

FILE



Date Received	Renewal Certification Number	ORIGINAL GAG Case Number
		02 - 2554 - GA-GAG

## RENEWAL CERTIFICATION APPLICATION OHIO NATURAL GAS GOVERNMENTAL AGGREGATORS

Please type or print all required information. Identify all attachments with an exhibit label and title (*Example: Exhibit B-1 - Authorizing Ordinance*). All attachments should bear the legal name of the Applicant. Applicants should file completed applications and all related correspondence with the Public Utilities Commission of Ohio, Docketing Division, 180 East Broad Street, Columbus, Ohio 43215-3793.

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

### SECTION A - APPLICANT INFORMATION

#### A-1 Renewal Applicant information:

Legal Name Village of Holland  
 Address 1245 Clarion Avenue, Holland, Ohio 43528  
 Telephone No. 419-865-7104 Web site address www.hollandohio.com  
 Current PUCO Certificate Number 02-042 Effective Dates 02/07/2013 through 02/07/2015

#### A-2 Contact person for regulatory or emergency matters:

Name Paul A. Skaff Title Assistant Solicitor  
 Business Address 353 Elm Street, Perrysburg, Ohio 43551  
 Telephone No. 419-874-3536 Fax No. 419-874-3899 Email Address pscaff@perrysburglaw.com

#### A-3 Contact person for Commission Staff use in investigating customer complaints:

Name Michael Yunker Title Mayor  
 Business address 1245 Clarion Avenue, Holland, Ohio 43528  
 Telephone No. 419-865-7104 Fax No. 419-865-4095 Email Address n/a

#### A-4 Applicant's address and toll-free number for customer service and complaints:

Customer service address Village of Holland, 1245 Clarion Avenue, Holland, Ohio 43528  
 Toll-Free Telephone No. 419-865-7104 Fax No. 419-866-4095 Email Address pscaff@perrysburglaw.com

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
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## SECTION B - APPLICANT AUTHORITY AND AGGREGATION PROGRAM INFORMATION

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED

- B-1 Exhibit B-1 "Authorizing Ordinance,"** provide a copy of the adopted ordinance or resolution that reflects voter authorization to form a governmental aggregation program pursuant to Sections 4929.26 and 4929.27 of the Ohio Revised Code.
- B-2 Exhibit B-2 "Operation and Governance Plan,"** provide a copy of the applicant's plan for operation and governance of its aggregation program adopted pursuant to Sections 4929.26(C) or 4929.27(B) of the Revised Code. The Operation and Governance Plan should include all information pursuant to Rule 4901:1-28-03 of the Ohio Administrative Code.
- B-3 Exhibit B-3 "Automatic Aggregation Disclosure Notification,"** if the aggregation program provides for automatic aggregation in accordance with Section 4929.26(A) of the Revised Code, provide a copy of the disclosure notification required by Section 4929.26(D) of the Revised Code,
- B-4 Exhibit B-4 "Opt-Out Notice,"** provide a draft copy of the applicant's opt out notice that comports with the Opt-Out disclosure requirements pursuant to Rule 4901:1-28-04 of the Ohio Administrative Code. (*Ten days prior to public dissemination, the applicant shall docket with the Commission, the finalized Opt-Out notice that provides or offers natural gas aggregation service.*)
- B-5 Exhibit B-5 "Experience,"** provide a detailed description of the applicant's experience and plan for: providing aggregation services (*including contracting with consultants, broker/aggregators, retail natural gas suppliers*); providing billing statements; responding to customer inquiries and complaints; and complying with all applicable provisions of Commission rules adopted pursuant to Section 4929.22 of the Ohio Revised Code and contained in Chapter 4901:1-29 of the Ohio Administrative Code.

Applicant Signature and Title

*RES-16, Asst. Solicitor*

Sworn and subscribed before me this

*12<sup>th</sup>*

day of

*December*

Month

*2014*

Year

*Andrea Stokes*

Signature of official administering oath

*Andrea Stokes, Program Mgr.*

Print Name and Title

My commission expires on

*10-12-2015*



*Andrea R. Stokes*  
Notary Public, State of Ohio  
My Commission Exp. 10/12/2015



# The Public Utilities Commission of Ohio

Ohio Natural Gas Governmental Aggregation  
Affidavit Form  
(Version 1.07)

In the Matter of the Application of )

Village of Holland )

for a Certificate or Renewal Certificate to Provide )  
Natural Gas Governmental Aggregation Service in )  
Ohio.

Case No. 02-2554 -GA-GAG

County of Wood  
State of Ohio

Paul A. Skaff

[Affiant], being duly sworn/affirmed, hereby states that:

- (1) The information provided within the certification or certification renewal application and supporting information is complete, true, and accurate to the best knowledge of affiant.
- (2) The applicant will timely file an annual report of its intrastate gross receipts and sales of hundred cubic feet of natural gas pursuant to Sections 4905.10(A), 4911.18(A), and 4929.23(B), Ohio Revised Code.
- (3) The applicant will timely pay any assessment made pursuant to Section 4905.10 or Section 4911.18(A), Ohio Revised Code.
- (4) Applicant will comply with all applicable rules and orders adopted by the Public Utilities Commission of Ohio pursuant to Title 49, Ohio Revised Code.
- (5) Applicant will cooperate with the Public Utilities Commission of Ohio and its staff in the investigation of any consumer complaint regarding any service offered or provided by the applicant.
- (6) Applicant will comply with Section 4929.21, Ohio Revised Code, regarding consent to the jurisdiction of the Ohio courts and the service of process.
- (7) Applicant will inform the Public Utilities Commission of Ohio of any material change to the information supplied in the certification or certification renewal application within 30 days of such material change, including any change in contact person for regulatory or emergency purposes or contact person for Staff use in investigating customer complaints.
- (8) Affiant further sayeth naught.

Affiant Signature & Title

*RESB, Asst. Solicitor*

Sworn and subscribed before me this

12<sup>th</sup>

day of

December

Month

2014

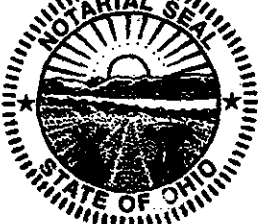
Year

*Andrea Stokes*

*Andrea Stokes, Program Mgr.*

Signature of Official Administering Oath

Print Name and Title



Andrea R. Stokes  
Notary Public, State of Ohio  
My Commission Exp. 10/12/2015

My commission expires on 10-12-2015

(Ohio Natural Gas Governmental Aggregator Renewal) Page 3 of 3

**EXHIBIT A-1**

**ORDINANCE NO. 6-2002**

**GRANTING AUTHORITY TO THE VILLAGE OF HOLLAND TO ESTABLISH A GOVERNMENTAL NATURAL GAS AGGREGATION PROGRAM WITH OPT-OUT PROVISIONS PURSUANT TO OHIO REVISED CODE SECTION 4929.26; DIRECTING THE LUCAS COUNTY BOARD OF ELECTIONS TO SUBMIT A BALLOT QUESTION TO THE ELECTORS OF THE VILLAGE OF HOLLAND; AUTHORIZING THE AMENDMENT OF THE NORTHWEST OHIO AGGREGATION COALITION AGREEMENT; AND DECLARING AN EMERGENCY.**

**WHEREAS, the Ohio General Assembly enacted House Bill 9 which authorizes governmental aggregation of natural gas supply services to ratepayers; and**

**WHEREAS, the legislation permits a municipality to act as an aggregator of the natural gas load of its citizens who have not selected a competitive supplier; and**

**WHEREAS, the aggregation of natural gas loads may enable Holland to obtain a favorable price for natural gas that will benefit its citizens; and**

**WHEREAS, it is necessary to submit the question of whether the Village of Holland shall automatically aggregate and purchase natural gas for customers within the Village of a vote of the electorate; and**

**WHEREAS, if the voters give authority to the Village of Holland to become an opt-out aggregator, the Village will adopt a plan of operation and governance and commence aggregation services in conjunction with the other communities of the Northwest Ohio Aggregation Coalition if it is determined that such steps are in the best interest of its citizens;**

**NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE VILLAGE OF HOLLAND, OHIO, THAT:**

**SECTION 1.** That this Council declares its intention to act as an opt-out aggregator under which the Village will automatically aggregate, subject to opt-out procedures, the natural gas loads located within the Village limits pursuant to Ohio Revised Code §4929.26.

**SECTION 2.** That the Lucas County Board of Elections is directed to submit to the electors of the Village of Holland at the next primary election on May 7, 2002 the questions of whether or not the Village of Holland shall automatically aggregate and purchase natural gas for the retail loads within the Village pursuant to Ohio Revised Code §4929.26.

**SECTION 3.** That if a majority of electors of the Village of Holland approve the measure giving the Village authority to automatically aggregate and purchase natural gas for the retail loads within the Village pursuant to Ohio Revised Code §4929.26, then the Village shall prepare a plan of operation and governance and hold at least two (2) public hearings on the plan.

**SECTION 4.** That the government aggregation cooperation agreement with the Northwest Ohio Aggregation Coalition be amended to permit the establishment of a governmental gas aggregation program.

**SECTION 5.** That notice of the adoption of this Ordinance shall be given once by publishing the title of the Ordinance and abstract prepared and published in a newspaper of general circulation in the Village.

**SECTION 6.** That the Clerk-Treasurer is hereby directed to immediately certify a copy of this ordinance to the Lucas County Board of Elections.

**SECTION 7.** It is hereby found and determined that all formal actions of Council concerning and relating to the passage of this Ordinance were adopted in an open meeting of this Council and that all deliberations of this Council and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements including Section 121.22 of the Revised Code of Ohio.

**SECTION 8.** This Ordinance is declared to be an emergency measure and shall be in force and effect from and after its passage. The reason for the emergency lies in the fact that the same is necessary for the immediate preservation of the public peace, health, safety and property and for the further reason of putting the natural gas aggregation issue before the voters at the next primary election.

Vote on emergency measure:    6 Ayes    0 Nays    0 Absents

Vote on passage:    6 Ayes    0 Nays    0 Absents

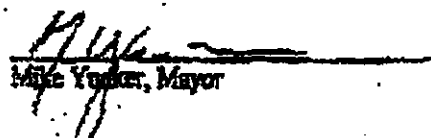
Passed this 28th day of February, 2002.

  
Lee Irons, President of Council

Attest:

  
Lynn Krasula, Clerk-Treasurer

Approved:

  
Mike Yunker, Mayor

August 3, 2001

# VILLAGE OF HOLLAND NATURAL GAS AGGREGATION PROGRAM

## PLAN OF OPERATION AND GOVERNANCE

For additional information contact:  
Paul A. Skaff  
LEATHERMAN, WITZLER, DOMBEY & HART  
353 Elm St.  
Perrysburg, OH 43551  
Telephone: (419) 874-3536  
Fax (419) 874-3899  
paulskaff@justice.com

## **Purpose**

The goal of this program is to facilitate additional choices for the supply of natural gas for residential consumers, pursuant to Ohio Revised Code section 4929. This aggregation program has been developed in accordance with this section.

The Village of Holland Natural Gas Aggregation Program seeks to aggregate the retail natural gas loads of consumers located in the Village to obtain the lowest price for the supply and distribution of natural gas. Participation in the Village of Holland aggregation program is limited to individuals who do not already have an alternative supplier of natural gas.

This program is voluntary. Every individual has the opportunity to decline to be a member of the aggregation program and to remain with Columbia Gas or to enter into a power supply contract with any other retail natural gas supplier.

## **Process**

The Village shall follow the process of governmental aggregation as set out in Ohio Revised Code section 4929.26, as well as the rules proposed and eventually promulgated by the Public Utility Commission of Ohio (PUCO).

The prerequisites for a municipal corporation to automatically aggregate its residents are passage of an opt-out ordinance, adoption of a Plan of Operation, and approval by a majority of the voters. Under this opt-out format, only those natural gas consumers within the Village of Holland who are not receiving commodity sales service pursuant to a contract with a retail natural gas supplier will be eligible to be included in the governmental aggregation program.

The process will entail selection of a retail natural gas supplier, mailing opt-out notices to eligible customers, generating a list of participants who did not opt out, then transferring the participants to the supplier.

## **Holland's Aggregation Program**

Holland's aggregation program will be administered by the Department of Public Utilities. The Department of Public Utilities currently administers the electricity aggregation program, and the electricity and natural gas contracts for village facilities. The Department has expertise in the law and regulations applicable to the aggregation program and considerable experience in contracting with marketers for energy services.

The aggregation program is designed to reduce the amount consumers pay for natural gas. Holland will not buy and resell the natural gas for the participants of the program. Instead, Holland will competitively bid and negotiate a contract with a retail natural gas supplier to provide natural gas to the members of the aggregation program. This process may or may not require signing a memorandum of understanding with the company submitting the winning bid. Once the contract

price has been negotiated with the supplier, the natural gas supply contract will be submitted to Holland Village Council for approval.

Once the natural gas supply contract has been approved, the opt-out notice will be sent to each eligible customer disclosing offered price for natural gas along with any applicable contract terms. Customers will be advised in the notice that they may opt out of the program during the twenty-one day period following the mailing of the notification. Customers who opt out of the Village's aggregation program during this initial notification period will remain with Columbia Gas unless and until the customer chooses an alternative natural gas supplier.

### **Operation**

All necessary technical analysis, competitive procurement of services, regulatory approvals, accounting and fiscal management, contract maintenance, communications, program coordination and administrative support will be professionally provided by existing staff, an energy consultant, and the chosen retail natural gas supplier.

It is anticipated that Holland's natural gas aggregation program will be operated in cooperation with the surrounding communities in the Northwest Ohio Aggregation Coalition (NOAC). However, this Plan of Operation pertains only to the Village of Holland and its residents.

### **Funding**

The primary expenses associated with operating this program are printing and mailing costs of the opt-out notices, and fees for an energy consultant. Instead of paying for these costs up front, it shall be our goal to have the chosen supplier absorb these fees into their offered rates.

### **Notification of customers**

Following the approval of the power supply contract by Holland Village Council, the opt-out notices will be mailed to all eligible consumers in Holland. The list of eligible participants will be obtained from Columbia Gas of Ohio as directed by House Bill 9.

The notice shall clearly inform customers of the offered rate, and that they have the right to opt out of the Holland aggregation program within twenty-one days after the mailing of the notice without paying a switching fee. The notice will fully describe how to opt out.

After the completion of the opt-out process, the residents who did not opt out will be included on the aggregation list. The chosen retail natural gas supplier will then set up the proper transfer of accounts with Columbia Gas.

### **Customer opt-out**

Customers may opt out of the Holland aggregation program at no charge within a twenty-one day period following the mailing of the notice containing the rates and terms of the aggregation program.



Customers who provide the required opt-out notice will remain customers of Columbia Gas. The twenty-one day period in which customers can opt out of the aggregation program without charge will be offered every two years.

### **Customer opt-in**

Customers who leave the Holland aggregation program or who move into the Village may opt into the City's aggregation program. The Village shall strive to provide the same natural gas price for those who subsequently opt in as those who were in from the beginning. New customers moving into or within the pool will be notified in accordance with applicable state law and FUCO rules.

### **Disputes**

The procedure for handling complaints will be in accordance with the rules set by the FUCO, and handled by the retail natural gas supplier. Dispute resolution provisions will also be in accordance with FUCO regulations. The chosen supplier will obtain a toll-free number for all customer related complaints.

### **Termination of natural gas supply program**

The natural gas supply program may be terminated upon the termination or expiration of the natural gas supply contract without any extension, renewal or subsequent supply contract being negotiated. Each individual customer receiving natural gas supply service under the Holland aggregation program will receive notification of the termination of the program prior to termination. In the event of termination, customers in the Holland aggregation program would default to Columbia Gas unless they choose an alternative supplier.

### **Rates**

The Department of Public Utilities shall receive proposals from retail natural gas suppliers using a competitive selection process. The request for proposals shall require the suppliers to offer a fixed price and a floating price. It is possible that they will only be offered a fixed price. However, if the decision is made to give the consumers the option of choosing between the fixed and floating prices, ample information will accompany the price to aid the consumer in deciding which option best suits their natural gas needs. This decision will be based on an analysis of the current and projected market status.

### **Billing**

Columbia Gas will continue to bill customers on behalf of itself and the retail natural gas supplier, using an itemized format approved by the FUCO.

**EXHIBIT B-3/B-4**

**Automatic Aggregation Disclosure Notification**

**“Opt-Out” Notice**



C - - 1239704 - () -  
Test Customer  
6100 Emerald Parkway  
Dublin OH 43016



August 23, 2013

Dear Natural Gas Consumer:

As you may recall, a few months ago we returned your gas service to Columbia Gas of Ohio for the summer months before your community's aggregation program restarts at an even lower rate. That time has arrived. As a reminder, under this program residents in your community voted to approve the following Ordinances and Resolutions to form a single large buying group called a Governmental Aggregation for the purpose of securing favorable terms and pricing for natural gas deliveries on the Columbia Gas of Ohio (Columbia) system.

Community	Number	Date
Toledo	576-01	8/21/2001
Lucas County	01-1111	7/12/2001
Oregon	011-2002	1/28/2002
Sylvania	76-2001	7/9/2001
Northwood	2001-27	7/26/2001
Holland	6-2002	2/5/2002
Maumee	203-2002	11/4/2002
Lake Twp	112-03	1/6/2004
Perrysburg	137-2001	8/21/2001
Ottawa Hills	2010-12	8/10/2010

To form an even larger group and secure additional purchasing power, your community chose to cooperate with other local communities and act in unison as the Northwest Ohio Aggregation Coalition (NOAC). NOAC is comprised of the Cities of Maumee, Northwood, Oregon, Sylvania, Perrysburg and Toledo, the Villages of Holland and Ottawa Hills, the unincorporated areas of Lake Township and all other unincorporated areas of Lucas County represented by the Board of Lucas County Commissioners.

Your community, through NOAC, has researched its options for competitive natural gas prices and has chosen IGS Energy of Dublin, Ohio as its supplier for natural gas for this program.

**Opt-Out Program:** The rate associated with this opt-out aggregation program will be a variable rate that changes monthly and is guaranteed to save compared to Columbia's rate. Each month's price will be determined by taking the applicable monthly New York Mercantile Exchange (NYMEX) settlement price of natural gas plus \$0.104 per ccf through your March 2014 billing period. This NOAC aggregation rate compares to and is lower than the Columbia commodity rate of NYMEX plus \$0.129 per ccf. There are no fees to participate in this program; however, you will still pay Columbia's transportation, delivery, and customer service charges. Please see the enclosed Terms and Conditions for full details.

**If you do nothing, you will automatically be included in your community's opt-out government aggregation program as described in the enclosed Terms and Conditions.** If you choose to cancel or "opt-out" of the program, you must return the attached opt-out card by September 13, 2013 and check the box indicating you do not wish to participate. You may also opt-out by calling IGS Energy by this date, toll free at 1-800-280-4474.

15 digit account number as it appears on your Columbia Gas of Ohio Gas bill.

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

Address \_\_\_\_\_

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

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

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

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

I wish to opt out of the NOAC Natural Gas  
Governmental Aggregation Program.  
Opt-Out Form: NOACOH-13-OPTOUT

(Check box to opt out.)

☐


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No change in your gas service from Columbia will occur. Columbia will remain your natural gas utility and will continue to deliver the gas to your home. All billing and meter readings will still be performed by Columbia. You will see an indication on your bill that states your natural gas is supplied by IGS Energy (NOAC). Any current Columbia billing options, such as budget billing or automatic withdrawal, will remain intact. Columbia will also be your contact if you ever smell gas or have other problems with your gas service.

The PUCO has taken careful steps to ensure that the rules governing Ohio's deregulated utility environment are safe for consumers. In doing so, you can be assured that your participation in the program will result in absolutely no change in the level of service that you have come to expect from Columbia. Columbia will continue to maintain the distribution system that pipes the gas to your home. The only difference is that your gas supply will come from a very reliable natural gas marketing company, IGS Energy.

Please thoroughly review the enclosed terms and conditions of this offer. If you have any questions, call IGS Energy toll-free at 1-800-280-4474 from 8 am to 8 pm Monday through Friday and indicate that you are a consumer in a NOAC Community. You may also visit [www.IGSEnergy.com](http://www.IGSEnergy.com). IGS Energy has trained representatives ready to answer any questions. You can also find out more information about the deregulated natural gas industry by visiting the PUCO website at [www.puc.state.oh.us](http://www.puc.state.oh.us) or calling at 1-800-686-7826.

**IF YOU DO NOTHING YOU WILL AUTOMATICALLY CONTINUE IN YOUR COMMUNITY NATURAL GAS AGGREGATION PROGRAM THROUGH YOUR MARCH 2014 BILLING PERIOD. IF YOU WISH TO DISCONTINUE YOUR PARTICIPATION IN THE PROGRAM YOU MUST RETURN THE ATTACHED OPT-OUT CARD OR CALL IGS ENERGY AT 1-800-280-4474 TO CANCEL.**

Thank you for your participation in your community's Governmental Opt-Out Natural Gas Aggregation Program.

Sincerely,

*IGS Energy and the individual communities of the Northwest Ohio Aggregation Coalition (NOAC)*

**By returning this signed form, you will be excluded from the opportunity to join other residents in the NOAC Natural Gas Governmental Aggregation Program**

**NOTICE**

Return the "Opt-Out" form only if you do not want to participate in the NOAC Natural Gas Aggregation Program.

**NOACCOH-13-OPTOUT**

Return by September 13, 2013 to:

Natural Gas Governmental Aggregation Program  
PO Box 9060  
Dublin, Ohio 43017-0960

Form: NOACCOH-13-OPTOUT

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**Term:** The community's opt-out government aggregation program (the "Program") and my service with Interstate Gas Supply, Inc. (elsewhere referred to as "IGS Energy") and the consumer will be referred to in the first person, "my", "me" or "I" as my supplier on the Program will begin within one to two billing cycles after my enrollment or rate change is confirmed with the utility company and shall continue through my March 2014 utility billing cycle, unless notified otherwise. IGS Energy will supply the commodity portion of my natural gas and Columbia Gas of Ohio will be my Natural Gas Distribution Company ("NGDC"). I can contact the IGS Energy choice department by phone at 1-800-280-4474, by fax at 1-800-584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at <http://www.igsenergy.com>.

**Regulatory:** The NGDC's choice program and the government aggregation for my community are subject to ongoing Public Utilities Commission of Ohio (PUCO) jurisdiction, and I understand that if the choice program or this Program is terminated, this Agreement may be terminated, without penalty to either party.

**Price:** My price will be calculated each month by taking the applicable Nymex final monthly settlement price and adding \$0.104 per ccf through my March 2014 billing cycle. I will be responsible for all applicable taxes and all charges assessed by the NGDC for gas transportation and all other applicable charges and adjustments for delivery of gas including any applicable switching fees that may apply under the NGDC tariff.

**Renewal:** If my community's governmental aggregation continues, at least every two 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. 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 been 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 customers 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 two 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.

**Rescission Period:** I will have 21 days from the post mark date of my opt-out notice to exercise my right to opt-out of my community's Program. If I do not opt-out of the Program, IGS Energy will submit my enrollment to the NGDC and if I am new to the Program or a new customer to IGS Energy will have 7 business days from the post-mark date of the confirmation notice sent by the NGDC to rescind my enrollment. I can rescind my enrollment by contacting the NGDC in writing or by telephone at the number provided on the confirmation notice within that 7 day period. Otherwise, I can cancel this agreement as detailed below.

**Cancellation:** Either party can cancel this Agreement within the first 30 days of enrollment with IGS Energy by providing the other with notice of cancellation, with no cancellation fee. At any other time either party can cancel this agreement with notice to the other, without a cancellation fee. Cancellation notices provided after the NGDC deadline may result in additional month(s) of service beyond the cancellation notice date, as the effective date of all cancellations are subject to NGDC guidelines and I agree to continue to pay for my service with IGS Energy for all periods billed with IGS Energy. I understand that if I switch my service to another supplier or back to the NGDC an NGDC switching fee may apply under the NGDC's tariff and the NGDC may charge a price other than the NGDC commodity rate.

**Contact and Dispute Resolutions:** In the event of a billing dispute or issues regarding volume or metering, I should contact the NGDC 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. EST at 1-800-280-4474, by fax at 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 are not resolved after I have called IGS Energy, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or for TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). The Ohio Consumers Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays or visit [www.pickocc.org](http://www.pickocc.org).

**Billing:** For my convenience I will receive only one bill, which will be issued by the NGDC each month and will contain IGS Energy's gas price plus applicable taxes and all of the NGDC's transportation and other applicable charges, including any late fees assessed by the NGDC. I agree to continue to pay the NGDC for the entire gas bill under the NGDC's payment terms and conditions. If I pay under the budget bill payment plan, I understand that this service is available and will remain available. IGS Energy reserves the right to issue an invoice to me directly, such invoice would contain IGS Energy's gas price and may also contain applicable taxes and all of the NGDC's transportation and other applicable charges. If IGS Energy invoices me directly and I fail to pay within the terms specified on the invoice(s) a late fee of 1.5% per month on all past-due

**EXHIBIT B-5**

**Experience**

**EXHIBIT B-5**  
**"EXPERIENCE"**

The Village of Holland has been purchasing natural gas for its facilities for many years. The Village currently has three (3) facilities consuming more than 875 MCF annually as part of the Village's natural gas purchase program. The Village participated in Ohio's customer choice program purchasing gas from IQ Solutions once deregulation was introduced. Selections of generators in the past was through a bid process and through Internet research, in which the Village requested and received from generators proposals by reviewing the Village's gas usage. The Village has saved approximately \$3,000.00 since deregulation began. The Village is successfully operating opt-out residential aggregation programs for gas and electricity.