electric Aggregation Program unless you choose to "opt out" – that is, affirmatively choose to not participate.** If you want to be excluded from the Berlin Township Electric Aggregation Program, you must return the enclosed "Opt-Out" Form or contact IGS Energy at 1-877-915-4447 by **December 2, 2013**. If you do not cancel or opt-out at this time, you will be enrolled in the program until it expires with your March 2015 billing period. If you do opt-out, you will continue to receive AEP's standard service offer rate.

Under this aggregation, AEP will continue to maintain the wires system that delivers power to your home or business. You will still contact AEP regarding loss of power service or for any other concerns or issues having to do with your electric service. You will continue to receive a single bill from AEP for your electric service with your lower IGS Energy rate included.

**If you have any questions please call IGS Energy at 1-877-915-4447, weekdays, from 8:00 a.m. to 8:00 p.m. EST.** For general information on deregulation in Ohio, you can also visit the Web Site of the Public Utilities Commission of Ohio ([www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)).

Sincerely,  
IGS Energy and Berlin Township

P.S. Remember to return the "Opt-Out" form only if you do **not** want to participate in the Berlin Township Electric Aggregation Program.

If the home for which you have received this letter is not located within Berlin Township, you have received this letter in error. Please contact IGS Energy at 1-877-915-4447 to be removed from the aggregation list.

**You are not eligible to participate in this program if you are currently enrolled in the Percentage of Income Payment Plan (PIPP) program.**

17 digit Service Delivery Identifier Number as it appears on your AEP Electric bill.

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**I wish to opt out of the Berlin Township Electric Aggregation Program.**

(Check box to opt out.)

☐

Name (Please Print) \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Signature (REQUIRED) \_\_\_\_\_

OOAEP01

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NOTICE

Return the "Opt-Out" form only if you do not want to participate in the Berlin Township Electric Aggregation Program.

Return by **December 2, 2013** to:

Electric Governmental Aggregation Program

PO Box 9060

Dublin, Ohio 43017-0960

Term Box	
Utility:	Columbus Southern Power Company ("AEP")
Price Plan	Guaranteed Saving Rate
Program Price	Subject to the terms and conditions detailed below in the body of the Agreement: For residential customers the applicable price per KWH shall be twenty percent (20%) less than the applicable AEP Price to Compare per KWH of electricity consumed. For non-mercantile commercial customers the applicable price per KWH shall be twenty five percent (25%) less than the applicable AEP Price to Compare per KWH of electricity consumed.
Term	Services to be rendered pursuant to this Agreement will commence upon the implementation of Berlin Township's community opt-out government aggregation program and will continue through the customer's March of 2015 billing cycle
Cancellation Fee	None

The services provided to me by Interstate Gas Supply, Inc. ("IGS Energy") are governed by the terms and conditions stated in this document and the opt-out notification accompanying this document ("Agreement") and will serve as the terms of service for the Berlin Township opt-out government aggregation program ("Program") which I agree to enroll in by not "opting-out" of the Program, as described in the accompanying opt-out notification letter, or exercising my right to rescission under this Agreement.

**Term:** The Term of the Program will be as stated in the term box located at the top of this Agreement ("Term Box"). IGS Energy will supply the commodity portion of my electricity and AEP will continue to be my Electric Delivery Company ("EDC"). Upon expiration of the opt-out period, if I do not elect to opt-out of the Program, IGS Energy will notify the EDC to transfer electric commodity services to IGS Energy. If I am currently an IGS Energy electric customer, IGS Energy reserves the right to reject or rescind my enrollment in the Program or to require me to pay the applicable cancellation fee, if any, for my existing electric service agreement to be eligible for this Agreement.

**Regulatory:** Competitive electric retail services ("CRES Program") are subject to ongoing Public Utilities Commission of Ohio ("PUCO") and EDC jurisdiction. I understand that if the CRES Program is terminated or materially altered, this Program may be terminated by me or IGS Energy without penalty. I understand that IGS Energy may terminate or modify this Program due to unforeseen regulatory action that will materially affect the costs of providing electric service to the Program.

**Price:** The price I will pay for my electric supply charges (which applies to the generation and transmission portion) under the Program is as described in the Term Box ("Program Price"). I am responsible for, and my Program Price does not include, applicable taxes and/or EDC charges, including service and delivery charges, which will be billed by the EDC.

**Renewal:** If my community's governmental aggregation continues, at least every three years from the establishment of this Program the government aggregator or its supplier shall provide me notice of my right to opt out of the aggregation without penalty. The process for providing me with notice of my right to opt-out shall include a provision for me to return a post card or similar notice to the governmental aggregator or the supplier. For renewals, I will have at least twenty-one days from the post mark date on the written notice to choose to opt out of the Program, and my return post card or notice that is post marked before the opt out deadline has elapsed shall count as timely sent. The notice will follow the procedures established for the initial opt-out notice set forth in this rule and shall prominently disclose to me all changes to the terms and conditions associated with the aggregation. I am entitled to opt-out of the government aggregation program at least every three years from the commencement date of the Program, without a penalty. If I am in the Program when the Program is renewed and I do not exercise my right to opt-out, I will be continued in the Program. Nothing in this Agreement guarantees that I am entitled to pricing provided by IGS Energy after the Term of this Agreement expires.

**Customer Rescission Period:** If I am a new customer to IGS Energy this Agreement may be rescinded by me with no cancellation fee by contacting the EDC in writing or by telephone at the number provided on the confirmation notice within 7 business days from the post-mark date of the confirmation notice sent by the EDC ("Rescission Period"). If I am an existing IGS Energy electric customer I will not receive a confirmation notice from the EDC but, in the event I decide to cancel this Agreement, I will be returned to my previous Agreement with IGS Energy without penalty under this Agreement.

**Cancellation:** I can cancel this Agreement without cancellation fee by providing notice of not less than 30 days to IGS Energy. Cancellation notices provided after the Rescission Period may result in an additional month(s) of service with IGS Energy at the Program Price, which I agree to pay, as the effective date of all cancellations are subject to EDC guidelines. I understand that if I switch my service to another supplier or back to the EDC an EDC switching fee may apply under the EDC's tariff and if I return to the EDC sales service I may not be served under the same rates, terms, and conditions that apply to other customers served the EDC.

**Contact and Dispute Resolutions:** In the event of a billing dispute or issues regarding volume or metering, I should contact the EDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the IGS Energy choice

## **IGS Energy Frequently Asked Questions**

### **What is aggregation?**

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

### **How is my community able to choose a certified electric generation supplier on my behalf?**

Residents voted to allow the community to contract for an electric generation supplier on their behalf.

### **Who is IGS Energy?**

Since 1989, IGS has been known for our energy expertise and simple, clear customer solutions. As America's largest independent retail supplier of natural gas and a trusted energy provider, we've built our business on one simple idea: residential and business customers should be able to choose the energy supplier that best meets their needs. When customers have choices, market forces motivate competing suppliers to offer more variety and better prices. It's a win-win for every one of the residential, small business, commercial, and industrial customers in the eleven-state region that IGS Energy serves.

### **How will I know if I can save money under the electric governmental aggregation program?**

The price you pay for electric generation supply is guaranteed to be lower because you'll always receive the percent discount for your electric generation.

### **What do I need to do if I want to be included in this governmental aggregation?**

You do not need to do anything to receive the discounted generation pricing under this program. You may choose to remain in the aggregation group and begin receiving your discount by simply not returning the opt-out form.

### **If I join my community's governmental aggregation program, who will deliver my power, read my meter and respond to emergencies, such as power outages?**

Your electric utility will be responsible for the delivery of power to your home or business. Since your electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage.

### **Is your price for residential power fixed, or does it vary?**

In this program, the discount you will receive each month does not change. But because the actual price per kWh charged by the utility may change each month (based on the season and your usage), the price per kWh from IGS Energy will also change each month.

### **What does "opt out" mean?**

"Opt out" means that you can decide not to participate in your community's electric governmental aggregation program. By returning the opt-out form, which is included in this mailing, by the Opt Out Deadline you will not be enrolled as an electric generation customer with IGS Energy, your community's competitive electric generation supplier, and you will not receive the discount.

**What happens if I do not send in the opt-out form?**

If you do not return the opt-out form postmarked by the Opt Out Deadline, you will be included in your community's governmental aggregation program and will receive competitively priced electricity from IGS Energy Electric Services.

**Can I opt out over the phone?**

Yes, simply call IGS Energy at 1-877-915-4447.

**Can I opt out of the program at a later date?**

Yes, there is no early termination fee from IGS Energy if you cancel at any time. Additionally once enrolled, you will receive a notice prior to the current term end date, March 2015, and, in any case, at least every three years asking if you wish to remain in the program. At that point, you may also opt out at no cost.

**What are my energy supply choices if I decide to opt out?**

You can stay with your current electric utility, which will continue to supply your electric generation as it always has, or you can shop for an alternative generation supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices are available by calling 1-800-686-PUCO (1-800-686-7826).

**If I join the aggregation, can I stay on budget billing?**

Yes, you can remain on budget billing; however, only your charges from the utility (Distribution) will continue to be budgeted. Your charges from IGS Energy (Generation & Transmission) will not be budgeted – you will pay the full amount each month.

**Can I still have my payment automatically deducted from my checking account as I do now?**

Yes. How you pay your electric bill will not change.

**Additional FAQs for all-electric space heating, electric water heating and/or load management customers:****I receive a credit from my electric utility for my electric water heating. Will I miss out on this credit if I join this program?**

Because IGS Energy is offering a discount off the Price to Compare, you are not missing out on any of the savings that utility credits provide.

**If I leave this program at a later date, will I be able to keep the credits I get from my utility for having all electric space heating, electric water heating and/or load management equipment?**

Yes. This discount is in addition to the generation credit reflected in your Price to Compare. So if you cancel your contract with IGS Energy, you will continue to receive the credits from your utility for having all-electric space heating, electric water heating and/or load management equipment as long as those credits are being offered.

**What is the toll-free number for questions?**

If you have any questions, please call IGS Energy at 1-877-915-4447, Monday through Friday, 8 a.m. to 8 p.m.



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November 11, 2013

Dear Berlin Business Owner:

The Berlin Township is providing you the opportunity to save money on your electric bill by participating with other Berlin residents and businesses in an opt-out electric aggregation program, with IGS Energy of Dublin, Ohio as your provider.

Under governmental aggregation, Berlin Township Trustees act on behalf of electric consumers in the community to negotiate an electric supply contract with an eligible provider. Both Berlin Township and eligible retail electric suppliers have to be certified by the Public Utilities Commission of Ohio. Berlin Township Trustees passed an ordinance to adopt the program after Berlin Township voters approved its implementation in May 2013. The aggregation program for the Berlin Township will begin within one to two billing periods following your inclusion as a participant in the Township's program and **end with your March 2015 billing period.**

**Under this aggregation program, eligible businesses in Berlin Township will pay a price that is 25% less per KWH than AEP Ohio's applicable rate tariff for your business.** IGS Energy's price applies to the generation and transmission portion of your bill. **If you are ever unhappy with your service or rate from IGS Energy, you may cancel free of charge at any time and return to AEP at a rate and terms that may or may not be the same as what other AEP customers pay.**

**You will be automatically enrolled in Berlin's Electric Aggregation Program unless you choose to "opt out" – that is, affirmatively choose to not participate.** If you want to be excluded from the Berlin Township Electric Aggregation Program, you must return the enclosed "Opt-Out" Form or contact IGS Energy at 1-877-915-4447 by **December 2, 2013**. If you do not cancel or opt-out at this time, you will be enrolled in the program until it expires with your March 2015 billing period. If you do opt-out, you will continue to receive AEP's standard service offer rate.

Under this aggregation, AEP will continue to maintain the wires system that delivers power to your home or business. You will still contact AEP regarding loss of power service or for any other concerns or issues having to do with your electric service. You will continue to receive a single bill from AEP for your electric service with your lower IGS Energy rate included.

**If you have any questions please call IGS Energy at 1-877-915-4447, weekdays, from 8:00 a.m. to 8:00 p.m. EST.** For general information on deregulation in Ohio, you can also visit the Web Site of the Public Utilities Commission of Ohio ([www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)).

*Sincerely,*  
*IGS Energy and Berlin Township*

P.S. Remember to return the "Opt-Out" form only if you do **not** want to participate in the Berlin Township Electric Aggregation Program.

If the business for which you have received this letter is not located within Berlin Township, you have received this letter in error. Please contact IGS Energy at 1-877-915-4447 to be removed from the aggregation list.

17 digit Service Delivery Identifier Number as it appears on your AEP Electric bill.

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**I wish to opt out of the Berlin Township Electric Aggregation Program.**

(Check box to opt out.)

☐

Name (Please Print) \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Signature (REQUIRED) \_\_\_\_\_

OOAEP01

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#### NOTICE

Return the "Opt-Out" form only if you do not want to participate in the Berlin Township Electric Aggregation Program.

Return by **December 2, 2013** to:

**Electric Governmental Aggregation Program**

**PO Box 9060**

**Dublin, Ohio 43017-0960**



Term Box	
Utility:	Columbus Southern Power Company ("AEP")
Price Plan	Guaranteed Saving Rate
Program Price	Subject to the terms and conditions detailed below in the body of the Agreement: For residential customers the applicable price per KWH shall be twenty percent (20%) less than the applicable AEP Price to Compare per KWH of electricity consumed. For non-mercantile commercial customers the applicable price per KWH shall be twenty five percent (25%) less than the applicable AEP Price to Compare per KWH of electricity consumed.
Term	Services to be rendered pursuant to this Agreement will commence upon the implementation of Berlin Township's community opt-out government aggregation program and will continue through the customer's March of 2015 billing cycle
Cancellation Fee	None

The services provided to me by Interstate Gas Supply, Inc. ("IGS Energy") are governed by the terms and conditions stated in this document and the opt-out notification accompanying this document ("Agreement") and will serve as the terms of service for the Berlin Township opt-out government aggregation program ("Program") which I agree to enroll in by not "opting-out" of the Program, as described in the accompanying opt-out notification letter, or exercising my right to rescission under this Agreement.

**Term:** The Term of the Program will be as stated in the term box located at the top of this Agreement ("Term Box"). IGS Energy will supply the commodity portion of my electricity and AEP will continue to be my Electric Delivery Company ("EDC"). Upon expiration of the opt-out period, if I do not elect to opt-out of the Program, IGS Energy will notify the EDC to transfer electric commodity services to IGS Energy. If I am currently an IGS Energy electric customer, IGS Energy reserves the right to reject or rescind my enrollment in the Program or to require me to pay the applicable cancellation fee, if any, for my existing electric service agreement to be eligible for this Agreement.

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**Price:** The price I will pay for my electric supply charges (which applies to the generation and transmission portion) under the Program is as described in the Term Box ("Program Price"). I am responsible for, and my Program Price does not include, applicable taxes and/or EDC charges, including service and delivery charges, which will be billed by the EDC.

**Renewal:** If my community's governmental aggregation continues, at least every three years from the establishment of this Program the government aggregator or its supplier shall provide me notice of my right to opt out of the aggregation without penalty. The process for providing me with notice of my right to opt-out shall include a provision for me to return a post card or similar notice to the governmental aggregator or the supplier. For renewals, I will have at least twenty-one days from the post mark date on the written notice to choose to opt out of the Program, and my return post card or notice that is post marked before the opt out deadline has elapsed shall count as timely sent. The notice will follow the procedures established for the initial opt-out notice set forth in this rule and shall prominently disclose to me all changes to the terms and conditions associated with the aggregation. I am entitled to opt-out of the government aggregation program at least every three years from the commencement date of the Program, without a penalty. If I am in the Program when the Program is renewed and I do not exercise my right to opt-out, I will be continued in the Program. Nothing in this Agreement guarantees that I am entitled to pricing provided by IGS Energy after the Term of this Agreement expires.

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**Contact and Dispute Resolutions:** In the event of a billing dispute or issues regarding volume or metering, I should contact the EDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the IGS Energy choice

department by phone weekdays from 8:00 a.m. to 8:00 p.m. ET at 877-915-4447, by fax 1-800-584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at [www.IGSEnergy.com](http://www.IGSEnergy.com). Also, I can contact IGS Energy through e-mail at [choice@IGSEnergy.com](mailto:choice@IGSEnergy.com). If my questions or concerns or complaint are not resolved after I have called IGS Energy or my EDC, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY toll free at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). The Ohio Consumer's Counsel ("OCC") represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>

**Assignment:** This Agreement is assignable by IGS Energy without my consent subject only to required regulatory approvals. IGS Energy will use its best efforts to give the EDC and me thirty (30) days written notice prior to any assignment.

**Billing:** For my convenience I will receive only one bill, which will be issued by the EDC each month and will contain IGS Energy's electric supply charge plus applicable taxes and all of the EDC's delivery and other applicable charges, including any late fees assessed by the EDC. I agree to continue to pay the EDC for the entire electric bill under the EDC's payment terms and conditions. If I fail to pay my bill within the EDC's payment terms, IGS Energy reserves the right to charge a monthly late fee of 1.5% of the amount past due, calculated from the EDC due date on my bill. I understand and agree that although I remit my payments to the EDC, ultimately if I fail to make my payment to the EDC for the electricity commodity component of my bill supplied by IGS Energy, I will owe the unpaid amount to IGS Energy in which case IGS Energy may bill me directly for unpaid balances and seek collection if necessary. Additionally, if I fail to timely pay my IGS Energy charges billed by either the EDC or IGS Energy, IGS Energy may in its sole discretion terminate this Agreement with fourteen (14) days written notice or require a security deposit in order to continue service under this Agreement.

I may request twice within a 12 month period, at no charge, up to 24 months of my payment history for services rendered by IGS Energy. Other than for operation, maintenance, assignment and transfer of my account or, where IGS Energy is performing billing services, or for collections, IGS Energy will not disclose my account number to any other third party without my affirmative written consent or electronic authorization or pursuant to a court or PUCO order and that, other than for credit checking and credit reporting, IGS Energy will not disclose my social security number without my affirmative written consent or pursuant to court order. I authorize IGS Energy to obtain my billing payment and usage history from the EDC.

**Moving/Termination:** I understand that this contract will automatically terminate, without penalty, if I relocate outside the EDC service territory or if I relocate within the current EDC service territory and the EDC assigns a new account number or Service Delivery Identifier ("SDI").

**Environmental Disclosure:** For electric customers, the approximate generation resource mix and environmental characteristics of the power supply that will be secured to provide services under this Agreement can be viewed at the IGS website – [igsenergy.com](http://igsenergy.com). I agree that IGS will make the required quarterly updates to the disclosure statement electronically on the IGS website. IGS will also provide the environmental disclosure statement upon my request.

**Eligibility / Limitation of Liability / Jurisdiction:** This Agreement is for only residential and non-mercantile commercial customers (see Ohio Revised Code 4928(A)(19)) in the AEP service territory. By entering into this Agreement, I represent and agree that the account(s) served by IGS Energy under this Agreement is (are) Residential or Non-Mercantile Commercial account(s) and that I am not an existing IGS Energy customer. IGS Energy reserves the exclusive right, at any time, to not enroll, or if I have been enrolled, to terminate my service locations that do not meet the preceding criteria and return me to the EDC (or previous IGS Energy product, whichever is applicable) with no penalty to IGS Energy. **Also, I represent that I am current on my EDC bill at the time of enrollment with IGS Energy. If IGS Energy determines through the enrollment process with the EDC that I am not current on my EDC bill, IGS Energy can in its sole discretion, 1) void my enrollment without notice and without penalty to IGS Energy or 2) require a security deposit to be paid as a condition of enrollment.** Furthermore, participation in the program is subject to the rules of the EDC and customers are sometimes terminated from the residential program either in error or for being in arrears. In such instances, I can contact the EDC to correct the problem and be reinstated in the residential program. Regardless of the reason for termination, in no case will the original term be extended for months that I was unable to participate nor will IGS Energy have any liability for any early termination or for any months that I was unable to participate in the program. IGS Energy assumes no liability or responsibility for losses or consequential damages arising from items associated with the EDC including, but not limited to: operations and maintenance of their system; any interruption of service; termination of service; or deterioration of service, nor does IGS Energy assume responsibility or liability for damages arising from any in-home or building damages and in addition shall not be responsible for any indirect, consequential, special or punitive damages whether arising under contract, tort (including negligence or strict liability) or any other legal theory. The parties agree that if issues relating to this Agreement cannot be resolved through the PUCO as detailed under "Contract and Dispute Resolution" above or if suit is filed, any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Franklin County, Ohio or the United States District Court sitting in Franklin County, Ohio. I submit to the personal jurisdiction in such courts and irrevocably waive any objections that I have or might have in the future to such courts as the proper forum for any and all actions arising under this Agreement. The parties agree that this Agreement shall be interpreted under the laws of the State of Ohio, regardless of Ohio's choice of law provisions.

## **IGS Energy Frequently Asked Questions**

### **What is aggregation?**

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

### **How is my community able to choose a certified electric generation supplier on my behalf?**

Residents voted to allow the community to contract for an electric generation supplier on their behalf.

### **Who is IGS Energy?**

Since 1989, IGS has been known for our energy expertise and simple, clear customer solutions. As America's largest independent retail supplier of natural gas and a trusted energy provider, we've built our business on one simple idea: residential and business customers should be able to choose the energy supplier that best meets their needs. When customers have choices, market forces motivate competing suppliers to offer more variety and better prices. It's a win-win for every one of the residential, small business, commercial, and industrial customers in the eleven-state region that IGS Energy serves.

### **How will I know if I can save money under the electric governmental aggregation program?**

The price you pay for electric generation supply is guaranteed to be lower because you'll always receive the percent discount for your electric generation.

### **What do I need to do if I *want* to be included in this governmental aggregation?**

You do not need to do anything to receive the discounted generation pricing under this program. You may choose to remain in the aggregation group and begin receiving your discount by simply not returning the opt-out form.

### **If I join my community's governmental aggregation program, who will deliver my power, read my meter and respond to emergencies, such as power outages?**

Your electric utility will be responsible for the delivery of power to your home or business. Since your electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage.

### **Is your price for residential power fixed, or does it vary?**

In this program, the discount you will receive each month does not change. But because the actual price per kWh charged by the utility may change each month (based on the season and your usage), the price per kWh from IGS Energy will also change each month.

### **What does "opt out" mean?**

"Opt out" means that you can decide not to participate in your community's electric governmental aggregation program. By returning the opt-out form, which is included in this mailing, by the Opt Out Deadline you will not be enrolled as an electric generation customer with IGS Energy, your community's competitive electric generation supplier, and you will not receive the discount.

**What happens if I do not send in the opt-out form?**

If you do not return the opt-out form postmarked by the Opt Out Deadline, you will be included in your community's governmental aggregation program and will receive competitively priced electricity from IGS Energy Electric Services.

**Can I opt out over the phone?**

Yes, simply call IGS Energy at 1-877-915-4447.

**Can I opt out of the program at a later date?**

Yes, there is no early termination fee from IGS Energy if you cancel at any time. Additionally once enrolled, you will receive a notice prior to the current term end date, March 2015, and, in any case, at least every three years asking if you wish to remain in the program. At that point, you may also opt out at no cost.

**What are my energy supply choices if I decide to opt out?**

You can stay with your current electric utility, which will continue to supply your electric generation as it always has, or you can shop for an alternative generation supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices are available by calling 1-800-686-PUCO (1-800-686-7826).

**If I join the aggregation, can I stay on budget billing?**

Yes, you can remain on budget billing; however, only your charges from the utility (Distribution) will continue to be budgeted. Your charges from IGS Energy (Generation & Transmission) will not be budgeted – you will pay the full amount each month.

**Can I still have my payment automatically deducted from my checking account as I do now?**

Yes. How you pay your electric bill will not change.

**Additional FAQs for all-electric space heating, electric water heating and/or load management customers:****I receive a credit from my electric utility for my electric water heating. Will I miss out on this credit if I join this program?**

Because IGS Energy is offering a discount off the Price to Compare, you are not missing out on any of the savings that utility credits provide.

**If I leave this program at a later date, will I be able to keep the credits I get from my utility for having all electric space heating, electric water heating and/or load management equipment?**

Yes. This discount is in addition to the generation credit reflected in your Price to Compare. So if you cancel your contract with IGS Energy, you will continue to receive the credits from your utility for having all-electric space heating, electric water heating and/or load management equipment as long as those credits are being offered.

**What is the toll-free number for questions?**

If you have any questions, please call IGS Energy at 1-877-915-4447, Monday through Friday, 8 a.m. to 8 p.m.

**This foregoing document was electronically filed with the Public Utilities**

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Summary: Opt-Out Notice electronically filed by Scott Belcastro on behalf of Berlin Township, Delaware Co., OH