The Public Utilities Commission of Ohio

PUCO USE ONLY		
Date Received	**Case Number**	**Version**
	- -EL-GAG	**June 2002**

CERTIFICATION APPLICATION FOR GOVERNMENTAL AGGREGATORS

Please print or type all required information. Identify all attachments with an exhibit label and title (Example: Exhibit A-5 Experience). All attachments should bear the legal name of the Applicant and should be included on the electronic copy provided. Applicants should file completed applications and all related correspondence with: Public Utilities Commission of Ohio, Docketing Division, 180 East Broad Street, Columbus, OH 43215-3793.

This PDF form is designed so that you may input information directly onto the form. You may also download the form, by saving it to your local disk, for later use.

A. APPLICANT INFORMATION

A-1 Applicant's name, address, telephone number, and web site address

Name West Township
Address 8610 Knox School Road, Minerva, Ohio 44657
Telephone Number 330 894 2210
Web site address (if any) n.a

A-2 **Exhibit A-2 "Authorizing Ordinance"** provide a copy of the ordinance or resolution authorizing the formation of a governmental aggregation program adopted pursuant to Section 4928.20(A) of the Revised Code.

A-3 **Exhibit A-3 "Operation and Governance Plan"** provide a copy of the applicant's plan for operation and governance of its aggregation program adopted pursuant to Section 4928.20(C) of the Revised Code. The Operation and Governance Plan explained in Exhibit A-3 should include:

- Terms and conditions of enrollment including:
  - Rates
  - Charges
  - Switching fees, if any
- Policies associated with customers moving into/out of aggregation area
- Billing procedures
- Procedures for handling complaints and disputes including the toll-free telephone number and address for customer contacts

A-4 **Exhibit A-4 Automatic Aggregation Disclosure-"Opt-out Form"** provide a copy of the disclosures/"opt-out" required by Section 4928.20(D) of the Revised Code, if its aggregation program provides for automatic aggregation in accordance with Section 4928.20(A) of the Revised Code. If the opt-out is in draft form, docket the final opt-out (including beginning and ending dates of the 21-day -out period and the selected CRES supplier) with the Commission within 10 days prior to providing or offering service. See #12 in the attached Affidavit .

A-5 Contact person for regulatory or emergency matters

Name **Lou D'Alessandris**
Title **Advisor, State Competitive Market Policies**
Business address **341 White Pond Dr., Akron, Ohio 44320**
Telephone # **(330) 315-6818** Fax # **(330) 436-1905**
E-mail address (if any) **ldalessandris@fes.com**

A-6 Contact person for Commission Staff use in investigating customer complaints

Name **Matt Green**
Title **Manager, Retail Service Management**
Business address **341 White Pond Dr., Akron, Ohio 44320**
Telephone # **(330) 315-6727** Fax # **(888) 820-1416**
E-mail address (if any) **mgreen@fes.com**

A-7 Applicant's address and toll-free number for customer service and complaints

Customer Service address **FES, 341 White Pond Dr., Akron, Ohio 44320**
Toll-free Telephone # **(866) 636-3749** Fax # **(888) 820-1416**
E-mail address (if any) **n/a**

Dale L. Lowmiller Treasurer
Signature of Applicant & Title

Sworn and subscribed before me this 11 **day of** March, 2014
Month **Year**

Jeffrey L Haynam
Signature of official administering oath

Jeffrey L Haynam Fiscal officer
Print Name and Title

Jeffrey L. Haynam
Notary Public, State of Ohio
My commission Expires Oct. 26, 2018

AR-11-2014 04:46P FROM:WEST TOWNSHIP 3308942643() TO:13307776528 P.3

AFFIDAVIT

State of Ohio :

Minerva ss.
(Town)

County of Columbiana

Dale Lowmiller Affiant, being duly sworn/affirmed according to law, deposes and says that:

He/She is the Trustee (Office of Affiant) of West Township (Name of Applicant);

That he/she is authorized to and does make this affidavit for said Applicant,

1. The Applicant herein, attests under penalty of false statement that all statements made in the application for certification renewal are true and complete and that it will amend its application while the application is pending if any substantial changes occur regarding the information provided in the application.

2. The Applicant herein, attests it will timely file an annual report with the Public Utilities Commission of Ohio of its intrastate gross receipts, gross earnings, and sales of kilowatt-hours of electricity pursuant to Division (A) of Section 4905.10, Division (A) of Section 4911.18, and Division (F) of Section 4928.06 of the Revised Code.

3. The Applicant herein, attests that it will timely pay any assessments made pursuant to Sections 4905.10, 4911.18, or Division F of Section 4928.06 of the Revised Code.

4. The Applicant herein, attests that it will comply with all Public Utilities Commission of Ohio rules or orders as adopted pursuant to Chapter 4928 of the Revised Code.

5. The Applicant herein, attests that it will cooperate fully with the Public Utilities Commission of Ohio, and its Staff on any utility matter including the investigation of any consumer complaint regarding any service offered or provided by the Applicant.

6. The Applicant herein, attests that it will fully comply with Section 4928.09 of the Revised Code regarding consent to the jurisdiction of Ohio Courts and the service of process.

7. The Applicant herein, attests that it will comply with all state and/or federal rules and regulations concerning consumer protection, the environment, and advertising/promotions.

8. The Applicant herein, attests that it will use its best efforts to verify that any entity with whom it has a contractual relationship to purchase power is in compliance with all applicable licensing requirements of the Federal Energy Regulatory Commission and the Public Utilities Commission of Ohio.

9. The Applicant herein, attests that it will cooperate fully with the Public Utilities Commission of Ohio, the electric distribution companies, the regional transmission entities, and other electric suppliers in the event of an emergency condition that may jeopardize the safety and reliability of the electric service in accordance with the emergency plans and other procedures as may be determined appropriate by the Commission.

10. If applicable to the service(s) the Applicant will provide, the Applicant herein, attests that it will adhere to the reliability standards of (1) the North American Electric Reliability Council (NERC), (2) the appropriate regional reliability council(s), and (3) the Public Utilities Commission of Ohio. (Only applicable if pertains to the services the Applicant is offering)

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11. The Applicant herein, attests that it will inform the Commission of any material change to the information supplied in the renewal application within 30 days of such material change, including any change in contact person for regulatory purposes or contact person for Staff use in investigating customer complaints.

12. The Applicant herein, attests that it will docket with the Commission's Docketing Division the final opt-out and any supplemental opt-outs (including beginning and ending dates of the 21-day opt–out period and the selected CRES supplier) at a minimum 10 days prior to sending the opt-outs to customers.

That the facts above set forth are true and correct to the best of his/her knowledge, information, and belief and that he/she expects said Applicant to be able to prove the same at any hearing hereof.

Dale L. Stoneville
Signature of Affiant & Title

Sworn and subscribed before me this 11 day of March, 2014
Month Year

Jeffrey L Haynam
Signature of official administering oath

Jeffrey L Haynam
Print Name and Title Fiscal officer

My commission expires

Jeffrey L. Haynam
Notary Public, State of Ohio
My commission Expires Oct. 26, 2018

MR-11-2014 04:46P FROM:WEST TOWNSHIP 3308942643() TO:13307776528 P.5

Exhibit A-3 Operation and Governance Plan

WEST TOWNSHIP TRUSTEES

8610 Knox School
MINERVA, OHIO 44657

TRUSTEES: Herbert Eglie
Dale Lowmiller
Richard McClellan

West Township Board of Trustees
RESOLUTION #12202011#1

A RESOLUTION AUTHORIZING THE ADOPTION OF AN ELECTRIC POWER AGGREGATION PLAN OF OPERATION AND GOVERNANCE FOR THE WEST TOWNSHIP, COLUMBIANA COUNTY, OHIO

WHEREAS, the electorate of West Township has previously authorized the Township to determine the best policy for the community's residents relating to electric power aggregation; and

WHEREAS, the Board of Trustees of West Township has previously authorized an agreement with First Energy Solutions to provide a contract for electric service and has held two public hearings on the plan of Operations and Governance;

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of West Township, Columbiana County, Ohio, that:

Section 1: The Board of Trustees of West Township hereby adopts an Electric Power Aggregation Plan of Operations and Governance for the Township of Any pursuant to PUCO regulations.

Section 2: A copy of said Plan is hereby attached and marked as "Exhibit A" and is made part of this resolution.

Section 3: The resolution is hereby declared to be an emergency measure necessary for the immediate preservation of public peace, health, safety and welfare for the reason that immediately adopting the West Township Electric Power Aggregation Plan of Operation and Governance for West Township electric aggregation program will allow consumers to reduce their electric bills at the earliest possible time, and provide the resolution receives the affirmative vote of two-thirds of the members elected to the Board of Trustees, it shall take effect and be in force from and earliest time allowable by law.

West Township Board of Trustees 12/20/2011

Herbert Eglie
Trustee

Dale L. Lowmiller
Trustee

Richard H. McClellan
Trustee

12-27-2011 01:59P FROM:WEST TOWNSHIP 3308942643() TO:13307776515 P.4

The State of Ohio
The County of Columbiana

Beth E. Todd being duly sworn, says that she is the Controller of the Morning Journal, a newspaper, printed, published, and of general circulation in said county of Columbiana; that the notice of which is attached a copy, was for 1 day published in said newspaper commencing on the 16th day of December A.D., 2011.

Beth E Todd

Subscribed by the said Beth E. Todd and by her affirmed to before me, this 16th of December A.D., 2011.

Printer's Fee $24.44
Account Number L93873

NOTARIAL SEAL STATE OF OHIO

Cynthia Kay Hoy

CYNTHIA KAY HOY
NOTARY PUBLIC
STATE OF OHIO
Comm. Expires
December 12, 2016

LEGAL NOTICE
Two public hearings have been scheduled to receive input relative to West Township plans for Electric Aggregation. Voters approved plan in November which allows the Township to negotiate electric generation rates for Township residents. Public Hearings have been scheduled for Tuesday, December 20, 2011 at 3:00pm and 4:00pm. at the West Township Hall at 8610 Knox School Road, Minerva, OH.
(Published in the Morning Journal, Lisbon, Ohio, Columbiana County, on December 16, 2011)

DEC-27-2011 01:58P FROM:WEST TOWNSHIP 3308942643 TO:13307776515 P.3

The State of Ohio
The County of Columbiana

Beth E. Todd being duly sworn, says that she is the Controller of the Morning Journal, a newspaper, printed, published, and of general circulation in said county of Columbiana; that the notice of which is attached a copy, was for 1 day published in said newspaper commencing on the 19th day of December A.D., 2011.

Beth E. Todd

Subscribed by the said Beth E. Todd and by her affirmed to before me, this 19th of December A.D., 2011.

Printer's Fee $24.44
Account Number L93873

NOTARIAL SEAL STATE OF OHIO

Cynthia Kay Hoy

CYNTHIA KAY HOY
NOTARY PUBLIC
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(Published in the Morning Journal, Lisbon, Ohio, Columbiana County, on December 19, 2011)

West Township

Electric Power Aggregation Plan of Operation and Governance

December 20, 2011

West Township
Electric Power Aggregation
Plan of Operation and Governance

I. INTRODUCTION

Amended Substitute Senate Bill 3 ("S.B. 3") opened Ohio's retail electric market as of January 1, 2001. S.B. 3 authorizes customer choice in the selection of suppliers of retail electric generation and declares electric generation service, aggregation service, power marketing, and power brokering as competitive retail electric services. The legislation gave the Public Utilities Commission of Ohio ("PUCO") authority to adopt rules regarding the development of a competitive retail electric market in Ohio and authority to promulgate rules on governmental aggregation.

Large industrial and commercial consumers with sophisticated electric operations use their size and expertise to obtain lower electric power rates. Individual residential and small commercial consumers are typically unable to obtain significant price reductions since they lack the bargaining power, expertise and the economies of scale enjoyed by larger consumers. Aggregation, the combining of multiple electric loads, provides the benefits of retail electric competition for consumers with lower electric demands.

Government aggregation, the combining of multiple electric loads by a municipality, provides the means through which West Township residential consumers may obtain the economic benefits of Ohio's competitive retail electric market. The West Township Aggregation Program combines the electric loads of residential customers to form a buying group ("Aggregation Group"). West Township will act as Purchasing Agent for the Aggregation Group. This means that West Township will be a Governmental Aggregator, as defined by Ohio law and the rules established by the PUCO, and shall act on behalf of customers in the Township to obtain the best electric generation rate for consumers who participate in the Aggregation Group.

II. PROCESS

On November 8, 2011, West Township voters approved the development of a form of government electric aggregation known as "opt-out" aggregation. Under the opt-out program, all eligible residential and business customers in the Township are automatically included as participants in the program unless they opt-out of the program by providing written notice of their intention not to participate. As required by state law, the Township Trustees passed a Resolution, which authorized submitting the selection of opt-out aggregation to the Township's voters.

In addition to obtaining necessary Township Trustees approval, the Township is also required to comply with various PUCO regulations. The Township will file an application with the PUCO for certification as a Government Aggregator as soon as the

Township Trustees approves the Plan, on or about December 20, 2011. As required by the regulations, the Township developed this Aggregation Plan of Operation and Governance ("Plan"). On December 16, 2011, and December 19, 2011 the Township advertised the Public hearing dates to discuss the Plan in The Morning Journal. As required by the PUCO's regulations, two hearings were conducted on December 20, 2011. The Opt-out notice for the Township's Program will be sent to all eligible electric customers in the Township upon approval of this Plan, setting forth the rates, terms and conditions of the program, and giving 21 days to opt out of the Program.

On July 8, 2011 the West Township Trustees selected FirstEnergy Solutions, Inc. (FES), a subsidiary of FirstEnergy Corp., as its Retail Electric Generation Provider, to provide the electric power for the West Township Aggregation Program at this time. Under this program, Ohio Edison or AEP-Ohio which is the EDCs, will still deliver the electricity purchased from the Township's provider, FES, to customers, customers will receive only one bill (from), and all metering, repairs and emergency service will continue to be provided by the EDC(s).

III. DEFINITIONS

In order to clarify certain terminology, the following terms shall have the meanings set forth below:

"Aggregation Program" means the program developed by West Township, as a Government Aggregator under Section 4928.20 Ohio Revised Code, to provide EDC(S) customers in the Township with retail electric generation services.

"EDC" means the Electric Distribution Company.

"Government Aggregator" means the Township and its legislative authority acting as an aggregator for the provision of a competitive retail electric service under the authority conferred under Section 4928.20 of the Ohio Revised Code.

"Member" means a person enrolled in the West Township government Aggregation Group for competitive retail electric services.

"Retail Electric Generation Provider" ("Provider") means an entity certified by the Public Utilities Commission of Ohio ("PUCO") to provide competitive retail electric service(s), and which is chosen by the Township to be the entity responsible to provide the required service related to "Government Aggregation" as defined in Section 4928.20 of the Ohio Revised Code and applicable provisions of the rules of the PUCO.

"Competitive Retail Electric Service" ("CRES") means a component of electric retail service that is deemed competitive pursuant to the Ohio Revised Code or pursuant to an order of the PUCO.

IV. OPERATIONAL PLAN:

A. Aggregation Services

1. Provider: West Township will use a contractor ("Retail Electric Generation Provider") to perform and manage aggregation services for its Members. The Township has selected FES to be its Provider at this time. The Provider shall provide adequate, accurate, and understandable pricing terms and conditions of service, including any switching fees and the conditions under which a Member may rescind a contract without penalty. The Provider must provide the Township, if requested, an electronic file containing the Members usage, and charges. The Provider must have a local phone number or a toll free number for Members to call.

2. Database: The Retail Electric Generation Provider will build and maintain a database of all Members. The database will include the name, address, EDC(S) account number, and Retail Electric Generation Provider's account number of the Member, and other pertinent information such as rate code, rider code (if applicable), most recent 12 months of usage and demand, and meter read cycle. This database will be updated at least quarterly. Accordingly, the Retail Electric Generation Provider will develop a process to be implemented that will be able to accommodate at a minimum Members who (i) leave the program due to relocation, opting out, etc. (ii) decide to enter the Program; (iii) relocate within the Township, and (iv) move into the Township and desire to enter the Program. This database shall also be capable of eliminating PIPP customers from the Program, should that be necessary, and those who have opted out. The Retail Electric Generation Provider will use this database to perform bill audits for clerical and mathematical accuracy of Member bills.

3. Member Education: The Retail Electric Generation Provider will develop, with the assistance of the Township, an educational program that generally explains the Aggregation Program to Members, provides updates and disclosures mandated by Ohio law and PUCO rules, and implements a process to deal with allowing any person enrolled in the Aggregation Program the opportunity to opt out of the program at least every three years, without paying a switching fee to the Township or the Provider. See Appendix A for a detailed description of the Education Process.

4. Customer Service: The Retail Electric Generation Provider will develop and administer a customer service process, that at a minimum will be able to accommodate (i) Member inquiries and complaints about billing; and (ii) answer questions regarding the program in general. This process will include at a minimum a description of how telephone inquiries will be handled, either internally or externally, how invoices will be prepared, how remittance of payment will be dealt with, and how collections for delinquent accounts will be addressed. See Appendix B for a detailed description of the Customer Service Plan.

6. Billing: West Township will use the Retail Electric Generation Provider, or it's designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, EDC(S) will render the billing statement, which should be consistent with all applicable guidelines issued by

the PUCO. As this market develops, West Township may, at its option and in consultation with the Provider, change this function to the Retail Electric Generation Provider or a billing agency.

7. Compliance Process: The Retail Electric Generation Provider will develop internal controls and processes to ensure that the Township remains in good standing as a Government Aggregator that complies with all laws, rules and regulations surrounding the same, as they may be amended from time to time. It will be the Retail Electric Generation Provider's responsibility to deliver periodic reports that will include at a minimum (i) the number of Members participating in the Program; and (ii) a savings estimate or increase from the previous year's baseline. The Retail Electric Generation Provider will also develop a process to monitor and provide notification of any changes in laws, rules or regulations.

8. Notification to EDC(s): The Township's consumers that do not opt-out of the Township's Aggregation Group will be enrolled automatically in the Aggregation Program. To the extent that EDC(s) requires notification of participation, the Township will coordinate with its Provider to provide such notice to EDC(s). The Provider will inform EDC(S) of any individuals who may have been permitted to join the Aggregation Group after the expiration of the enrollment period.

B. Power Supply Agreement

The Power Supply Agreement will provide for the Provider to serve the Township's Government Aggregation Group. Under the Agreement, the term for power supply to Members will be for nine years from the beginning of service.

C. West Township's Retail Electric Generation Provider - FirstEnergy Solutions, Inc. (FES)

FES satisfies each of the following requirements:

- Has sufficient sources of power to provide retail firm power to the residents of West Township.
- Is a licensed Federal Power Marketer with the Federal Energy Regulatory Commission.
- Is certified as a CRES by the PUCO.
- Is registered as a generation supplier with EDC(S).
- Has a Service Agreement for Network Integration Transmission Service.
- Has a Retail Access Agreement with the applicable EDC(s).
- Has the corporate structure to sell retail firm power to the EDC(S) customers in the Township.
- Its Electronic Data Interchange computer network is fully functional and capable of handling the EDC(S) retail electric customers in West Township.
- Has the marketing ability to reach all EDC(S) retail electric customers to educate them on the Township's Aggregation Program.

- Has a call center capable of handling the Township's Aggregation Group customer calls.
- Has a toll-free number as required by the PUCO for customer service and complaints related to the Township's aggregation program.
- Will hold the Township financially harmless from any financial obligations arising from supplying power to the EDC(S) retail electric customers in the Township.
- Satisfies the State of Ohio's, EDC(S) and the Township's credit requirements.
- Will execute the Power Supply Agreement.
- Will assist the Township in filing the annual reports required by the PUCO and Section 4805.10(A), Section 4911.18(A) and Section 4928.06(F) of the Ohio Revised Code.
- Will assist the Township in developing a Consumer Education Plan.

D. Activation of Service

After a notice is sent out to all electric customers in the Township providing 21 days to opt out of the Program, all customers who do not opt out will be automatically enrolled in the Program. Generation service activation will occur thereafter without consumer action beginning on the customer's normal meter read date within the month when power deliveries begin under the Aggregation Program.

E. Changes, Extension or Renewal of Service

The current Agreement for power supply service with FES will provide service beginning upon activation of service. If the Agreement is extended or renewed, Members will be notified as required by law and the rules of the PUCO as to any change in rates or service conditions. At least every three years all EDC(S) customers in the Township will be given an opportunity to opt into or out of the Program, and reasonable notice will be provided as required by law and PUCO rules. Participants will also be notified of their right to select an alternate generation supplier and of their ability to return to EDC(S) Standard Service Offer.

F. Termination of Service

In the event that the Power Supply Agreement is terminated prior to the end of the term, each individual Member of the Aggregation Group will receive written notification of the termination of the Program at least sixty (60) days prior to termination of service. If the Agreement is not extended or renewed, Members will be notified as required by law and the CRES rules of the PUCO in advance of the end of service. Members will also be notified of their right to select an alternate generation supplier and of their ability to return to EDC(S) Standard Service Offer upon termination.

G. Opt-In Procedures

EDC(S) customers will be automatically enrolled in the Program after a 21 day opt out period, unless they return the form to be provided, notifying the Provider that they do not want to participate. EDC(S) consumers in the Township may request to join the Aggregation Group after the expiration of the enrollment period by contacting the Provider, who shall determine whether to accept them into the Program, and at what rate, subject to written policies mutually agreed upon by the Township and the Provider. The agreed upon policy shall be consistent with EDC(S) service activation requirements. Aggregation Group participants who move from one location to another within the corporate limits of the Township shall retain their participant status.

H. Opt-out Procedures

EDC(S) consumers may opt-out of the Township's Aggregation Group at any time during the opt-out period without additional fees charged by the Provider or the Township. Aggregation Group participants who switch to a different generation supplier after the expiration of the Opt-out period will be allowed to do so in correlation with the consumer's next scheduled meter read date but will be charged a switching fee ($25 for Residential and $50 for Small Commercial) to be billed on their final bill from the Provider. Switching to a different generation supplier on the next meter read date, however, will occur when the next meter read date is twelve (12) business days or more from the date of the consumer's notice of intent to opt-out of the Aggregation Group. Notification of intent to opt-out of the Aggregation Group may be made by contacting the Provider by telephone or in writing. Consumers who opt-out of the Aggregation Group will default to EDC(S) Standard Service Offer, until the consumer selects an alternate generation supplier.

I. Rates

All Rates will be determined prior to sending the opt-out notification to eligible customers. Rates may include a fixed price offer or a percent off the standard PTC offer. The rates will be clearly stated and explained in the opt-out notification. National accounts (e.g. BP, McDonald's, Dollar General) as well as eligible commercial accounts with annual usage over 700,000 will be offered the discounts in either plan selected but they must "opt-in" to the program.

J. Universal Service and Low Income Customer Assistance

The Ohio Department of Development (ODOD), under the electric restructuring law, will provide one-stop shopping for low-income assistance programs. There are five low-income assistance programs: 1) Percentage of Income Payment Plan (PIPP); 2) the Home Energy Assistance Program; 3) the Home Weatherization Assistance Program; 4) the Ohio Energy Credit Program; and 5) the Targeted Energy Efficiency

and Weatherization Program. Ohio law allows the Director of the Ohio Department of Development to aggregate consumers that participate in PIPP and to competitively auction the generation supply for PIPP customers. Accordingly, PIPP customers may be included in the State's PIPP customer aggregation. To the extent permitted by Ohio law and the PUCO, PIPP customers will be included in the Township's aggregation unless they choose to opt out.

V. MISCELLANEOUS GOVERNANCE GUIDELINES

A. Township Trustees shall approve through Resolution or Ordinance the Plan of Operation and Governance for the Aggregation program and any Amendments thereto.

B. The Township shall contract with only Retail Electric Generation Providers certified by the
Public Utilities Commission of Ohio for the provision of Competitive Retail Electric Service to the Aggregation Program Members.

C. The Township will require the Provider to maintain either a toll free telephone number, or a telephone number that is local to Township residents who are Members.

VI. LIABILITY

THE TOWNSHIP SHALL NOT BE LIABLE TO PARTICIPANTS IN THE AGGREGATION GROUP FOR ANY CLAIMS, HOWEVER STYLED, ARISING OUT OF THE AGGREGATION PROGRAM OR THE PROVISION OF AGGREGATION SERVICES BY THE TOWNSHIP OR THE PROVIDER. PARTICIPANTS IN THE AGGREGATION GROUP SHALL ASSERT ANY SUCH CLAIMS SOLELY AGAINST THE PROVIDER PURSUANT TO THE POWER SUPPLY AGREEMENT, UNDER WHICH SUCH PARTICIPANTS ARE EXPRESS THIRD-PARTY BENEFICIARIES.

VII. INFORMATION AND COMPLAINT NUMBERS

Copies of this Plan are available from West Township free of charge. Call 330-894-2110 for a copy or for more information.

Any electric customer, including any participant in the Township's Aggregation Program, may contact the Public Utilities Commission of Ohio (PUCO) for information, or to make a complaint against the Program, the Provider or EDC(S). The PUCO may be reached toll free at 1-800-686-7826.

Appendix A -- Education Process

The Provider will develop the educational program in conjunction with the Township. Its purpose will be to explain the aggregation program to its members, provide updates and disclosures as mandated by State law and the rules of the PUCO, and provide the opportunity for the members to opt out of the program. The following are the program components:

1. Each residence within the limits of the Township will receive via U.S. Mail notification of: what government aggregation means, their membership in the government aggregation program, the procedure which must be followed in order to opt out of the program, the price that they can expect to receive as a member of the program, and the deadline for returning the opt out form. See the attached letter.

2. The Provider will work with the Township to provide opportunities for educating residents in the Township about the Program and consumer rights under the law, PUCO rules and this Program. In addition, the Provider and Township will work to provide education about and other opportunities for energy efficiency measures to help consumers reduce energy consumption.

3. The Provider will provide updates and disclosures as mandated by State law and rules of the PUCO.

4. The opt-out opportunity will be provided to the members of the program at least every three years. Should conditions, suppliers, price, or any other component of the program change within the three-year period, participants will be given a notice of their opportunity to opt out of, or into the program.

MONTH XX, 20XX

Dear West Township Resident,

West Township is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where Township officials bring together citizens to gain group buying power for the purchase of electricity from a retail electric generation provider certified by the Public Utilities Commission of Ohio. West Township voters approved this program in MONTH 20XX.

After researching competitive electricity pricing options for you, we have chosen FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., to provide you with savings on your electric generation through MONTH 20XX. There is no cost for enrollment and you will not be charged a switching fee. You do not need to do anything to participate.

As a member of this aggregation, you are guaranteed to save X percent off your Price to Compare. Your Price to Compare is essentially the price you pay for electric generation from the utility and consists of generation and transmission related components, which are the costs associated with generating the power and delivering it through the transmission system.

To estimate what your savings per kilowatt-hour (KWH) will be through this program, locate your Price to Compare on your electric bill. Divide your Price to Compare by 100, then multiply by 0.0X (X%) to determine your savings per KWH. Multiply that number by your total monthly usage. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from FirstEnergy Solutions after your enrollment has been completed and your switch has been finalized – approximately 30 - 45 days, depending upon your meter read date. Of course, you are not obligated to participate in West Township's electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – EDC(s) – you have until MONTH XX, 20XX to return the attached "opt-out" form. If you do not opt out at this time, you will receive a notice at least every three years asking if you wish to remain in the program. If you leave the program at any other time, you could be subject to a $25 cancellation fee from FirstEnergy Solutions – and you might not be served under the same rates, terms and conditions that apply to other customers served by EDC(s).

After you become a participant in this governmental aggregation program, EDC(s) will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain in the Township's governmental aggregation program, you don't need to take any action when this letter arrives.

EDC(s) will continue to maintain the system that delivers power to your home – no new poles or wires will be built by FirstEnergy Solutions. You will continue to receive a single, easy-to-read bill from your local electric utility with your FirstEnergy Solutions charges included. The only thing you'll notice is savings.

If you have any questions, please call FirstEnergy Solutions toll-free at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call West Township with aggregation program questions.

Sincerely,

West Township

P.S. To receive these savings, **you should not respond**. Return the opt-out form only if you do not want to participate in the Township's electric governmental aggregation program.

Option 1: Do nothing and save. If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.	OR	**Option 2: Opt out by returning this form. If you do not want to participate in this program, you must return this form before the due date.**

By returning this signed form, you will be EXCLUDED from the opportunity to join with other residents in the West Township Electric Governmental Aggregation Program.

☐ **I wish to opt out of the West Township Electric Governmental Aggregation Program. (Check box to opt out.)**

Service address (City, state and zip):_____

Phone number:_____

Account holder's signature:_____ Date:_____

Mail by MONTH XX, 20XX to West Township Electric Governmental Aggregation Program, 341 White Pond Drive, Bldg. B-2, Akron, Ohio 44320

Appendix B --- Customer Service Plan

A. Member Access:

1. FES shall ensure Members reasonable access to its service representatives to make inquiries and complaints, discuss charges on Member bills, and transact any other business.

2. Telephone access shall be toll free and afford Members prompt answer times during normal business hours, as follows:

FirstEnergy Solutions Corp.
341 White Pond Dr., Bldg B-3
Akron, Ohio 44320
Toll-free telephone number: 1-866-636-3749
Hours: M-F, 8:00 a.m. - 5:00 p.m.

3. FES shall provide a 24-hour automated telephone message instructing callers to report any service interruptions or electrical emergencies to EDC(S).

B. Member Complaints:

1. FES shall investigate Member complaints (including Member complaints referred by EDC(S) and provide a status report within five calendar days following receipt of the complaint to:
   a. The consumer, when the complaint is made directly to FES; or
   b. The consumer and The Public Utilities Commission of Ohio Staff ("Commission Staff"), when a complaint is referred to FES by the Commission Staff.

2. If an investigation is not completed within 14 calendar days, FES shall provide status reports to the consumer and the Township, or if applicable, to the consumer, the Township and the Commission Staff. Such status reports shall be provided at five-day intervals until the investigation is complete, unless the action that must be taken will require more than five days and the Member has been so notified.

3. FES shall inform the consumer, or the consumer, the Township and Commission Staff, of the results of the investigation, orally or in writing, no later than five calendar days after completion of the investigation. The consumer, the Township, or Commission Staff may request the report in writing.

4. If a residential consumer disputes the FES report, FES shall inform the consumer that the Commission Staff is available to help resolve informal complaints. FES shall provide the consumer with the current address, local/toll free telephone numbers, and TDD/TTY telephone numbers of the Commission's consumer services department.

5. FES shall retain records of Member complaints, investigations, and complaint resolutions for one year after the occurrence of such complaints, and shall provide such records to the commission staff within five calendar days of request.

6. FES shall make good faith efforts to resolve disputes.

C. Member Billing and Payments

1. FES shall arrange for EDC(S) or its agent to bill Members for such services according to a tariff approved by the commission. Residential Member bills issued by or for FES shall be accurate and understandable, be rendered at intervals consistent with those of EDC(S), and contain sufficient information for Members to compute and compare the total cost of competitive retail electric service(s). Such bills shall include all information as required by the PUCO.

2. If applicable, FES will, upon request, provide Members with the name and street address/location of the nearest payment center and/or authorized payment agent.

3. If applicable, when a Member pays the bill at a payment center or to an authorized payment agent, such payment shall be credited to the Member's account as of the day such payment center or agent receives it.

4. The Township and FES shall establish policies and procedures for handling billing disputes and requests for payment arrangements.

D. Collections for delinquent accounts:

1. Collections for delinquent accounts shall be the responsibility of FES or its agent.

2. Failure of Members to pay charges for Competitive Retail Electric Services may result in loss of those products and service; and

3. Failure to pay charges for Competitive Retail Electric Services may result in cancellation of the Member's contract with FES, and return the Member to EDC(S) Standard Offer.

Exhibit A-4

Automatic Aggregation Disclosure & Customer Education

Opt- Out Letter

MONTH XX, 20XX

Dear West Resident,

We are providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where community officials bring together citizens to gain group buying power for the purchase of electricity from a retail electric generation provider certified by the Public Utilities Commission of Ohio. Voters in West approved this program in November 2011.

After researching competitive electricity pricing options for you, we have chosen FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., to provide you with savings on your electric generation through MONTH YEAR. There is no cost for enrollment and you will not be charged a switching fee. You do not need to do anything to participate.

As a member of this aggregation, you are guaranteed to save X percent off your Price to Compare. Your Price to Compare is essentially the price you pay for electric generation from the utility and consists of generation and transmission related components, which are the costs associated with generating the power and delivering it through the transmission system.

To estimate what your savings per kilowatt-hour (KWH) will be through this program, locate your Price to Compare on your electric bill. Divide your Price to Compare by 100, then multiply by 0.XX (XX%) to determine your savings per KWH. Multiply that number by your total monthly usage. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from FirstEnergy Solutions after your enrollment has been completed and your switch has been finalized – approximately 30 - 45 days, depending upon your meter read date. Of course, you are not obligated to participate in the West electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – EDC(s) – you have until MONTH XX, XXXX to return the attached "opt-out" form. If you do not opt out at this time, you will receive a notice at least every three years asking if you wish to remain in the program. If you leave the program at any other time, you could be subject to a $25 cancellation fee from FirstEnergy Solutions – and you might not be served under the same rates, terms and conditions that apply to other customers served by EDC(s).

After you become a participant in this governmental aggregation program, EDC(s) will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain in the West electric governmental aggregation program, you don't need to take any action when this letter arrives.

EDC(s) will continue to maintain the system that delivers power to your home – no new poles or wires will be built by FirstEnergy Solutions. You will continue to receive a single, easy-to-read bill from your local electric utility with your FirstEnergy Solutions charges included. The only thing you'll notice is savings.

If you have any questions, please call FirstEnergy Solutions toll-free at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call West with aggregation program questions.

Sincerely,

West Township Local Officials

P.S. To receive these savings, **you should not respond.** Return the opt-out form only if you do not want to participate in the West electric governmental aggregation program.

OPT-OUT FORM – WEST TOWNSHIP RESIDENTIAL ELECTRIC GOVERNMENTAL AGGREGATION PROGRAM

Option 1: Do nothing and save. **If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.**	OR	**Option 2: Opt out by returning this form.** **If you do not want to participate in this program, you must return this form before the due date.**

By returning this signed form, you will be EXCLUDED from the opportunity to join with other residents in the West Electric Governmental Aggregation Program.

☐ **I wish to opt out of the West Township Electric Governmental Aggregation Program. (Check box to opt out.)**

Service address (City, state and zip):_____

Phone number:_____

Account holder's signature:_____ Date:_____

Mail by MONTH XX, 20XX to: West Township Electric Governmental Aggregation Program, 341 White Pond Drive, Bldg. B-2, Akron, Ohio 44320

West Electric Governmental Aggregation Program 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?
In November 2011, West residents voted to allow the community to contract for an electric generation supplier on their behalf.

How will I know if I can save money under the West electric governmental aggregation program?
Under this governmental aggregation program, the price you pay for electric generation supply is guaranteed to be X percent lower. In other words, each month, you'll pay X percent less for the generation portion of your electric supply than if you had not joined the West governmental aggregation program.

What do I need to do if I *want* to be included in this government 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 X-percent discount by simply not returning the opt out form.

If I join the West electric aggregation program, who will deliver my power, read my meter and respond to emergencies, such as power outages?
Your local electric company will be responsible for the delivery of power to your home or business. Since your local 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 is fixed, so each month you will save X percent off the generation portion of your bill. Since 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 FirstEnergy Solutions will also change each month. Regardless, you are guaranteed to save X percent off the competitive portion of your electric bill.

What does "opt out" mean?
"Opt out" means that you can decide not to participate in the West electric governmental aggregation program. By returning the opt-out form, which is included in this mailing, by the due date you will not be enrolled as an electric generation customer with FirstEnergy Solutions, the community's competitive electric generation supplier, and you will not receive the X-percent 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 due date, you will be included in the West governmental aggregation program and will begin receiving competitively priced electricity from FirstEnergy Solutions.

Can I opt out over the phone?
No, if you want to opt out, you must mail in your completed opt-out form and it must be postmarked by the due date.

Can I opt out of the program at a later date?
Yes, but you will be subject to a $25 cancellation fee from FirstEnergy Solutions if you cancel for any other reason but moving. However, you will be sent a notice at least every three years asking if you wish to remain in the program. At that point, you may 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 electricity 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 is 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, the budget billing program does not apply to your charges from FirstEnergy Solutions – only to charges from the electric utility. Your total charges from FirstEnergy Solutions will fluctuate from month to month according to your usage.

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.

Who is FirstEnergy Solutions?
FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., offers a wide range of energy and related products and services, including the generation and sale of electricity and energy planning and procurement. FirstEnergy Solutions is a leading competitive supplier of energy to residential and commercial and industrial customers in Ohio, Pennsylvania, New Jersey, Maryland, Illinois and Michigan.

What is the toll-free number for questions?
For answers to your questions, please call 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m.

Exhibit A-5

Experience

Applicant's Experience and Plan for Providing Aggregation Services:

The Applicant the West Township (the "Township") has contracted with FirstEnergy Solutions Inc. ("FES") to provide administrative and retail generation supply services for the Township's Aggregation Group, which is comprised of all eligible EDC(s) customers located in the Township who do not opt out of the Group.

FES has extensive experience, through its affiliation with FirstEnergy Corp., in providing retail generation supply services and in responding to customer inquiries and complaints. FES has been approved as a Certified Supplier with the PUCO. FES is already providing power supply services for residential and other customers under the State's Electric Choice Program. FES is well versed in S.B. 3 and the rules adopted by the PUCO, and is thus in a position to ensure compliance with all applicable provisions of Section 4928.10 of the Revised Code, and the rules adopted by the Commission pursuant thereto.

FES has an experienced call center to provide services of a call center for consumers in the Township to call for information during the 21-day enrollment and opt out period for the Township's Aggregation Program.

The billing of customers for the retail generation supply will be provided through the electric distribution utility, AEP-Ohio (AEP) or Ohio Edison, and the billing process will be coordinated with EDC(S) by FES for the Aggregation Group.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

3/17/2014 10:40:59 AM

in

Case No(s). 14-0426-EL-GAG

Summary: Certificate Application for Certification for West Township's Electric Aggregation Program electronically filed by Mr. Benjamin T Rich on behalf of FirstEnergy Solutions