



Public Utilities Commission

Original GAG Case Number	Version
01 - 206 -EL-GAG	August 2004

RENEWAL APPLICATION FOR GOVERNMENTAL AGGREGATORS

Please print or type all required information. Identify all attachments with an exhibit label and title (Example: Exhibit A-4 Opt-Out Form). 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. RENEWAL INFORMATION

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

Legal Name City of Cleveland Heights (Cuyahoga)
Address 40 Severence Circle Cleveland Heights, OH 44118
PUCO Certificate # and Date Certified 01-065E (May 2013)
Telephone # (216) 291-3731 Web site address (if any) www.clevelandheights.com

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 current 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 Charlene Rericha
Title Marketing Support Analyst
Business address 341 White Pond Drive, Akron, Ohio 44320
Telephone # (330) 315-7215 Fax # (330) 245-5619
E-mail address (if any) crericha@fes.com

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

Name Rebecca Pastier
Title Marketing Support Analyst
Business address 341 White Pond Drive, Akron, Ohio 44320
Telephone # (330) 436-1402 Fax # (330) 315-9162
E-mail address (if any) rpastier@fes.com

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

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


Signature of Applicant & Title

Sworn and subscribed before me this 10th day of February, 2015 Year
Month


Signature of official administering oath

Print Name and Title
ELIZABETH WELLS ROTHENBERG, ATTY.
NOTARY PUBLIC • STATE OF OHIO
My commission has no expiration date
Section 147.03 O.R.C.

My commission expires on _____

AFFIDAVIT

State of Ohio :

Cleveland Heights ss.
(Town)

County of Cuyahoga :

Tamisha R. Biley, Affiant, being duly sworn/affirmed according to law, deposes and says that:

He/She is the City Manager (Office of Affiant) of The City of Cleveland Heights (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)

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 if the opt-out is in draft form, the Applicant will 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.

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.


Signature of Affiant & Title

Sworn and subscribed before me this 10th day of February, 2015 Year
Month


Signature of official administering oath

Print Name and Title

My commission expires on _____
ELIZABETH WELLS ROTHENBERG, APTV
NOTARY PUBLIC - STATE OF OHIO
My commission has no expiration date
Section 147.03 O.R.C.

Exhibit A-2

Authorizing Ordinance

ORDINANCE NO. 104-2000(M5)

BY COUNCIL MEMBER Caplan

AN ORDINANCE AUTHORIZING ALL ACTIONS NECESSARY TO EFFECT A GOVERNMENTAL ELECTRICITY AGGREGATION PROGRAM WITH OPT-OUT PROVISIONS PURSUANT TO SECTION 4920.20 OHIO REVISED CODE, DIRECTING THE CUYAHOGA COUNTY BOARD OF ELECTIONS TO SUBMIT A BALLOT QUESTION TO THE ELECTORS; AND DECLARING AN EMERGENCY.

WHEREAS, the Ohio Legislature has enacted electric deregulation legislation (Am. Sub. S.B. No. 3) which authorizes the legislative authorities of municipal corporations, townships and counties to aggregate the retail electric loads located in the respective jurisdictions and to enter into service agreements to facilitate for those loads the purchase and sale of electricity ("Governmental Aggregation"); and

WHEREAS, such legislative authorities may exercise such authority individually or jointly with any other authorized legislative authorities; and

WHEREAS, Governmental Aggregation provides an opportunity for residential and small business customers to participate collectively in the potential benefits of electricity deregulation through lower electric rates which would not otherwise be available to those electric consumers individually; and

WHEREAS, this Council, individually or jointly with any other municipal corporation, township, county or other political subdivision of the State of Ohio as permitted by law, seeks to establish a Governmental Aggregation program providing for automatic aggregation with opt-out provisions pursuant to Section 4928.20(D), Ohio Revised Code (the "Aggregation Program"), for the residents, businesses and other electric consumers in the City.

NOW, THEREFORE, BE IT RESOLVED by the Council for the City of Cleveland Heights, Ohio that:

Section 1: This Council finds and determines that it is in the best interest of the City, its residents, businesses and other electric consumers located within the corporate limits of the City to establish the Aggregation Program in the City. Provided that the Aggregation Program is approved by the electors of the City pursuant to Section 2 of this Ordinance, the City is hereby authorized to automatically aggregate, in accordance with Section 4928.20, Ohio Revised Code, the retail electrical loads located within the City, and, for that purpose, to enter into service agreements to facilitate for those loads the purchase and sale of electricity. The City may exercise such authority individually or jointly with any other municipal corporation, township or county or other political subdivision of the State of Ohio to the full extent permitted by law. The aggregation shall occur

ORDINANCE NO. 104-2000(HS)

automatically for each person owning, occupying, controlling or using an electric load center proposed to be aggregated unless such person affirmatively elects by a stated procedure not to participate in the Aggregation Program pursuant to the opt-out provisions described in Section 4928.20(D), Ohio Revised Code, and Section 3 of this Ordinance.

Section 2: The Board of Elections of Cuyahoga County is hereby directed to submit the following question to the electors of the City at the general election on November 7, 2000.

Shall the City of Cleveland Heights have the authority to aggregate the retail electric loads located in the City, and for that purpose, enter into service agreements to facilitate for those loads the purchase and sale of electricity, such aggregation to occur automatically except where any person affirmatively elects not to participate in the aggregation program, all in accordance with Section 4928.20, Ohio Revised Code, and Ordinance No. 104-2000, adopted by City Council?

The Clerk of Council is instructed immediately to file a certified copy of this Ordinance and the proposed form of the ballot question with the County Board of Elections not less than seventy-five (75) days prior to November 7, 2000. The Aggregation Program shall not take effect unless approved by a majority of the electors voting upon the Aggregation Program at the election held pursuant to this Ordinance and Section 4928.20, Ohio Revised Code.

Section 3: Before adopting such a plan of operation and governance for the Aggregation Program, this Council shall hold at least two public hearings on the plan. Before the first hearing, notice of the hearings shall be published once a week for two consecutive weeks in a newspaper of general circulation in the City. The notice shall summarize the plan and state the date, time and location of each hearing. No plan adopted by this Council shall automatically aggregate the electrical load of any electric load center within the City unless, in advance, it clearly discloses to the person owning, occupying, controlling or using the load center that the person will be enrolled automatically in the Aggregation Program and will remain so enrolled unless the person affirmatively elects by a stated procedure not to be so enrolled. The disclosure shall state prominently the rates, charges and other terms and conditions of enrollment. The stated procedure shall allow any person enrolled in the Aggregation Program the opportunity to opt out of the program every two years, without paying a switching fee. Any such person that opts out of the Aggregation Program pursuant to the stated procedure shall default to the standard service offer provided under division (A) of Section 4928.14 or division (D) of Section 4928.35, Ohio Revised Code until the person chooses an alternative supplier.

Section 4: It is found and determined that all formal actions of this Council concerning and relating to the adoption 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 actions

ORDINANCE NO. 104-2000(MS)

were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section 5: This Ordinance is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health and safety of the inhabitants of the City of Cleveland Heights, such emergency being the need to file a certified copy of this Ordinance and the proposed form of ballot question with the Board of Elections of Cuyahoga County not later than seventy-five (75) days prior to the November 7, 2000 election, as provided herein. Wherefore, provided it receives the affirmative vote of five or more members elected or appointed to this Council, this Ordinance shall take effect and be in force immediately upon its passage; otherwise, it shall take effect and be in force from and after the earliest time allowed by law.

EDWARD J. KELLEY, Mayor
President of Council

THOMAS K. MALONE
Clerk of Council

PASSED: August 7, 2000

CERTIFICATE OF RESULTS OF ELECTION ON QUESTION OR ISSUE

Revised Code, Section 3501.11

State of Ohio, County of Cuyahoga]

The Board of Elections of Cuyahoga County hereby certifies that at the election held in the City of Cleveland Heights in said county on November 7, 2000 the vote cast on the following issue was as follows:

52

**PROPOSED ORDINANCE
CITY OF CLEVELAND HEIGHTS
A Majority Affirmative Vote Is Necessary For Passage**

Shall the City of Cleveland Heights have the authority to aggregate the retail electric loads located in the City, and for that purpose, enter into service agreements to facilitate for those loads the sale and purchase of electricity, such aggregation to occur automatically except where any person elects to opt out?

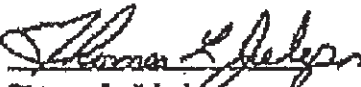
Votes for the Ordinance: 12,004

Votes against the Ordinance: 6,930

Total votes cast on the Ordinance: 18,934

Witness our official signatures at Cleveland, Ohio in said county, this fourth day of December, 2000.

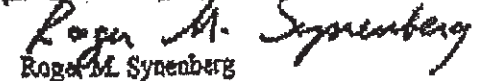
Attest:


Thomas L. Jolepis
Director


John M. Hairston, Jr., Chairman


Robert T. Keenan


Thomas J. Connelley, Jr.


Roger M. Synenberg

**Board of Elections
Cuyahoga County, Ohio**

Exhibit A-3

Operation and

Governance

Plan

City of Cleveland Heights

Electric Power Aggregation Plan of Operation and Governance

February 5, 2001

City of Cleveland Heights Electric Power Aggregation Plan of Operation and Governance

I. INTRODUCTION

Amended Substitute Senate Bill 3 ("S.B. 3") opens 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 Cleveland Heights residential and small business consumers may obtain the economic benefits of Ohio's competitive retail electric market. The Cleveland Heights Aggregation Program combines the electric loads of residential, commercial and industrial customers to form a buying group ("Aggregation Group"). The City of Cleveland Heights will act as Purchasing Agent for the Aggregation Group. This means that Cleveland Heights will be a Governmental Aggregator, as defined by Ohio law and the rules established by the PUCO, and shall act on behalf of Cleveland Electric Illuminating ("CEI") customers in the City to obtain the best electric generation rate for consumers who participate in the Aggregation Group.

II. PROCESS

On November 7, 2000, Cleveland Heights voters approved the development of a form of government electric aggregation known as "opt-out" aggregation. Under the opt-out program, all CEI customers in the City 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 City Council passed an Ordinance, which authorized submitting the selection of opt-out aggregation to the City's voters.

In addition to obtaining necessary City Council approvals, the City is also required to comply with various PUCO regulations. The City filed an application with the PUCO for certification as a Government Aggregator on January 25, 2001. As required by the regulations, the City developed this Aggregation Plan of Operation and Governance ("Plan"). On January 17, 2001, the City sent a letter to CEI customers describing the draft Plan and notifying them of the dates of the public hearings on the

Plan. The City also had a public notice of the public hearings published, as required by the PUCO's regulations, and the hearings were conducted on January 22 and 29, 2001. Another notice for enrollment in the City's Program will be sent to all electric customers in the City 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.

By vote of the City Council of Cleveland Heights on January 16, 2001, the City selected FirstEnergy Services, Inc.(FES), a subsidiary of FirstEnergy Corp., as its Retail Electric Generation Provider, to provide the electric power for the Cleveland Heights Aggregation Program at this time. Under this program, the electricity purchased from the City's provider, FES, will still be delivered to customers by CEI, customers will receive only one bill (from CEI), and all metering, repairs and emergency service will continue to be provided by CEI.

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 the City of Cleveland Heights, as a Government Aggregator under Section 4928.20 Ohio Revised Code, to provide CEI customers in the City with retail electric generation services.

"Government Aggregator" means the City 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 Cleveland Heights 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 City 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: Cleveland Heights will use a contractor ("Retail Electric Generation Provider") to perform and manage aggregation services for its Members. The City 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 City, as and if requested, with an

electronic file containing the Members usage, charges, and demands (if applicable) and any other pertinent information. The Provider must have a local Cleveland Heights 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, Cleveland Electric Illuminating 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 City, and (iv) move into the City 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 City, 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 two years, without paying a switching fee to the City 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:** Cleveland Heights will use the Retail Electric Generation Provider, or its designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, the billing statement will be rendered by The Cleveland Electric Illuminating Company (CEI), and will be consistent with all applicable guidelines issued by the PUCO. As this market develops, Cleveland Heights 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 City 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) the total savings 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 CEI: The City's CEI consumers that do not opt-out of the City's Aggregation Group will be enrolled automatically in the Aggregation Program. Participants in the City's Aggregation Group will not be asked to take other affirmative steps in order to be included in the Group. To the extent that notification of participation is required by CEI, the City will coordinate with its Provider to provide such notice to CEI. The Provider will inform CEI of individuals who 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 City's Government Aggregation Group. Under the Agreement, the term for power supply to Members will be for one (1) year from the beginning of service.

C. Cleveland Heights' Retail Electric Generation Provider - FirstEnergy Services, Inc. (FES)

FES satisfies each of the following requirements:

- Has sufficient sources of power to provide a savings compared to the standard offer of CEI.
- 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 CEI.
- Has a Service Agreement for Network Integration Transmission Service under FirstEnergy's Open Access Transmission Tariff.
- Has a Service Agreement under FirstEnergy's Market-based Rate Tariff.
- Has the corporate structure to sell retail firm power to the CEI customers in the City.
- Its Electronic Data Interchange computer network is fully functional and capable of handling the CEI retail electric customers in Cleveland Heights.
- Has the marketing ability to reach all CEI retail electric customers to educate them on the City's Aggregation Program.
- Has a contract with a call center capable of handling the City's Aggregation Group customer calls.
- Has a toll-free number as required by the PUCO for customer service and complaints related to the City's aggregation program.
- Will hold the City financially harmless from any financial obligations arising from supplying power to the CEI retail electric customers in the City.
- Satisfies the State of Ohio's, FirstEnergy's and the City's credit requirements.
- Will execute the Power Supply Agreement.
- Will assist the City 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 City in developing a Consumer Education Plan.

D. Activation of Service

After a notice is sent out to all electric customers in the City providing an opportunity for 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.

B. Changes, Extension or Renewal of Service

The current Agreement for power supply service with FES will provide service for one year 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 two years all CEI customers in the City 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 CEI'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 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 CEI's Standard Service Offer upon termination.

G. Opt-In Procedures

CEI customers will be automatically enrolled in the Program after a 21 day enrollment and opt out period, unless they return the postcard to be provided by the City notifying the Program that they do not want to participate. CEI consumers in the City may request to join the Aggregation Group after the expiration of the enrollment period by contacting the Provider, and FES shall determine whether to accept them into the Program, and at what rate, subject to written policies mutually agreed upon by the City and the Provider. The agreed upon policy shall be consistent with CEI's service activation requirements. To the extent possible, based upon practical and financial considerations of FES, the Group rate, or a preferential rate higher than the Group rate, may be given to residents moving into the City during the Program. Aggregation Group participants who move from one location to another within the corporate limits of the City shall retain their participant status.

H. Opt-out Procedures

CEI consumers may opt-out of the City's Aggregation Group at any time without additional fee charged by the Provider or the City. Aggregation Group participants who switch to a different generation supplier after the expiration of the Enrollment Period will be allowed to do so in correlation with the consumer's next scheduled meter read date. 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 CEI's Standard Service Offer, until the consumer selects an alternate generation supplier.

I. Rates

The Provider's rates shall be as follows for the generation charge (expressed in cents per kilowatt hour [kWh] of usage)*:

Residential Rates:

Residential (Rates 50 - 89)	\$.0404 kWh
<u>Note:</u> Optional Electric Heated Apartment with or w/o water heating (rates 30, 31, 40, 41) are "non-shoppable" rates, meaning such customers cannot participate by "shopping" in the electric choice program, since they would have to switch to a "fall back" rate in order to shop for competitive services, potentially losing the discount they already receive—such customers should check with CEI to determine if they would be better off switching to a different rate class or not.	

Commercial Rates:

General Service (Rates 105, 905)	\$.04014 kWh
Small School/Large School	\$.03933 kWh
(Rates 115, 116, 135, 915, 916, 935)	
Small General Service (Rates 125, 925)	\$.03734 kWh
All Electric General Service (Rates 130, 930)	\$.03643 kWh
Medium General Service (Rates 145, 945)	\$.02957

kWh

All Other Commercial and Industrial Rates are Considered "Non-Shoppable"

* CEI's transmission, distribution and other charges and taxes will also apply to each of these rates.

J. Other Costs

Government Aggregation Members may be required by CEI to pay a one time \$5 switching fee, if such a fee is assessed by CEI. This fee will be assessed on the consumer. Neither the City nor the Provider will be responsible for paying the switching fee.

K. 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 City's aggregation unless they choose to opt out.

L. Green Power Alternative. The City may offer, or enter into a contract to offer, residents and businesses in the City the opportunity to purchase Green Power as an alternative choice of supply on an opt in basis. The City shall offer FES the right of first refusal to supply Green Power.

V. MISCELLANEOUS GOVERNANCE GUIDELINES

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

B. The City 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 City will require any Provider to disclose any subcontractors that it uses in fulfillment of the services described above.

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

E. All costs of the Aggregation Program should be paid either through the general fund and/or through the inclusion of a percentage adder that will be added to Member bills. No direct fees shall be charged for enrollment by the City or Provider.

VI. LIABILITY

THE CITY 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 CITY 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 the City of Cleveland Heights free of charge. Call the City's Community Relations Office at 216-291-5811 for a copy or for more information.

Any electric customer, including any participant in the City'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 CEL. 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 City. 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 and business within the limits of the City 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 letters, the first of which was mailed out on January 17, 2001. The second will be sent out prior to the activation of service.
2. The Provider will work with the City to provide opportunities for educating residents and businesses in the City about the Program and consumer rights under the law, PUCO rules and this Program. In addition, the Provider and City 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 two years. Should conditions, suppliers, price, or any other component of the program change within the two-year period, participants will be given a notice of their opportunity to opt out of, or into the program.

February 6, 2001

Dear Cleveland Heights Resident, Business or Institution:

Thanks to voter approval on November 7, 2000 of legislation allowing the City to provide cheaper electric power to all residents, institutions and businesses, our City has the opportunity to take advantage of the Ohio Electric Choice Program, which began on January 1, 2001. In response to the citizens of the City, the Mayor, City Council, and City Manager of Cleveland Heights are now offering you the opportunity to join with other electric customers in the City to save money on your electric bill.

Savings are possible through a concept called "aggregation," by which the City hires a Retail Electric Generation Provider certified by The Public Utilities Commission of Ohio (PUCO), to provide all of the customers in the City with electric power at a discount rate, unless a customer affirmatively chooses not to participate in this Program. The City has hired FirstEnergy Services, Inc. (FES), a subsidiary of FirstEnergy Corp., to provide the electric power for the Cleveland Heights Aggregation Program at this time.

Under this Program, the electricity purchased from the City's provider, FES, will still be delivered to you by your current electric distributor, the Illuminating Company (CBI). Also, you will receive only one bill (from CBI), and all metering, repairs and emergency service will continue to be provided by CBI. You will still be able to take advantage of all of the billing and payment options that CBI currently offers, such as budget billing (for the CBI portion of the bill), automatic bill payment, etc.

There is no cost to you for enrollment in the Cleveland Heights electric Aggregation Program, and if you wish to join you need not take any action, your enrollment will be automatic. As a member of this Program, you can expect to receive a lower electric bill, with your generation rates as follows (expressed in cents per kilowatt hour [kWh] of usage):

Residential Rates** (Rates 50 - 89)

\$0.0404 kWh

Commercial Rates***

General Service (Rates 185, 905)

\$0.04014 kWh

Small School/Large School (Rates 115, 116, 135, 915, 916, 935)

\$0.03933 kWh

Small General Service (Rates 135, 925)

\$0.03734 kWh

All Electric General Service (Rates 139, 930)

\$0.03643 kWh

Medium General Service (Rates 145, 945)

\$0.02957 kWh

* CBI's transmission, distribution and other charges and taxes will also apply to each of these rates.

** Note: Optional Electric Heated Apartment with or w/o water heating (rates 30, 31, 40, 41) are "non-shoppable" rates, meaning such customers cannot participate by "shopping" in the electric choice program, since they would have to switch to a "full back" rate in order to shop for competitive services, potentially losing the discount they already receive—such customers should check with CBI to determine if they would be better off switching to a different rate class or not.

*** All other commercial and industrial rates are considered "non-shoppable"

CBI may assess a switching fee, estimated to be \$5, for all participants in the Program. It is anticipated that your bill will reflect the lower FES rate beginning in the next month or two, depending on your meter read date and PUCO approval of the City's Program. If you are an FES customer already, you will be allowed to enter this Program now without any fee, should you so choose, in order to take advantage of the lower rate.

You are not obligated to join the Aggregation Program. You may remain a full service customer of CBI, or enter into a contract with another provider. If you do not want to participate in the City's Program, you have the next 21 days -- until February 27, 2001 -- to return the enclosed "Opt-Out" post card. By returning the signed form, you will be excluded from the City's electric Aggregation Program. You will be sent a notice at least every two years asking if you wish to remain in the City's Program.

If you have any questions or concerns, you may call FirstEnergy Services, toll-free at 1-800-678-4597, Monday through Friday, 9 a.m. to 9 p.m. Remember, send back the postcard only if you do NOT want to be a part of the City's Aggregation Program.

Sincerely,

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 Services Corp.
395 Ghent Road, Suite 413
Akron, Ohio 44333
Toll-free telephone number: 1-888-254-6539
Hours: M-F, 7:00 a.m. - 7:00 p.m.; Sat. 9:00 a.m.-2:00 p.m.
3. FES shall provide a 24-hour automated telephone message instructing callers to report any service interruptions or electrical emergencies to The Cleveland Electric Illuminating Company.

B. Member Complaints:

1. FES shall investigate Member complaints (including Member complaints referred by The Illuminating Company) 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 City, or if applicable, to the consumer, the City 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 City 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 City, or Commission Staff may request the report in writing.
4. If a residential or small commercial 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 The Illuminating Company or its agent to bill Members for such services according to a tariff approved by the commission. Residential and small commercial Member bills issued by or for FES shall be accurate and understandable, be rendered at intervals consistent with those of the Illuminating Company, and contain sufficient information for Members to compute and compare the total cost of competitive retail electric service (s). Such bills shall also include:

- a. The Member's name, billing address, service address, the Member's EDU account number, and if applicable, FES account number;
- b. The dates of service covered by the bill, an itemization of each type of competitive service covered by the bill, any related billing components, the charge for each type of service, and any other information the Member would need to recalculate the bill for accuracy;
- c. The applicable billing determinants, including beginning meter reading, ending meter reading(s), demand meter reading(s), multipliers, consumption(s), and demands;
- d. For Member-generators with net metering contracts, a statement of the net metered generation;
- e. The unit price per kWh charged for competitive service, as calculated by dividing current-period competitive service charges by the current-period consumption;
- f. An identification of the provider of each service appearing on the bill;
- g. A notice in bold-face type containing clear explanation for any change of providers, rates, terms, or conditions of service (such notice shall appear on the first two consecutive bills following the occurrence of any such changes, excluding the first billing after the starting date of competitive retail electric service);
- h. The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the Member's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable.

2. The due date for payment to keep the account current. Such due date shall be no less than:

- a. Fourteen days after the postmark date on the bill for residential Member; and
- b. Twenty-one days after the postmark date on the bill for nonresidential Members;
- c. Current balance of the account, if a residential Member is billed according to a budget plan;
- d. Options and instructions on how Members may make their payments;
- e. For each provider whose charges appear on the bill, a listing of the provider's toll-free telephone number and address for Member billing questions or complaints;
- f. A listing of the toll-free consumer assistance telephone numbers and available hours for applicable state agencies, such as the commission, the Ohio consumers' counsel, and the attorney general's office;
- g. The Illuminating Company's 24-hour local/toll-free telephone number for reporting service emergencies;
- h. Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and
- i. An explanation of any codes and abbreviations used.

3. 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.

4. 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 it is received by such payment center or agent.

5. The City 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. The City shall approve the Collections process utilized by FES.

3. The City shall prohibit FES from disconnecting electric service to any Member.

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

5. 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 The Illuminating Companies Standard offer generation.

RESOLUTION NO. 15-2001(MS)

By Council Member Caplan

A Resolution approving the City of Cleveland Heights Electric Power Aggregation Plan of Operation and Governance; and declaring an emergency.

WHEREAS, pursuant to Amended Substitute Senate Bill 3 and the vote of the City's electors at the election in November, 2000, the City of Cleveland Heights has determined to provide for its residents, businesses and institutions an Electric Power Aggregation Plan under which the City would act as the purchasing agent to make available electric power at reduced rates on an opt-out basis; and

WHEREAS, the City has prepared an Electric Power Aggregation Plan of Operation and Governance which is on file with the Clerk of Council, and has held two public hearings on the Plan of Operation and Governance.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. This Council hereby adopts and approves an Electric Power Aggregation Plan of Operation and Governance known as the "City of Cleveland Heights Electric Power Aggregation Plan of Operation and Governance", dated February 3, 2001, a copy of which is on file with the Clerk of Council and which is incorporated herein by reference as if fully rewritten herein.

SECTION 2. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Director of Law, once in one newspaper of general circulation in the City of Cleveland Heights.

SECTION 3. This Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health and safety of the inhabitants of the City of Cleveland Heights, such emergency being that in order to provide electrical power at reduced bulk rates to the residents, institutions and businesses within the City of Cleveland Heights, it is necessary that the within Resolution become effective at the earliest time permitted by law. Wherefore, provided it receives the affirmative vote of five or more of the members elected or appointed to this Council, this Resolution shall take effect and be in force immediately upon its passage; otherwise, it shall take effect and be in force from and after the earliest time allowed by law.

Feb-26-01 11:59

P.03

RESOLUTION NO. 15-2001 (MS)

EDWARD J. KELLEY, Mayor
President of the Council

THOMAS K. MALONE
Clerk of Council

PASSED: February 5, 2001

Exhibit A-4

Automatic Aggregation Disclosure

XXXXXX

Dear Cleveland Heights Resident,

The City of Cleveland Heights is providing you with the opportunity to join with other Cleveland Heights residents and businesses to save money on the electricity you use. Savings are possible through a concept called government aggregation, where City 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. Cleveland Heights' voters approved this program in November 2000.

There is no cost for enrollment and you will not be charged a switching fee. You do not need to do anything to participate. If you want to maintain your contract with an alternate supplier other than FirstEnergy Solutions or continue to purchase your electric supply from CEI, you will need to opt out. During the past few weeks, we researched options for competitive electricity pricing for you. We have again chosen FirstEnergy Solutions Corp., an unregulated energy services subsidiary of FirstEnergy Corp., to provide you with electric generation — or the competitive portion of your electric bill — for a one-year term.

As a residential member of this program, you are guaranteed to save X percent on your electric supply for the next year. This percentage discount will be taken off your "generation shopping credit," which will appear on your electric bill after you have been enrolled in the City's government aggregation program. The generation shopping credit — which varies each month depending on your usage — represents the amount credited to you if you switch to an alternative supplier, such as FirstEnergy Solutions.

To estimate what your savings per kilowatt-hour will be by joining this program, locate your price to compare on your electric bill. The price to compare will help determine the money you'll save by switching to another energy supplier. Multiply your price to compare by .XX (XX%) for residential members. Then take that result and subtract it from your price to compare that appears on your bill to estimate how much you'll save each month on electric supply.

WARNING: IF YOU ARE ALREADY IN A CONTRACT WITH A COMPETITIVE RETAIL ELECTRIC SERVICE PROVIDER OTHER THAN FIRSTENERGY SOLUTIONS YOU MAY INCUR A CONTRACT TERMINATION FEE OR OTHER CHARGES IF YOU FAIL TO OPT-OUT OF THE AGGREGATION PROGRAM.

You'll see your electric savings from FirstEnergy Solutions following the first meter read after your paperwork has been completed and your switch has been finalized. Of course, you are not obligated to participate in Cleveland Heights electric government aggregation program. You have until XXXXXXXX to return the enclosed "opt-out" form if you wish to be excluded from the City's electric government aggregation program and remain a full-service customer of Cleveland Electric Illuminating Company. If you don't opt out at this time, you will receive a notice at least every two years asking if you wish to remain in the program. If you wish to opt out of the program at a later date you could be subject to a \$25 switching fee from FirstEnergy Solutions. If you switch back to Cleveland Electric Illuminating Company at a later date, you may not be served under the same rates, terms and conditions that apply to other customers served by Cleveland Electric Illuminating Company.

In Ohio's deregulated electric environment, your local electric utility — Cleveland Electric Illuminating Company — will continue to maintain the system that transmits and delivers power to your home. You won't see any new poles or wires, and you will continue to receive a single, easy-to-read bill from your electric operating company with your FirstEnergy Solution charges included. The only thing you'll notice is savings.

If you have any questions, call FirstEnergy Solutions toll-free at 1-888-836-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call the City of Cleveland Heights with any aggregation program inquiries.

Sincerely,

The City of Cleveland Heights

P.S. Remember to return the opt-out form by XXXXXXXX only if you do not want to participate in the City's electric government aggregation program.

OPT-OUT FORM - CITY OF CLEVELAND HEIGHTS ELECTRIC GOVERNMENT AGGREGATION PROGRAM		RESIDENT
By returning this signed form, you will be excluded from the opportunity to join with other residents in the City of Cleveland Heights Electric Government Aggregation Program.		
I wish to opt out of the Cleveland Heights Electric Government Aggregation Program.		<input type="checkbox"/> (Check box to opt out.)
Cleveland Electric Illuminating Company account holder name (please print clearly): _____		
Service address (city, state and zip): _____		
Phone number: _____		
Account holder's signature: _____		Date: _____
Mail by XXXXXXXX to: City of Cleveland Heights Electric Government Aggregation Program, 395 Ghent Road, Suite 413, Akron, Ohio 44333		

Cleveland Heights Electric Aggregation Program — Frequently Asked Questions

What is aggregation?

Under governmental aggregation, City 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 Cleveland Heights able to choose a licensed electric generation supplier on my behalf?

In November 2000, Cleveland Heights residents voted to allow the City to contract for an electric generation supplier on their behalf.

How will I know if I can save money under the City's electric government aggregation program?

When you join the City's government aggregation program, your electric utility will provide you with a "generation shopping credit," which is available on your electric bill after you have been enrolled in the City's government aggregation program.

The generation shopping credit — which varies each month — represents the amount credited to you if you switch to an alternative electric supplier, such as FirstEnergy Solutions. Under the City's aggregation program, the price you pay for electric supply will be 6 percent lower for residential customers than your generation shopping credit. In other words, each month, you'll pay 6 percent less for electric supply than if you had not joined the City's government aggregation program.

What does "opt out" mean?

"Opt out" means that you can decide not to participate in Cleveland Heights electric aggregation program. By returning the opt-out form, which is included in this mailing, you will not be enrolled as an electric customer with FirstEnergy Solutions, Cleveland Heights electric generation supplier.

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

If you do not return the opt-out form postmarked by the required date, you will be included in Cleveland Heights electric aggregation program and will begin receiving competitively priced electricity from FirstEnergy Solutions. If you are currently in a contract with a supplier other than FirstEnergy Solutions you will be switched if you do not opt out.

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

Yes, but you could be subject to a \$25 switching fee from FirstEnergy Solutions. However, you will be sent a notice at the end of the term asking if you wish to remain in the program. At that point, you may opt out at no cost.

What are my energy 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 a new electric supplier. A list of suppliers certified by the Public Utilities Commission of Ohio and their current prices is available by calling the Ohio Electric Choice answer center at 1-888-632-1314 or by visiting www.ohioelectricchoice.com.

May I get back into the City's electric aggregation program after I have opted-out?

Unfortunately, you will have to wait until the next enrollment period.

Can I opt out over the phone?

No, you must mail in your completed form and it must be postmarked by the deadline.

Who is FirstEnergy Solutions?

FirstEnergy Solutions is an unregulated energy subsidiary of FirstEnergy Corp. FirstEnergy Solutions is a leading supplier of electricity, natural gas, energy and facility management solutions.

What is the toll-free number for questions?

For answers to your questions, please call 1-866-638-3749, Monday through Friday, 8 a.m. to 5 p.m.

Can I stay on budget billing or have my payment automatically deducted from my checking account as I do now?

Yes, Cleveland Electric Illuminating Company will continue to offer those programs. However, budget billing applies only to a portion of your Cleveland Electric Illuminating Company bill - the charges that include transmitting and distributing the electricity over the lines, maintaining equipment and providing emergency service.

The budget billing program does not apply to your charges from FirstEnergy Solutions. FirstEnergy Solutions is a different company from Cleveland Electric Illuminating Company. On your monthly Cleveland Electric Illuminating Company bill, you'll notice a charge from FirstEnergy Solutions for generation. This charge reflects the actual amount of electricity you used that month and may vary each month due to your usage. Keep in mind that you're still paying less for your electricity supply than if you hadn't joined the City's government aggregation program.

Can I join the City's electric aggregation program if I am already under contract with another electricity supplier?

Many electric suppliers will charge a penalty for breaking your contract before it expires. To maintain your current contract with your supplier you should opt out of Cleveland Heights electric aggregation program. See your current electric supplier for more information. If you are a current FES customer in the aggregation program, you will continue in the Cleveland Heights program if you do not opt out.

If I do join Cleveland Heights 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 transmission and distribution 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.

Does FirstEnergy Solutions charge any fees?

Late charges may apply for past due balances. At the present time, residential customers will pay a late charge of 1.5 percent per month for delinquent account balances.

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

In this program, the price you pay for electric generation from FirstEnergy Solutions will vary each month depending on your usage and the amount of your generation shopping credit. However with FirstEnergy Solutions you'll save 6 percent off the competitive portion of your electric bill regardless of how much electricity you use, or when you use it.

What will my electric bill look like under the City's electric aggregation program?

There are three parts to your electrical power system: transmission, distribution and generation. Your energy bill will look different under deregulation because the rates you pay after joining the City's electric aggregation program will be unbundled, or split into separate charges on the bill.

Your bill from your local electric company will include these charges:

- A generation charge to buy power from your electricity supplier
- A transmission charge from your electricity supplier to bring the power from the energy supplier to your area
- A distribution charge from your local electric company to deliver electricity to your home or business
- A market transition charge that enables your local electric company to recover the costs of changing to a competitive industry

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

2/11/2015 3:26:14 PM

in

Case No(s). 01-0206-EL-GAG

Summary: Certificate Certification application for the City of Cleveland Heights' electric aggregation program. electronically filed by Mr. Benjamin T Rich on behalf of FirstEnergy Solutions