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> Jeanne W. Kingery **Associate General Counsel**

#### VIA ELECTRONIC FILING

June 12, 2017

Ms. Barcy McNeal **Docketing Division** Public Utilities Commission of Ohio 180 East Broad Street Columbus, Ohio 43215-3793

Re: In the Matter of the Application of Duke Energy Ohio, Inc., for Authority to Establish a Standard Service Offer Pursuant to Section 4928.143, Revised Code, in the Form of an Electric Security Plan, Accounting Modifications, and Tariffs for Generation Service. Case No. 17-1263-EL-SSO, et al.

Dear Ms. McNeal:

On June 1, 2017, Duke Energy Ohio, Inc., (Duke Energy Ohio) instituted the referenced matter by filing an application and supporting testimony. Duke Energy Ohio respectfully requests that the following revisions below be made to the filing:

- The Direct Testimony of Scott B. Nicholson should be revised, on page 9, line 1, to refer to Sheet No. 36.7, Section 7.4(a).
- Also in Mr. Nicholson's testimony, Attachment SBN-1 and Attachment SBN-2 should be entirely deleted and replaced. Copies of Amended Attachment SBN-1 and Amended Attachment SBN-2 are being filed herewith.
- One attachment to the Direct Testimony of James E. Ziolkowski also should be revised. Due to inadvertent clerical error, pages 2 of 246 through 9 of 246 of Attachment JEZ-1 should not have been included in the filing and should be deleted.

To the extent I can provide additional information to accommodate this request, please do not hesitate to contact me.

Very truly yours,

Jane W. Kingery Alg Jeanne W. Kingery

enclosure

P.U.C.O. Electric No. 20 Sheet No. 36.78 Canceling and Superseding Sheet No. 36.67 Page 1 of 5

#### SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS

#### 7.1. Certified Supplier Authorization to Enroll

In order to be authorized to enroll End-use Customers in the Company's Customer Choice Program, a Certified Supplier must meet the requirements contained in Section V - Certified Supplier Registration and Participation Requirements, must have submitted a TSA Designation form to the Company, must meet all Transmission Provider requirements to deliver power to its End-use Customers located on the Duke Energy Ohio Transmission System and must, where applicable, have the appropriate rates in production within the Company's billing system, as described in Section X - Billing Services and Obligations. No enrollment requests will be accepted until all of such requirements have been met. Aggregators or governmental aggregators must either become a Certified Supplier as described above or must act through a Certified Supplier.

7.2. Percentage of Income Payment Plan (PIPP) Customers

PIPP customers are not individually eligible to select a Certified Supplier.

- 7.3. Pre-Enrollment End-use Customer Information List
  - a) Upon request, the Company will electronically provide to any Certified Supplier or Certified Broker/Aggregator the most recent End-use Customer information list. The Certified Supplier or Certified Broker/Aggregator will pay the Company \$150.00 for providing the list to the supplier or broker/aggregator.
  - b) The End-use Customer information list will be updated quarterly. Once the list has been updated, a Certified Supplier or Certified Broker/Aggregator may not use an End-use Customer information list from a prior quarter to contact End-use Customers, but Certified Suppliers and Certified Broker/Aggregators shall not be required to purchase subsequent lists.
  - c) The Company will provide each End-use Customer the option to have all the End-use Customer's information listed in the section below removed from the End-use Customer information list. At the same time, the Company will also provide each End-use Customer the option to have all End-use Customer's information listed below reinstated on the End-use Customer information list. Each End-use Customer will be provided written notice of his or her options on a quarterly basis.
  - d) The following information will be provided on the End-use Customer information list for each End-use Customer that has not requested that its information be removed from this list:
    - i) End-use Customer name
    - ii) Service address
    - iii) Service city
    - iv) Service state and zip code
    - v) Billing address
    - vi) Billing city
    - vii) Billing state and zip code
    - viii) Rate schedule under which service is rendered, including class and sub-class (if applicable)
    - ix) Rider (if applicable)
    - \*)ix) Load profile reference category

Filed pursuant to an Order dated April 2, Public Utilities Commission of Ohio.	2015_ in Case No. <u>14-84117-1263-EL-SSO</u> before the
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Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 36.78 Canceling and Superseding Sheet No. 36.67 Page 2 of 5

### SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS (Contd.)

xi)x) Meter type (will provide information that is readily available)
xii)xi) Interval Meter data indicator (will provide information that is readily available)

xiii)xii) Budget bill/PIPP indicator

xiv)xiii) Meter Read Cycle

\*\*\*)xiv) Most recent twelve months of historical consumption data (actual energy usage plus demand, if available)

xvi)xv) Meter number

xvii)xvi) Customer classification

xvii) Special rate indicator

xviii) Bulk indicator

xix) Account identifier

xx) PLC values for current and future periods with start and end dates

xxi) NSPL values for current and future periods with start and end dates

xxii) Supplier indicator

xxiii) Email address

xviii)xxiv) Future meter read dates

e) The Company will provide the End-use Customer information list on either a compact disc or a designated website. The information will be prepared and distributed in a uniform and useable format that allows for data sorting. End-use Customers participating in the PIPP program will be served exclusively through the PIPP program administered by the Ohio Department of Development Services Agency.

The Company shall make available, upon request, a quarterly updated sync list to CRES providers on a

confidential basis showing the accounts that are enrolled with the CRES provider.

- 7.4. Certified Supplier Requests for End-use Customer Information
  - a) Certified Suppliers may request historical Interval Meter data through a DASR or a designated website, after receiving the appropriate End-use Customer authorization. The Interval Meter data will be transferred provided consistent with the manner in which it was requested (i.e., in a standardized electronic transaction or via a designated website). The Certified Supplier will be responsible for the incremental costs incurred to prepare and send such data. The charges for these services are listed in this tariff.
  - b) Generic End-use Customer information will be readily available on a designated web site.
  - c) For End-use Customer specific information and to decrease the possibility of End-use Customer "slamming", the Certified Suppliers must obtain, and maintain in their files, End-use Customer authorizations, as dictated by Commission rules, which authorize the release of the End-use Customer's historical usage data. These authorizations must be made available to the Company, upon request, within three business days and must be retained by the Certified Supplier for a period not less than two calendar years after the calendar year in which received or such longer period as may be required by law or Commission rules.
  - d) Specific End-use Customer information will include twelve months of historical data (if available) including monthly kWh usage, Meter Read Dates, and associated monthly maximum demand history, if applicable.
- 7.5. Direct Access Service Requests (DASRs)

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- a) Enrollment of individual End-use Customers, including individual End-use Customers participating in an aggregation or governmental aggregation program, is done through a DASR for each service account, which may be submitted only by Certified Suppliers.
- b) An enrollment DASR will be effective on the next Meter Read Date, provided that it is received by the Company at least twelve calendar days before the next Meter Read Date.

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**PUCU CASE NO. 1/-1203-EL-55U** Amended Attachment SBN-1 Page 3 of 14

Effective: June 1, 2015

P.U.C.O. Electric No. 20 Sheet No. 36.78 **Duke Energy Ohio** Canceling and Superseding 139 East Fourth Street Sheet No. 36.67 Cincinnati, Ohio 45202 Page 3 of 5

c) Enrollment DASRs will be effective according to the following schedule:

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P.U.C.O. Electric No. 20

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 36.78 Canceling and Superseding Sheet No. 36.67 Page 4 of 5

### SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS (Contd.)

- i) If an enrollment DASR is received twelve or more days prior to the next regularly scheduled Meter Read Date and no other enrollment DASR is currently pending, the enrollment DASR will be effective on the next regularly scheduled Meter Read Date.
- ii) If an enrollment DASR is received less than twelve days prior to the next regularly scheduled Meter Read Date and no other enrollment DASR is currently pending, the enrollment DASR will be effective on the second regularly scheduled Meter Read Date after the enrollment DASR is received.
- iii) If an enrollment DASR is currently pending, and another enrollment DASR is received, the first enrollment DASR will be effective and the second enrollment DASR will be rejected. There cannot be two pending enrollment DASRs for the same account at the same time.
- d) The Company will process all valid DASRs within one business day and send the End-use Customer confirmation within two business days. The Company will electronically advise the Certified Supplier of acceptance. Notice of rejection of the DASR to the Certified Supplier shall also be sent in one business day, if possible, but in no event later than four calendar days, and shall include the reasons for the rejection.
- e) The Company shall provide a rescission period as required by the Commission's rules. If the End-use Customer rescinds, the Company shall send a drop notice to the Certified Supplier. In the event of End-use Customer rescission, the previous Certified Supplier will continue to serve the End-use Customer under the same terms and conditions.
- f) Enrollments will be processed on a "first in" priority basis based on the received date, using contract date as the tiebreaker. If the contract date is the same, enrollments will be processed "first in" based on when the enrollment was electronically received by the Company.
- g) To participate in the Customer Choice Program, an End-use Customer must have an established electric service account with the Company. Accounts are established upon the assignment of an account number. Account numbers are assigned by the Company when a new party requests electric service for an existing location and upon meter installation for new construction. A Certified supplier may submit a DASR as described herein after the electric service account number is established.
- h) A separate DASR must be submitted for each service account.
- i) If a Certified Supplier has reached its participation limit as described in Section VI Credit Requirements, additional enrollment DASRs from the Certified Supplier will be rejected and returned to the Certified Supplier until the Company approves additional credit enhancements.
- j) The Certified Supplier will be responsible for paying any Charge for a successfully processed enrollment DASR.

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Amended Attachment SBN-1
Page 5 of 14

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 36.78 Canceling and Superseding Sheet No. 36.67 Page 5 of 5

## SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS (Contd.)

- 7.6. Communications from the Company to the End-use Customer
  - a) Upon confirmation of a valid enrollment DASR from a Certified Supplier, the Company will mail the End-use Customer a confirmation notice within one business day after confirmation.
  - b) Upon confirmation of a valid drop DASR from a Certified Supplier, the Company will mail the End-use Customer a confirmation notice within one business day after confirmation.
  - c) Within one business day after receiving an End-use Customer's request to rescind an enrollment, the Company will initiate the rescission and mail the End-use Customer confirmation that such action has been taken.

#### 7.7. End-use Customer Return to ESP-SSO Service

If an End-use Customer returns to the Standard Service Offer Rate, whether as a result of End-use Customer choice, Certified Supplier default, termination of a Certified Supplier contract, opt out or termination of a governmental aggregation program, Certified Supplier withdrawal, or any other reason, the rate to be charged by the Company to the End-use Customer will be governed by the Retail Tariff (P.U.C.O. Tariff No. 19).

### 7.8. Dispute Resolution

Any disputes concerning an End-use Customer's selection of a Certified Supplier that cannot be resolved among the End-use Customer and the affected Certified Suppliers may be directed to the Public Interest Center of the Commission by any of the parties involved.

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Issued: May 18, 2015201_		Effective: June 1, 2015

P.U.C.O. Electric No. 20 Sheet No. 39.45 Canceling and Superseding Sheet No. 39.34 Page 1 of 4

### SECTION X BILLING SERVICES AND OBLIGATIONS

#### 10.1. Billing Options

A Certified Supplier must select a billing option for each of its End-use Customer accounts. The billing options are limited to the following: (1) separate billing by the Company and the Certified Supplier, (2) Company Consolidated and Rate-Ready Billing, or (3) Company Consolidated and Bill-Ready Billing. Company Consolidated and Rate-Ready Billing will be provided by the Company only if the price plans offered by the Certified Supplier are ones that are considered standard rates, as set forth in Section 10.6 hereof. Nothing in this Certified Supplier Tariff shall require the Company to bill customers manually. Thus, if the Certified Supplier is offering price plans that are not considered by the Company as standard rates, the Company will provide the Certified Supplier with sufficient meter data on a timely basis so that the Certified Supplier can bill the Customer directly under the separate billing method or can opt for Company Consolidated and Bill-Ready Billing. The billing option must be selected when the enrollment DASR is submitted to the Company. If the Company inaccurately applies the usage information to the rates approved by the Certified Supplier for Company Consolidated and Rate-Ready Billing, the Certified Supplier shall notify the Company immediately and the Company shall make a correction in a succeeding billing period. The Certified Supplier is responsible for receiving and resolving all End-use Customer rate disputes involving charges for services received from the Certified Supplier.

#### 10.2. Billing Cycle

Current Company practice is to render bills regularly at monthly intervals, but bills may be rendered more or less frequently at the Company's option. Rate values stated for direct application to regular monthly billing periods will be adjusted when the time elapsed between billings is substantially greater or less than a month.

#### 10.3. Generation Resource Mix

Certified Suppliers are responsible for providing a Generation Resource Mix statement to their own End-use Customers in accordance with Commission requirements.

#### 10.4. Transmitting of Meter Reading Information

The Company will transmit meter reading information electronically to each Certified Supplier for each of its End-use Customer accounts. Regardless of whether charges are being calculated by the Company or the Certified Supplier, the same meter reading information will be used to bill End-use Customers for the Regulated Utility Charges and the unregulated Commodity charges.

#### 10.5. Setting Up Certified Suppliers' Rates

Certified Suppliers using the Consolidated and Rate-Ready Billing option must furnish specific rate information to the Company via methods defined by the Company. The Certified Supplier will receive the test results after the rate is entered into the billing system and tested. The Certified Supplier will then be required to authorize the Company to begin billing, using the new rate, before enrolling any End-use Customers on that rate.

- a) The Company will provide all Commission certified and Company enrolled Certified Suppliers with system requirements and Record Layouts needed to perform this function.
- b) The Certified Supplier will be responsible for creating and verifying the rate information that the Company will use to calculate and bill the Certified Suppliers' charges.
- c) The approved rate information must be in production within the Company's billing system before any Enduse Customers may be enrolled under that rate. In production means installed in the Company's billing system, tested by the Company, test results approved by the Certified Supplier and three business days have elapsed since approval of results.

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Issued: May 18, 2015

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P.U.C.O. Electric No. 20 Sheet No. 39.45 Canceling and Superseding Sheet No. 39.34 Page 2 of 4

### SECTION X BILLING SERVICES AND OBLIGATIONS (Contd.)

- 10.6. Timetable for Setting up Certified Suppliers' Rates
  - a) The Company defines standard rates as falling into one of five rate types:
    - 1) a Nonvolumetric Rate
    - 2) a Flat Rate
    - 3) a Multi-tiered Rate
    - 4) a Time-of-Use Rate
    - 5) a Percentage-off Rate
  - b) The Company will have five calendar days to set up and system test any standard rates other than those under the Percentage-off Rate option and fifteen days to set up and system test standard rates under the Percentage-off Rate option, before sending the tested rates back to the Certified Supplier for approval.
  - c) For End-use Customers that have a maximum annual peak demand greater than or equal to 200 kW for the most recent twelve-month period, the required interval metering will be used to support the Certified Suppliers' billing options. If an End-use Customer has a maximum annual peak demand less than 200 kW and the Company must install special metering to support a Certified Supplier's billing option, the End-use Customer will be responsible for the incremental costs of upgrading the present meter plus all costs associated with the installation of that metering equipment.
  - d) Within three business days after the Company receives the approval of rates from the Certified Supplier, the rates will be placed in production in the Company's billing system and will be available for billing.
  - e) When the rates are in the Company's billing system and are available for billing, the Certified Supplier may send an enrollment DASR for accounts it wants to be billed on the new rate.
  - f) All DASRs received before the rate is in production will be rejected.
- 10.7. Electronic Transmission of End-use Customer Billing Data
  - a) If the Certified Supplier chooses to have the Company bill for the End-use Customer's electric commodity usage under the Company Consolidated and Rate-Ready Billing option, the Company will provide usage and charges in standard electronic format.
  - b) If the Certified Supplier chooses the Company Consolidated and Bill-Ready Billing option, the Company will provide usage in a standard electronic format and the Certified Supplier will provide the Company with the Certified Supplier's charges in a standard electronic format.
- 10.8. Incremental Processing Fees

If the Certified Supplier chooses the Consolidated and Rate-Ready Billing option, the Company will charge hourly for administrative and technical support to institute program modifications associated with the implementation of consolidated billing on non-standard rates requested by the Certified Supplier and reviewed and approved by the Company. The Charge for this service is described in Certified Supplier Charges.

10.9 Company Consolidated and Bill-Ready Billing

The following business rules will apply to the Company's Consolidated and Bill-Ready Billing Option:

a) Within three business days of receiving usage information for an account in a standard electronic format from the Company, the Certified Supplier will provide the Company with the Certified Supplier's charges for the account in a standard electronic format for presentation on the Company's current invoice to the Enduse Customer.

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P.U.C.O. Electric No. 20 Sheet No. 39.45 Canceling and Superseding Sheet No. 39.34 Page 3 of 4

## SECTION X BILLING SERVICES AND OBLIGATIONS (Contd.)

- b) Certified Supplier charges billed under this billing option must be for electric commodity only. The act of submitting charges for items other than electric commodity will be considered a condition of default as described in Section 19.1 herein. Such items include, but are not limited to, termination fees, equipment charges, software charges, arrears from previous months billed under separate billing/dual billing, and any other charges that would be considered non-commodity charges.
- c) The charges received from the Certified Supplier by the Company in standard electronic format for each account will contain no more than ten charge amounts with ten associated charge descriptions
- d) Charge descriptions will be no longer than seventy characters each (including punctuation and spaces), and charge amounts will not exceed fourteen characters each (including spaces, dollar sign, commas, decimal, and, if applicable, negative sign).
- e) If a Certified Supplier submits more than ten charge amounts for an account, the Company will reject the entire submission for the account via a standard electronic format.
- f) The Company will allow up to twelve lines on its invoice to display the details of the Certified Supplier's charges as follows:
  - i) The Company will display the Certified Supplier's name on line 1.
  - ii) The Company will display the date range for the billing period on line 2.
  - iii) The charge descriptions and charge amounts submitted by the Certified Supplier will be displayed on lines 3 through 12 (provided that all 10 of the lines are necessary).
  - iv) The Company will sum the charge amounts submitted by the Certified Supplier and display the total on line 13 or on the line following the last charge description submitted by the Certified Supplier.
  - v) In situations where the Certified Supplier receives revised usage information for an account from the Company in a standard electronic format, the Company will provide an additional line on its invoice for the total amount of each month of cancelled charges. The Company will display the date range and the dollar amount of the cancelled charges on an additional line for each month of cancelled charges. The Certified Supplier's corrected charges, submitted to the Company in a standard electronic format, will be displayed on the Company's invoice as described in parts i) through iv) above for each month of corrected charges. Certified Suppliers are not required to send the Company cancelled charges in response to cancelled usage sent to the Certified Supplier by the Company in a standard electronic format. Instead, the Company will automatically cancel the supplier charges and will display said cancellation on the invoice as described above. This functionality is commonly known as "auto cancel".
  - vi) In addition to lines on the Company's invoice used to display Certified Supplier charge amounts and charge descriptions, the Company allows up to 3 lines of seventy characters each for Certified Supplier bill messages submitted to the Company by the Certified Supplier in a standard electronic format.
- The purchase of Certified Supplier charges billed under Consolidated Billing will be remitted by the Company to the appropriate Certified Supplier per the Account Receivables Purchase Agreement as described in Section 11.5 herein.
- j) The Certified Supplier will reimburse the Company for the Company's incremental cost associated with each Company Consolidated and Bill-Ready bill that the Company generates on behalf of the Certified Supplier. The Charges billable to the Certified Supplier for this service are listed on Sheet No. 52 herein.

## SECTION X BILLING SERVICES AND OBLIGATIONS (Contd.)

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Amended Attachment SBN-1
Page 9 of 14

P.U.C.O. Electric No. 20 Sheet No. 39.45

Canceling and Superseding Sheet No. 39.34 Page 4 of 4

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

#### 10.10. Budget Billing

The Consolidated Billing options offered by the Company will include budget billing as an End-use Customer elected option.

#### 10.11. Special Messages

Rule 4901:1-24-11 of the Ohio Administrative Code mandates that a Certified Supplier must provide notice of abandonment on each billing statement rendered to its End-use Customers beginning at least ninety days prior to the effective date of the abandonment and continue to provide notice on all subsequent billing statements until the service is abandoned. Where the Company is performing billing services for a Certified Supplier, the Company must provide this notice on the billing statement and the Charge for this service is described in the Certified Supplier Charges.

The Company is not required to send bill inserts or add special attachments to the bill format for Certified Suppliers to communicate to End-use Customers. Any other special messages, either required by the Commission or elected, that cannot be accommodated by the Certified Supplier bill messaging offered by the Company are the responsibility of the Certified Supplier.

Certified Suppliers utilizing the Company Consolidated and Bill-Ready Billing option are provided space on the Company's invoice where bill messages may be inserted monthly, as described in Section 10.9 herein.

#### 10.12 Setting up Certified Supplier Logos on the Company's Consolidated Bills

Certified Suppliers using the company's Consolidated Billing options may provide their logo for display on the Company's bill via methods defined by the Company. The Certified Supplier will receive the test results after the logo is entered into the billing system and tested. The Certified Supplier will then be required to authorize the Company to begin displaying the logo on the bill prior to the Company activating this service.

- a) The Company will provide all Commission certified and company enrolled Certified Suppliers who request this service with system requirements and Record Layouts needed to perform this function.
- b) The Certified Supplier will be responsible for creating the logo and verigying that the logo is properly displayed on the Company's consolidated bill.
- C) The approved logo must be in production within the Company's billing system before a bill to an End-use Customer displays the logo. In production means that the logo is in the Company's billing system, tested by the Company, and test results approved by the Certified Supplier.

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**PUCU CASE NO. 17-1203-EL-55U** Amended Attachment SBN-1 Page 10 of 14

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202

P.U.C.O. Electric No. 20 Sheet No. 49.45 Canceling and Superseding Sheet No. 49.34 Page 1 of 3

#### **SECTION XIX** DEFAULT, SUSPENSION, AND TERMINATION OF A CERTIFIED SUPPLIER

#### 19.1 Default

A Certified Supplier is in default of its obligations under the Company's Customer Choice Program if any one or more of the following occurs:

- a) Notice is received that the Certified Supplier/TSA relationship is terminated and either (1) the Certified Supplier fails to designate a new TSA within five business days or (2) the new entity acting as TSA fails to begin scheduling power within ten business days of its designation as such.
- b) The Certified Supplier fails to fully pay an invoice from the Company within three business days following the due date of the invoice.
- The Certified Supplier's credit exposure exceeds the unsecured credit limit or the Company's current collateral enhancement requirement by 5% or more and the Certified Supplier has failed to comply with the Company's request for adequate security or adequate assurance of payment within three business days of the Company's request.
- d) The Commission has decertified the Certified Supplier or otherwise declared it ineligible to participate in the Ohio Customer Choice Program or the Company's Customer Choice Program.
- The Certified Supplier's action or inaction has or will jeopardize the operational integrity, safety, or reliability of the Company's transmission or distribution system.
- The Certified Supplier or the performing services on behalf of the Certified Supplier, through actions or inactions, becomes in default of any agreement with or requirement of MISOthe RTO.
- The Certified Supplier misuses the Company Consolidated and Bill-Ready Billing option by billing charges for items other than electric commodity or by incorrectly using the name of the Company or the name of one of the Company's affiliates in a charge description or otherwise using this billing option in a misleading or defamatory manner.
- h) The Certified Supplier voluntarily withdraws from the Company's Customer Choice Program without providing at least ninety calendar days notice to the Company.
- The Certified Supplier files a voluntary petition in bankruptcy; has an involuntary petition in bankruptcy filed against it; is insolvent; has a receiver, liquidator or trustee appointed to take charge of its affairs; has liabilities that exceed its assets; or is otherwise unable to pay its debts as they become due.
- ii) The Certified Supplier performs unauthorized actions on the Company's Secured Certified Supplier Website by submitting or obtaining information for which the Certified Supplier has not been granted appropriate authorization(s). Such unauthorized actions may include, but are not limited to, unauthorized submission of a Certified Supplier logo and submitting a false authorization form to obtain residential interval data.

#### 19.2. Notice of Suspension or Termination

Notwithstanding any other provision of this tariff or the Certified Supplier Service Agreement, in the event of default, the Company shall serve a written notice of such default, providing reasonable detail and a proposed remedy. on the Certified Supplier, with a copy contemporaneously provided to the Commission. On, or after, the date the default notice has been served, the Company may file with the Commission a written request for authorization to terminate or suspend the Certified Supplier Service Agreement. Except for default due to failure by the Certified Supplier to deliver Competitive Retail Electric Service, if the Commission does not act within ten business days after receipt of the request, the Company's request to terminate or suspend shall be deemed authorized on the eleventh business day after receipt of the request by the Commission. If the default is due to failure by the Certified Supplier

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PUCO Case No. 1/-1205-EL-550 Amended Attachment SBN-1 Page 11 of 14

P.U.C.O. Electric No. 20 Sheet No. 49.45 Canceling and Superseding Sheet No. 49.34 Page 2 of 3

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

to deliver Competitive Retail Electric Service and the Commission does not act within five business days after receipt of the request, the Company's request to terminate or suspend shall be deemed authorized on the sixth business day after receipt of the request by the Commission. Terminations or suspensions shall require authorization from the Commission.

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PUCU Case No. 1/-1203-EL-55U Amended Attachment SBN-1 Page 12 of 14

P.U.C.O. Electric No. 20

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202 Sheet No. 49.45 Canceling and Superseding Sheet No. 49.34 Page 3 of 3

#### **SECTION XIX** DEFAULT, SUSPENSION, AND TERMINATION OF A CERTIFIED SUPPLIER (Contd.)

The Company shall send notices pursuant to this section by email, facsimile transmission, overnight mail, or hand delivery to the Commission and staff at the Commission's offices. The Company shall notify all Commissioners, the Chief of Staff, the Director of the Consumer Services Department, the Director of the Utilities Department, the Director of the Energy & Environment Department, the Director of the Legal Department, and the Chief of the Attorney General's Public Utilities Section. The Company shall send the notice to the address and facsimile number provided by the Certified Supplier in its Certified Supplier Service Agreement.

#### 19.3. Suspension

In addition to the possible reasons for suspension stated in Sections 20.1, a Certified Supplier may be suspended from participation in the Company's Customer Choice Program for either of the following reasons:

- a) The Certified Supplier's credit exposure exceeds its credit limit or collateral enhancement by less than 5%, and the Certified Supplier has failed to comply with the Company's request for adequate security or adequate assurance of payment within three business days of the Company's request.
- The Certified Supplier's parent corporation files a voluntary petition in bankruptcy; has an involuntary petition in bankruptcy filed against it; is insolvent; has a receiver, liquidator, or trustee appointed to take charge of its affairs; has liabilities that exceed its assets; or is otherwise unable to pay its debts as they become due.

#### 19.4. Effect of Suspension

In the event of suspension, the Certified Supplier shall not be permitted to enroll any new End-use Customers in the Company's Customer Choice Program. During the period of suspension, the Certified Supplier shall continue to serve its existing End-use customers.

#### 19.5. Effect of Termination on Certified Supplier's End-use Customers

in the event of termination, the Certified Supplier's End-use Customers shall be returned to the Company's Standard Offer Rate effective on each End-use Customer's next Meter Read Date after the date of termination.

#### 19.6. Effect of Termination on Certified Supplier

- a) The Certified Supplier shall not be permitted to enroll any new End-use Customers in the Company's Customer Choice Program unless it re-registers in the Company's Customer Choice Program.
- During the period of time between the Certified Supplier's termination and the next Meter Read Dates for each of its End-use Customers, the Company shall serve the Certified Supplier's End-use Customers and shall charge the Certified Supplier for the Company's out-of-pocket costs paid for electric energy during that period, including transmission, distribution and all other applicable charges. End-use Customers will continue to be billed for charges from their Certified Supplier until the next Meter Read Dates. Beginning with the next Meter Read Dates for each of the Certified Supplier's End-use Customers on the Company's Standard Offer Rate, the Company shall serve the End-use Customers and shall bill the Certified Supplier for the Company's incremental cost for serving the load during the first June 1 through August 31 period after the Certified Supplier default. Incremental cost is defined as Company's out-of-pocket costs paid for electric energy during that period, including transmission, distribution and all other applicable charges.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-84117-1263-EL-SSO before the Public Utilities Commission of Ohio.

Issued: May 18, 2015

Effective: June 1, 2015

Amended Attachment SBN-1
Page 13 of 14

P.U.C.O. Electric No. 20 Sheet No. 49.45 Canceling and Superseding Sheet No. 49.34 Page 4 of 3

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION XIX DEFAULT, SUSPENSION, AND TERMINATION OF A CERTIFIED SUPPLIER (Contd.)

- c) The Company may charge the Certified Supplier for additional costs associated with the default such as:
  - Mailings by the Company to the Certified Supplier's End-use Customers to inform them of the withdrawal and their options;
  - 2) Non-standard/manual bill calculations and production performed by the Company;
  - 3) Certified Supplier data transfer responsibilities that must be performed by the Company; and
  - 4) Charges or penalties imposed on the Company, its agents, or other third parties resulting from the Certified Supplier's termination.
- d) The Company may apply all of the Certified Supplier's credit, collateral, and charges collected by the Company from End-use Customers against the Company's Charges to the Certified Supplier.

#### 19.7. Survival of Obligations

Default, suspension, or termination of a Certified Supplier for any reason shall not relieve the Company or the Certified Supplier from performing any other obligations under this Certified Supplier Tariff or the Certified Supplier Service Agreement.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-84117-1263-EL-SSO before the Public Utilities Commission of Ohio.

Issued: May 18, 2015

P.U.C.O. Electric No. 20 Sheet No. 52.45 Canceling and Superseding

\$0.649/Bill

Sheet No. 52.34

Page 1 of 1

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202

#### RATE CS **CERTIFIED SUPPLIER CHARGES**

#### **APPLICABILITY**

These Charges apply to Certified Suppliers registered to provide Competitive Retail Electric Service to End-use Customers located in the Company's service territory.

#### **TYPES OF CHARGES**

General Cert	ified Sur	plier Fee	8
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Certified Supplier Registration Fee \$145.00

End-use Customer Enrollment/Switching Fee 5.00/Switch (Excludes Governmental Aggregation enrollments/switches)

Pre-Enrollment End-use Customer Information List Fee \$150.00/List (Issued quarterly)

Fee for Submitting Required Market Monitoring Reports for Certified Suppliers \$155.00/Submission

**Customer Usage Request Charges** 

One month of electronic Interval Meter data \$ 24.00

Twelve months of electronic Interval Meter Data \$ 32.00

#### **Bill Preparation and Request Charges**

#### **Consolidated Bill Preparation**

Hourly charge for administrative and technical support to institute program modifications associated with the implementation of consolidated billing on non-standard rates requested by the Certified Supplier \$75.00/Hour

#### Other Bill Preparation Requests

Request by Certified Supplier for a one page Duplicate Bill \$0.26/Bill Fee for Providing Commission-Mandated Abandonment Notices as Bill Messages \$0.22/Bill Fee for Providing a Company Consolidated and Bill-Ready Residential Bill \$0.056/Bill Fee for Providing a Company Consolidated and Bill-Ready Commercial Bill \$0.268/Bill Fee for Providing a Company Consolidated and Bill-Ready Industrial Bill \$3.266/Bill Fee for Providing a Company Consolidated and Bill-Ready Bill to Other Public

### **BILLING TERMS AND CONDITIONS**

**Authorities** 

The billing terms and conditions for the above stated charges shall be in conformance with those specified in Section XII - Certified Supplier Billing Terms and Conditions, of the Certified Supplier Service Regulations.

The supplying and billing for service, and all conditions applying thereto, are subject to the jurisdiction of the Public Utilities Commission of Ohio, and to Company's Service Regulations currently in effect, as filed with the Public Utilities Commission of Ohio.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-84117-1263-EL-SSO before the Public Utilities Commission of Ohio.

### **DUKE ENERGY OHIO**

**Certified Supplier Tariff** 

Company Office Location

139 East Fourth Street

Cincinnati, OH 45202

Issued:

Effective:

Issued by
James P. Henning - President
Duke Energy Ohio
139 East Fourth Street
Cincinnati, OH 45202

P.U.C.O. Electric No. 20 Sheet No. 10.3 Cancels and Supersedes Sheet No. 10.2 Page 1 of 2

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# CERTIFIED SUPPLIER TARIFF TABLE OF CONTENTS

	Description	Tariff Sheet No.
Definit	ions of Terms and Explanation of Abbreviations	20
SERV	CE REGULATIONS:	
l.	The Certified Supplier Tariff	30
11.	Scope and Purpose of Tariff	31
III.	Relationships Among Customer Choice Program Participants	32
IV.	Company and Certified Supplier Obligations (General Terms)	33
V.	Certified Supplier Registration and Participation Requirements	34
VI.	Credit Requirements	35
VII.	End-use Customer Enrollment Process	36
VIII.	End-use Customer Inquiries and Requests for Information	37
IX.	Metering Services and Obligations	38
Χ.	Billing Services and Obligations	39
XI.	End-use Customer Payment Processing and Collections	40
XII.	Certified Supplier Billing Terms and Conditions	41
XIII.	Load Profiling and Forecasting	42
XIV.	Meter Data Management	44
XV.	Transmission Scheduling Agents	45
XVI.	Confidentiality of Information	46
XVII.	Voluntary Withdrawal by a Certified Supplier from the Customer	
	Choice Program	47
XVIII.	Liability	48
XIX.	Default, Suspension, and Termination of a Certified Supplier	49
XX.	Alternative Dispute Resolution	50
XXI.	Miscellaneous	51
Filed p Comm	ursuant to an Entry dated in Case No. 17-1263-EL-SSO before the Public ission of Ohio.	
Issued	Effective:	

PULU CASE NO. 1/-1203-EL-55U **Amended Attachment SBN-2** Page 3 of 47

P.U.C.O. Electric No. 20 Cancels and Supersedes

Sheet No. 10.3 Sheet No. 10.2 Page 2 of 2

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

	Tariff Sheet No.
CHARGES:	
Rate CS, Certified Supplier Charges	52
Rate CSMS, Certified Supplier Meter Service Charges	53
Rate BUG, Certified Supplier Charges	54

Filed pursuant to an Entry dated _	in Case No. 17-1263-EL-SSO before the Public Utilities
Commission of Ohio.	

Issued: \_\_ Effective:

P.U.C.O. Electric No. 20 Sheet No. 20.4 Cancels and Supersedes

Sheet No. 20.3 Page 1 of 5

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

#### **DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS**

"Ancillary Services" means those services that are necessary to support the transmission of energy from generation resources to End-use Customer loads while maintaining reliable operation of the transmission provider's transmission system in accordance with Good Utility Practice. As used herein, "Ancillary Services" include, but are not limited to, Ancillary Services as defined by Order No. 890 issued by FERC on February 16, 2007, as amended.

"Arrears" means previous charges that are unpaid at the time the current bill is generated.

"Authorized Payment Agency" means a third-party agent (bank, savings & loan, etc.) that has been authorized to collect payments on behalf of the Company.

"Backcast" means an after-the-fact calculation of a Certified Supplier's estimated hourly load obligation based upon actual weather and system load.

"Balancing Authority Area" means an electric power system or combination of electric power systems to which a common automatic generation control scheme is applied in order to:

- a) match, at all times, the power output of the generators within the electric power system(s) and capacity and energy purchased from entities outside the electric power system(s), with the load within the electric power system(s);
- b) maintain scheduled interchange with other Balancing Authority Areas, within the limits of Good Utility Practice;
- maintain the frequency of the electric power system(s) within reasonable limits in accordance with Good Utility Practice; and
- d) provide sufficient generating capacity to maintain operating reserves in accordance with Good Utility Practice.

"Bill-Ready" means a Consolidated Billing option available to a Certified Supplier where the Certified Supplier submits its charges and associated descriptions to the Company, as described in Section 10.9 herein, for presentment to the End-use Customer on the Company's invoice.

"Billing Cycle" means the time frame between two regularly scheduled Meter Read Dates. End-use Customer meter readings are obtained on a regular schedule, which is managed by the Company.

"Bulk Electric System" has the same meaning as that used by Reliability First, as such definition may be updated from time to time by FERC.

"Certified Broker/Aggregator" means any person, corporation, or other entity, other than the Company, that is authorized by the Commission to certified by the Commission to provide brokerage or aggregation (governmental or otherwise) services in the Company's service territory.

"Certified Supplier" means any person, corporation, or other entity, other than the Company, that is authorized by the Commission to sell electricity to End-use Customers, utilizing the jurisdictional distribution facilities of the Company and registered in the Company's Customer Choice Program.

"Certified Supplier Service Agreement" means an agreement that must be signed by both the Certified Supplier and the Company in order for the Certified Supplier to participate in the Company's Customer Choice Program, stating the rights and obligations of each party in the Company's Customer Choice Program.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-841-EL-SSO before the Public Utilities Commission of Ohio.

Amended Attachment SBN-2
Page 5 of 47

P.U.C.O. Electric No. 20 Sheet No. 20.4 Cancels and Supersedes Sheet No. 20.3 Page 2 of 5

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

"Certified Supplier Services" means those services that provide the interface and coordination between the Certified Supplier and the Company in order to effect the delivery of Competitive Retail Electric Service to serve Enduse Customers located within the Company's service territory.

### DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS (Contd.)

"Certified Supplier Service Charges" means all Charges stated in the Certified Supplier Tariff and attached rate schedules for those services rendered by the Company or its agent for Certified Supplier Services performed hereunder.

"Certified Supplier Tariff" means the Company's P.U.C.O. Electric No. 20.

"Charge" means any fee or charge that is billable by the Company or its agent to a Certified Supplier or TSA, under this Certified Supplier Tariff, including any Certified Supplier Service Charge or fees subject to the OATT or to the Duke Energy Business Services Ancillary Services Tariff.

"Commission" means the Public Utilities Commission of Ohio.

"Commodity" means the unbundled generation service of electric energy which End-use Customers may purchase from a Certified Supplier in the Customer Choice Program.

"Company" means Duke Energy Ohio, Inc.

"Competitive Retail Electric Service" means any service involved in supplying or arranging for the supply of electric energy to End-use Customers that has been declared competitive pursuant to the Ohio Revised Code or an order of the Commission.

"Consolidated Billing" means a billing service where the Company bills for both the Regulated Utility Charges and the Certified Supplier's charges, unless otherwise provided in the Company's tariff.

"Customer Choice Program" means the program offered in the state of Ohio, under which an End-use Customer may select a Certified Supplier.

"DASR" means Direct Access Service Request, an electronic form of communication that is exchanged between the Company and a Certified Supplier in certain circumstances.

"Distribution Losses" means energy losses that occur on the Company's distribution system in the process of delivering electric energy to End-use Customers. These losses are usually expressed as a percent of the total energy consumed.

"Duke Energy Business Services" means Duke Energy Business Services LLC, a service-company subsidiary of Duke Energy Corporation and an affiliate of the Company.

"Duke Energy Business Services Ancillary Services Tariff" means either the Ancillary Services tariff that is filed with and accepted by FERC and under which certain Ancillary Services Charges are billed in the Company's service territory or that portion of the Transmission Provider's OATT under which those certain Ancillary Services Charges are billed.

"Duke Energy Ohio Transmission System" means the portion of the transmission system that is owned by the Company.

"EDI" means Electronic Data Interchange, a standard format for the exchange of electronic information.

"End-use Customer" means the final user of generation and regulated delivery services.

"Energy Imbalance" means the difference between the energy scheduled by a Certified Supplier or its designated TSA and the End-use Customer's metered consumption adjusted for unaccounted energy.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-841-EL-SSO before the Public Utilities Commission of Ohio.

Amended Attachment SBN-2
Page 6 of 47

P.U.C.O. Electric No. 20 Sheet No. 20.4 Cancels and Supersedes Sheet No. 20.3 Page 3 of 5

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

"FERC" means the Federal Energy Regulatory Commission, the agency that has primary jurisdiction over energy regulation at the federal level.

#### **DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS (Contd.)**

"Federal Reserve Lending Rate" means the interest rate at which the Federal Reserve lends money, as published daily on Bloomberg's money market rate page.

"Flat Rate" means a rate by which a Certified Supplier's total charge to its End-use Customers is based on one price per quantity of electric generation consumed, regardless of the total volume used or time of use.

"Generation Resource Mix" means the source of the physical resource required to generate electricity (e.g. green power, coal, or nuclear).

"Good Utility Practice" means any of the practices, methods and acts engaged in or approved by a significant portion of the electric utility industry during the relevant time period, or any of the practices, methods, and acts which, in the exercise of reasonable judgment in light of the facts known at the time the decision was made, could have been expected to accomplish the desired result at a reasonable cost, consistent with good business practices, reliability, safety, and expedition. Good Utility Practice is not intended to be limited to the optimum practice, method, or act to the exclusion of all others, but rather to be acceptable practices, methods, or acts generally accepted in the region.

"Interconnected Operations Services" means services, in addition to Ancillary Services, to facilitate the delivery of power to the End-use Customer (e.g., transmission services, real power transmission losses).

"Interval Meter" means an electric meter that records an End-use Customer's electric usage for a defined interval, allowing the possibility for consumption during different time periods to be billed at different rates and providing a means for an End-use Customer's load pattern to be analyzed.

"kW" means kilowatt. One kilowatt equals 1,000 watts.

"kWh" means kilowatt-hour. One kWh is defined as one kilowatt of power supplied to or taken from an electrical circuit steadily for one hour. One kilowatt-hour equals 1,000 watt-hours.

"Load Forecast" means an hourly projection of load prepared by a Transmission Customer for its load in the Company's service territory, consisting of, but not limited to, the aggregated load of customers using Monthly and Interval Meters, as adjusted for Transmission and Distribution Losses.

"Load Profile," as applied to an End-use Customer, a group of End-use Customers, a class, or a system, means a "curve" (as graphically plotted point-to-point, after midnight to midnight) that shows the power (as actual consumption or "normalized" as a percentage of maximum demand) supplied during a specific period of time, plotted by time of occurrence.

"Load Research Meters" means Interval Meters installed by the Company throughout its service territory that monitor hourly energy consumption of selected End-use Customers, in order to provide data for developing Load Profiles for various customer classes.

"Mercantile Customer" means an End-use Customer that uses electricity for nonresidential purposes and consumes greater than or equal to 700,000 kWh of electricity per year or is part of a national account involving multiple facilities in one or more states.

"Meter Data Management Agent" means the party designated by the TSA to provide hourly metered load data to the RTO.

"Meter Read Date" means the date on which the Company schedules a meter to be read for purposes of producing an End-use Customer bill in accordance with the Company's regularly scheduled Billing Cycles. Filed pursuant to an Order dated April 2, 2015 in Case No. 14-841-EL-SSO before the Public Utilities Commission of Ohio.

PUCU Case No. 1/-1203-EL-55U Amended Attachment SBN-2 Page 7 of 47

P.U.C.O. Electric No. 20

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202 Sheet No. 20.4 Cancels and Supersedes Sheet No. 20.3 Page 4 of 5

### DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS (Contd.)

"Monthly Meter" means a meter that records total energy (kWh) and peak demand (kW), where applicable, for the Billing Cycle but does not have the capability to record the dates and times the energy was consumed.

"Multi-tiered Rate" means a rate where each group (tier) of units of consumption (kWh) are priced at a certain rate while other groups of units of consumption are priced at a different rate or rates.

"MW" means megawatt. One megawatt equals one million watts or 1,000 kilowatts.

"MWH" means megawatt-hour. One megawatt-hour equals one million watt-hours or 1,000 kilowatt-hours.

"NERC" means North American Electric Reliability Corporation, the electric reliability organization, under the jurisdiction of FERC, that is responsible for creating and enforcing standards associated with the reliability of the Bulk Electric System.

"Nonmercantile Customer" means an End-use Customer that uses electricity for nonresidential purposes and consumes less than 700,000 kWh of electricity per year and is not part of a national account involving multiple facilities in one or more states.

"Non-volumetric Rate" means a fixed monthly charge to the End-use Customer, regardless of the amount of consumption.

"OASIS" means Open Access Same Time Information Systems, which are electronic systems established pursuant to FERC Final Order No. 889 to share information about Transmission Providers' available transfer capability.

"OATT" means PJM's Open Access Transmission Tariff, which is the open access transmission tariff on file with FERC and which sets forth the rates, terms, and conditions of transmission service over transmission facilities located in the Transmission Provider's Balancing Authority Area, which includes the Duke Energy Ohio Transmission System.

"PAR" means Purchase of Accounts Receivable, a payment remittance option available to Certified Suppliers utilizing the Company's Consolidated Billing Option, under which the Company pays the Certified Supplier a discounted amount on a monthly basis, in exchange for the assignment and purchase, without recourse, of the Certified Supplier's accounts receivable, represented by the current Certified Supplier charges presented on the Company's invoice, during a period of time when a Purchase of Accounts Receivable agreement is in effect between the Company and the Certified Supplier.

"Percentage-off Rate Option" means a rate option under which a Certified Supplier may charge a rate to its Enduse Customers that is calculated as a stated percentage less than the Company's SSO.

"PIPP" means Percentage of Income Payment Plan, a statewide utility program in Ohio that sets guidelines for low-income End-use Customer payments to utilities.

"Rate-Ready" means a Certified Supplier billing option under which the Company will perform consumption calculations and apply the Certified Supplier's rates to create charges for the End-use Customer for presentment on the End-use Customer's bill issued by the Company.

"Record Layouts" means a predefined format for which data is organized for electronic transmission.

"RTO" means Regional Transmission Organization, an organization responsible for the functional control of the Bulk Electric System within its boundaries.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-841-EL-SSO before the Public Utilities Commission of Ohio.

PUCU Case No. 1/-1203-EL-55U
Amended Attachment SBN-2
Page 8 of 47

P.U.C.O. Electric No. 20 Sheet No. 20.4 Cancels and Supersedes Sheet No. 20.3

Page 5 of 5

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

#### DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS (Contd.)

"Regulated Utility Charges" means utility charges for noncompetitive services including, but not limited to, tariffed distribution services that are under the jurisdiction of the Commission. May also include utility charges for noncompetitive gas services.

"ReliabilityFirst" means the regional reliability organization certified by NERC as its delegate for the purposes of proposing reliability standards and monitoring compliance with those standards within the region that includes the Company's service territory.

"Residential End-use Customer" means an End-use Customer who uses electricity for residential purposes.

"Retail Tariff" means a Company tariff filed with the Commission as P.U.C.O. Tariff No. 19 and containing the Company's service regulations, tariff rate schedules, and tariff rider schedules for End-use Customers.

"Service Regulations" means the Certified Supplier Service Regulations found in the Company's Certified Supplier Tariff.

"Special Meter Reads" means meter reads requested by Certified Suppliers on dates other than the scheduled, monthly Meter Read Date.

"SSO" means Standard Service Offer, which is an offer by the Company, as approved by the Commission, to End-use Customers in its service territory, for all competitive retail electric services necessary to maintain essential electric service, including a firm supply of electric generation service.

"Tariff Rate Schedules" means documents filed with the Commission that specify the Charges for various Certified Supplier Services.

"Time of Use Rate" means a rate where the amount charged per unit (kWh or kW) varies according to the time of day it was consumed, reflecting the difference in on-peak and off-peak demands and the costs to provide service at those times.

"Transmission Customer" means an entity authorized to schedule power into, out of, or through the Transmission Provider's Balancing Authority Area, as described in the OATT.

"Transmission Provider" means the entity administering the OATT and providing transmission service to transmission customers under applicable transmission service agreements.

"Transmission Provider's Balancing Authority Area" means the Balancing Authority Area within which the Company's service territory exists.

"TSA" means Transmission Scheduling Agent, an entity that is an eligible Transmission Customer under the OATT, obtaining transmission service and performing transmission scheduling and other bulk power services to deliver electric energy into the Company's service territory for the Customer Choice Program. A Certified Supplier may act as a TSA if the Certified Supplier is an eligible Transmission Customer or may hire another entity that is an eligible Transmission Customer to perform these functions.

Filed pursuant to an Order dated April 2, 2015 in Case No. 14-841-EL-SSO before the Public Utilities Commission of Ohio.

PUCU Case No. 1/-1203-EL-55U
Amended Attachment SBN-2
Page 9 of 47

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 30.2 Cancels and Supersedes Sheet No. 30.1 Page 1 of 1

#### **SERVICE REGULATIONS**

### SECTION I THE CERTIFIED SUPPLIER TARIFF

#### 1.1. Filing and Posting

A copy of the Certified Supplier Tariff, which contains these Service Regulations and the associated Tariff Rate Schedules under which the Company will provide Certified Supplier Services to Certified Suppliers, is on file with the Commission and is posted and open to inspection at the offices of the Company during regular business hours.

#### 1.2. Revisions

The Certified Supplier Tariff may be revised, amended, supplemented, or otherwise changed from time to time in accordance with the Commission Regulations, and such changes, when effective, shall supersede the present Certified Supplier Tariff.

#### 1.3. Application

The Certified Supplier Tariff provisions apply to all Certified Suppliers providing Competitive Retail Electric Service to End-use Customers located in the Company's service territory, including an affiliate or division of the Company that provides Competitive Retail Electric Service, and with whom the Company has executed a Certified Supplier Service Agreement. In addition, the Charges in the attached rate schedules shall apply to anyone receiving service unlawfully or to any unauthorized or fraudulent receipt of any Competitive Retail Electric Service.

#### 1.4. Service Regulations

These Service Regulations, filed as part of the Certified Supplier Tariff, are part of every Certified Supplier Service Agreement entered into by the Company pursuant to the Certified Supplier Tariff and govern all Certified Supplier Services, unless specifically modified by a Tariff Rate Schedule. The obligations imposed on Certified Suppliers in these Service Regulations apply as well to anyone receiving service unlawfully or to any unauthorized or fraudulent receipt of any Competitive Retail Electric Service.

#### 1.5. Statement by Agents

No Company representative has authority to modify a Certified Supplier Tariff rule or provision, or to bind the Company by any promise or representation contrary thereto.

Filed pursuant to an Order dated November 22, 2011 in Case No. 11-3549-EL-SSO before the Public Utilities Commission of Ohio.

Issued: December 19, 2011 Effective: January 1, 2012

P.U.C.O. Electric No. 20 Sheet No. 31.2 Cancels and Supersedes Sheet No. 31.1 Page 1 of 1

### SECTION II SCOPE AND PURPOSE OF TARIFF

#### 2.1. Applicability of Terms to Certified Suppliers

The Certified Supplier Tariff sets forth the basic requirements for interactions and coordination between the Company, as the provider of distribution services, and the Certified Supplier necessary for ensuring the delivery of Competitive Retail Electric Service from Certified Suppliers to their End-use Customers.

#### 2.2. Joint Undertakings

Except as expressly provided in the Certified Supplier Tariff, the covenants, obligations, and liabilities of the Company, Certified Supplier, and TSA are intended to be several and not joint or collective and nothing contained in this Certified Supplier Tariff shall ever be construed to create an association, joint venture, trust, or partnership, or to impose a trust or partnership covenant, obligation, or liability on or with regard to the other such entities. Each such entity shall be individually responsible for its own covenants, obligations, and liabilities, as provided in this Certified Supplier Tariff. No such entity shall be under the control of or shall be deemed to control any of the other such entities. No such entity shall be the agent of or have a right or power to bind the other such entities without such other entities' express written consent.

Filed pursuant to an Order dated November 19, 2011 in Case No. 11-3549-EL-SSO before the Public Utilities Commission of Ohio.

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Amended Attachment SBN-2
Page 11 of 47

P.U.C.O. Electric No. 20 Sheet No. 32.2 Cancels and Supersedes Sheet No. 32.1 Page 1 of 1

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

### SECTION III RELATIONSHIPS AMONG CUSTOMER CHOICE PROGRAM PARTICIPANTS

#### 3.1. End-use Customer to Company

The End-use Customer purchases delivery services from the Company under P.U.C.O. Electric No. 19 or other applicable tariffs of the Company.

#### 3.2. Certified Supplier to End-use Customer

Certified Suppliers sell electric energy to the End-use Customer pursuant to contractual arrangements that are not part of the Company's tariffs. The Company is not a party to such sale of electric power and energy to the End-use Customer taking service from a Certified Supplier and shall not be bound by any term, condition, or provision of any agreement for such sale.

#### 3.3. Certified Supplier and its Designated TSA to the Company

Certified Suppliers and their designated TSAs are not agents of the Company and shall have no authority to enter into any agreement on behalf of the Company or to amend, modify, or alter any of the Company's tariffs, contracts, or procedures, or to bind the Company through any promises, representations, acts, or omissions.

3.4. Certified Supplier or its Designated TSA to Duke Energy Business Services

Duke Energy Business Services shall bill the entity acting as the TSA for the appropriate Ancillary Services, and the TSA shall pay such amounts in accordance with the terms of the Duke Energy Business Services Ancillary Services Tariff.

Filed pursuant to an Order dated November 22, 2011 in Case No. 11-3549-EL-SSO before the Public Utilities Commission of Ohio.

Issued: December 19, 2011

Effective: January 1, 2012

P.U.C.O. Electric No. 20 Sheet No. 33.2 Cancels and Supersedes Sheet No. 33.1 Page 1 of 3

### SECTION IV COMPANY AND CERTIFIED SUPPLIER OBLIGATIONS (GENERAL TERMS)

#### 4.1. Availability of Certified Supplier Services

The Company or its agent shall make available, at a tariffed rate, Certified Supplier Services, as defined in the attached rate schedules.

#### 4.2. Timeliness and Due Diligence

Certified Suppliers shall exercise due diligence in meeting their obligations and deadlines under the Certified Supplier Tariff so as to facilitate the Customer Choice Program.

#### 4.3. Duty of Cooperation

The Company and each Certified Supplier or its designated TSA will cooperate in order to ensure delivery of Competitive Retail Electric Service to End-use Customers as provided for by the Certified Supplier Tariff, Retail Tariff Rate Schedules, the OATT, the Ohio Revised Code, and orders of the Commission.

#### 4.4. State Certification

A Certified Supplier must have and maintain certification from the Commission as an authorized Certified Supplier in order to be eligible to participate in the Company's Customer Choice Program.

#### 4.5. Registration and Participation Requirements

Each Certified Supplier desiring to register in the Company's Customer Choice Program must meet the registration and participation requirements described in Section V of these Service Regulations.

#### 4.6. Energy Procurement

A Certified Supplier or its designated TSA shall make all necessary arrangements for obtaining Competitive Retail Electric Service in a quantity sufficient to serve its End-use Customers.

#### 4.7. Certified Supplier Wholesale Power Responsibilities

A Certified Supplier or its designated TSA is responsible for procuring those Ancillary and Interconnected Operations Services that are necessary for the delivery of Competitive Retail Electric Service to its End-use Customers.

#### 4.8. Multiple Certified Suppliers

Only one Certified Supplier shall provide Competitive Retail Electric Service to a specific End-use Customer's account during any given Billing Cycle.

#### 4.9. Partial Competitive Retail Electric Service

An End-use Customer is not permitted to have partial Competitive Retail Electric Service. The Certified Supplier shall be responsible for providing the total energy consumed by the End-use Customer's account during any given Billing Cycle.

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P.U.C.O. Electric No. 20 Sheet No. 33.2 Cancels and Supersedes Sheet No. 33.1 Page 2 of 3

## SECTION IV COMPANY AND CERTIFIED SUPPLIER OBLIGATIONS (GENERAL TERMS) (Contd.)

#### 4.10. Distribution Losses

In addition to supplying the energy to serve End-use Customer load, a Certified Supplier or its designated TSA will be responsible for scheduling and supplying the associated Distribution Losses.

#### 4.11. Scheduling

A Certified Supplier or its designated TSA must make all necessary arrangements for scheduling the delivery of energy, including, but not limited to, providing for necessary real power losses, into the Company's service territory pursuant to the OATT.

#### 4.12. Reliability Requirements

A Certified Supplier or its designated TSA shall satisfy all reliability requirements imposed by the Commission, FERC, NERC, Reliability First, or any successor organizations or any other governing reliability councils with authority over the Certified Supplier or its designated TSA. Any penalties or sanctions issued by such organizations' governing reliability councils to the registered entity for the Duke Energy Ohio Transmission System will be apportioned by the Company to any Certified Supplier or its designated TSA whose actions contributed to the violation in reasonable proportion to the degree in which the actions contributed to the violation.

#### 4.13. Supply of Data

A Certified Supplier, TSA, and the Company shall supply to each other all data, materials or other information specified in this Certified Supplier Tariff, or otherwise reasonably required by the Certified Supplier, TSA or Company in connection with the provision of Certified Supplier Services, in a thorough and timely manner and according to the inspection procedures and within the time period reasonably designed to protect the confidentiality of the information requested to be reviewed.

#### 4.14. Record Retention

A Certified Supplier, its designated TSA, and the Company shall comply with all applicable laws and with Commission and FERC rules and regulations for record retention. In addition, a Certified Supplier and its designated TSA shall comply with the record retention requirements set forth in these Service Regulations.

#### 4.15. Payment Obligation

The Company shall not be required to provide Certified Supplier Services to a Certified Supplier unless the Certified Supplier is current in its payment of all Charges owed under this Certified Supplier Tariff.

#### 4.16. Certified Supplier Marketing and Solicitation

Each Certified Supplier participating in the Company's Customer Choice Program shall follow the Commission rules for Competitive Retail Electric Service providers.

#### 4.17. Company Standards of Conduct with Respect to Marketing Affiliates

The Company shall follow the Commission established Standards of Conduct with respect to marketing affiliates.

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Amended Attachment SBN-2
Page 14 of 47

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 33.2 Cancels and Supersedes Sheet No. 33.1 Page 3 of 3

## SECTION IV COMPANY AND CERTIFIED SUPPLIER OBLIGATIONS (GENERAL TERMS) (Contd.)

### 4.18. Emergency Operation

If the Transmission Provider or Duke Energy Corporation determines that an emergency exists, the Certified Supplier or its designated TSA shall comply with any reliability directives issued by the Transmission Provider or Duke Energy Corporation, as required by NERC reliability standards.

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P.U.C.O. Electric No. 20 Sheet No. 34.3 Cancels and Supersedes Sheet No. 34.2 Page 1 of 2

## SECTION V CERTIFIED SUPPLIER REGISTRATION AND PARTICIPATION REQUIREMENTS

#### 5.1. Registration and Participation Requirements

Each Certified Supplier desiring to register with the Company for participation in the Company's Customer Choice Program must meet the following registration and participation requirements:

- a) Provide proof of Commission certification to the Company.
- b) Meet the Company's credit requirements as described in Section VI Credit Requirements.
- c) Attend the Company-sponsored Certified Supplier Training Program.
- d) Submit a satisfactorily completed Certified Supplier Registration & Credit Application to the Company.
- e) Satisfactorily demonstrate that the proper electronic communications capabilities are operational.
- f) Execute the Company's EDI Trading Partner Agreement.
- g) Execute the Company's Certified Supplier Service Agreement.
- h) Pay the registration fee, as set forth in the attached rate schedule.
- i) Satisfactorily complete EDI testing for applicable transaction sets necessary to commence service.

#### 5.2. Registration Process

The Company shall approve or disapprove the supplier's registration within thirty calendar days of receipt of complete registration information from the supplier. The thirty-day time period may be extended for up to thirty days for good cause shown, or until such other time as is mutually agreed to by the supplier and the Company.

The Company will notify the supplier of incomplete registration information within ten calendar days of receipt. The notice shall include a description of the missing or incomplete information.

#### 5.3. Registration Notification

Upon satisfactorily meeting the Company's registration and participation requirements and posting any necessary credit enhancement, the Certified Supplier will be eligible to participate in the Company's Customer Choice Program. The Certified Supplier will be promptly notified once its registration is complete, and the Certified Supplier's name will be posted on the Company's web page of eligible participants.

### 5.4. Changes in Registration Information

The enrolled Certified Supplier will notify the Company, in writing, on an on-going basis, of any change to the information it was required to provide to the Company or Commission during the registration process. If the Company receives information from any source that suggests that the Certified Supplier's registration information has changed, the Company may require the Certified Supplier to supply current information regarding continued eligibility for registration. The Certified Supplier is required to respond to such requests in writing within five business days.

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Amended Attachment SBN-2
Page 16 of 47

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 34.3 Cancels and Supersedes Sheet No. 34.2 Page 2 of 2

## SECTION V CERTIFIED SUPPLIER REGISTRATION AND PARTICIPATION REQUIREMENTS (Contd.)

#### 5.5. Transmission and Ancillary Services

The Certified Supplier is also responsible for obtaining transmission and Ancillary Services associated with the transmission and distribution of electric energy, including transmission and Distribution Losses, to its End-use Customers. The Certified Supplier may contract with a TSA to obtain these services. If a Certified Supplier acts as its own TSA or contracts with a different entity to act as TSA for these services, the Certified Supplier shall notify the Company in the form of the designation described in Section 15.2 herein.

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#### SECTION VI CREDIT REQUIREMENTS

#### 6.1. Credit Application

All Certified Suppliers must complete and sign the Company's Certified Supplier Registration & Credit Application to be considered for participation in the Company's Customer Choice Program.

#### 6.2. Determination of Creditworthiness

The Company will apply, on a non-discriminatory and consistent basis, reasonable financial standards to assess and examine a Certified Supplier's creditworthiness and, based on that examination, shall determine the amount of unsecured credit, if any, to be granted to the Certified Supplier. These standards will take into consideration the scope of operations of each Certified Supplier and the level of risk to the Company. This determination will be aided by the appropriate data concerning the Certified Supplier, including tangible net worth and load data, or a reasonable estimate thereof, where applicable.

Notwithstanding the foregoing, a Certified Supplier that has, and maintains, investment grade senior unsecured debt ratings from both Standard & Poors and Moody's Investors' Services, as defined in the following table, shall be presumed to be creditworthy; provided, however, that the Company may limit the amount of unsecured credit to be granted to such Certified Supplier if the Company reasonably determines that such limitation is necessary to protect the Company from an unacceptable level of risk.

Agency	Senior Securities Rating (Bonds)		
Standard & Poors	BBB- or higher		
Moody's Investors' Services	Baa3 or higher		

The Certified Supplier will provide the Company with its or its parent's most recent independently-audited financial statements, if applicable, and it or its parent's most recent Form 10-K and Form 10-Q, if applicable.

The Company shall make reasonable alternative credit arrangements with a Certified Supplier that is unable to meet the aforementioned criteria and with those Certified Suppliers whose credit requirements exceed their allowed unsecured credit limit. The Certified Supplier may choose from any of the following credit arrangements in a format acceptable to the Company: a parental guarantee of payment; an irrevocable letter of credit; a cash deposit; or other mutually agreeable security or arrangement. The alternate credit agreements may be provided by a party other than the Certified Supplier, including one or more ultimate customers. The fact that a guarantee of payment, irrevocable letter of credit or cash deposit is provided by a party other than the Certified Supplier shall not be a factor in the determination of the reasonableness of any alternative credit arrangement, as long as such party and the related credit arrangements meet the Company's standard credit requirements. The amount of the security required must be and remain commensurate with the financial risks placed on the Company by that Certified Supplier, including recognition of that Certified Supplier's performance.

The Company will calculate the amount of the Certified Supplier's collateral requirement by multiplying thirty days of the Company's estimate of the Certified Supplier's summer usage times a price set at the next July forward index price, as established by a generally accepted industry price index for wholesale power delivered to the Company's load zone within the RTO, and subtracting therefrom the amount of the Certified Supplier's allowed unsecured credit limit.

If the Certified Supplier has voluntarily entered into an agreement whereby the Company purchases the Certified Supplier's receivables, then the Company will reduce the collateral it requires from the Certified Supplier by an amount equal to thirty days of the Company's estimate of the summer kilowatt-hours used by the Certified Supplier's customers, divided by two, multiplied by the Certified Supplier's specific price per kilowatt hour, and multiplied by the difference between one and the portion of one representing the Company's current experience with uncollectible accounts.

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Amended Attachment SBN-2
Page 18 of 47

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 35.4 Cancels and Supersedes Sheet No. 35.3 Page 2 of 2

#### SECTION VI CREDIT REQUIREMENTS (Contd.)

#### 6.3. Interest on Cash Deposits

The Company will allow simple interest on cash deposits calculated at the lower of the average of the Federal Reserve Lending Rate over the time period the cash is on deposit or 4.5% annually. In cases of discontinuance or termination of services, cash deposits will be returned with accrued interest upon payment of all Charges, guarantees and with deduction of unpaid accounts.

#### 6.4. On-going Credit Evaluation

The Company reserves the right to review each Certified Supplier's creditworthiness at any time. The Certified Supplier must provide current financial and credit information. In addition, the Certified Supplier may request reevaluation at any time. It is anticipated that demand, unanticipated market movements and economic reasons will result in exposures nearing or exceeding the prescribed credit limits or collateral originally in place. It is also noted that additional collateral may be required due to a degradation of credit rating or repayment ability of a Certified Supplier. Any subsequent review or re-evaluation of a Certified Supplier's creditworthiness may result in the Certified Supplier being required to post collateral not previously requested. The new, additional or change in collateral requirement will be necessary to enhance, restore or maintain the Company's credit protection. In the alternative, the Company may limit a Certified Supplier's level of participation or remove the Certified Supplier from further participation in the Company's Customer Choice Program.

### 6.5. Financial Obligation - Dispute Resolution

If the Certified Supplier disputes the calculation of the amount due, as calculated by the Company, the Certified Supplier shall notify the Company not later than the close of business on the business day following the due date. The parties will consult each other in good faith in an attempt to resolve the dispute. If the parties fail to resolve the dispute by the close of business on the business day following the notification of the dispute by the Certified Supplier, the Certified Supplier shall comply with the Company's request for payment. The Certified Supplier may appeal the Company's determination of credit requirements to the Commission or seek Staff mediation as to any dispute.

If it is determined that the payment shall be less than the amount requested by the Company, the Company shall refund the excess payment plus interest calculated at the lower of the average of the Federal Reserve Lending Rate over the time period the cash is on deposit or 4.5% annually to the Certified Supplier by the close of business on the business day following receipt of the Commission's or Staff's determination.

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Amended Attachment SBN-2
Page 19 of 47

P.U.C.O. Electric No. 20 Sheet No. 36.8 Canceling and Superseding Sheet No. 36.7 Page 1 of 4

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

#### SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS

#### 7.1. Certified Supplier Authorization to Enroll

In order to be authorized to enroll End-use Customers in the Company's Customer Choice Program, a Certified Supplier must meet the requirements contained in Section V - Certified Supplier Registration and Participation Requirements, must have submitted a TSA Designation form to the Company, must meet all Transmission Provider requirements to deliver power to its End-use Customers located on the Duke Energy Ohio Transmission System and must, where applicable, have the appropriate rates in production within the Company's billing system, as described in Section X - Billing Services and Obligations. No enrollment requests will be accepted until all of such requirements have been met. Aggregators or governmental aggregators must either become a Certified Supplier as described above or must act through a Certified Supplier.

7.2. Percentage of Income Payment Plan (PIPP) Customers

PIPP customers are not individually eligible to select a Certified Supplier.

- 7.3. Pre-Enrollment End-use Customer Information List
  - a) Upon request, the Company will electronically provide to any Certified Supplier or Certified Broker/Aggregator the most recent End-use Customer information list. The Certified Supplier or Certified Broker/Aggregator will pay the Company \$150.00 for providing the list to the supplier or broker/aggregator.
  - b) The End-use Customer information list will be updated quarterly. Once the list has been updated, a Certified Supplier or Certified Broker/Aggregator may not use an End-use Customer information list from a prior quarter to contact End-use Customers, but Certified Suppliers and Certified Broker/Aggregators shall not be required to purchase subsequent lists.
  - c) The Company will provide each End-use Customer the option to have all the End-use Customer's information listed in the section below removed from the End-use Customer information list. At the same time, the Company will also provide each End-use Customer the option to have all End-use Customer's information listed below reinstated on the End-use Customer information list. Each End-use Customer will be provided written notice of his or her options on a quarterly basis.
  - d) The following information will be provided on the End-use Customer information list for each End-use Customer that has not requested that its information be removed from this list:
    - i) End-use Customer name
    - ii) Service address
    - iii) Service city
    - iv) Service state and zip code
    - v) Billing address
    - vi) Billing city
    - vii) Billing state and zip code
    - viii) Rate schedule under which service is rendered, including class and sub-class (if applicable)
    - ix) Load profile reference category

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PULU Case No. 1/-1203-EL-55U **Amended Attachment SBN-2** Page 20 of 47

P.U.C.O. Electric No. 20

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

Sheet No. 36.8 Canceling and Superseding Sheet No. 36.7 Page 2 of 4

#### SECTION VII **END-USE CUSTOMER ENROLLMENT PROCESS (Contd.)**

- Meter type (will provide information that is readily available)
- Interval Meter data indicator (will provide information that is readily available)
- xii) Budget bill/PiPP indicator
- xiii) Meter Read Cycle
- xiv) Most recent twelve months of historical consumption data (actual energy usage plus demand, if available)
- xv) Meter number
- xvi) Customer classification
- xvii) Special rate indicator
- xviii) Bulk indicator
- xix) Account identifier
- xx) PLC values for current and future periods with start and end dates
- xxi) NSPL values for current and future periods with start and end dates
- xxii) Supplier indicator
- xxiii) Email address
- xxiv) Future meter read dates
- e) The Company will provide the End-use Customer information list on either a compact disc or a designated website. The information will be prepared and distributed in a uniform and useable format that allows for data sorting. End-use Customers participating in the PIPP program will be served exclusively through the PIPP program administered by the Ohio Development Services Agency.
- The Company shall make available, upon request, a quarterly updated sync list to CRES providers on a confidential basis showing the accounts that are enrolled with the CRES provider.
- 7.4. Certified Supplier Requests for End-use Customer Information
  - Certified Suppliers may request historical Interval Meter data through a DASR or a designated website, after receiving the appropriate End-use Customer authorization. The Interval Meter data will be provided consistent with the manner in which it was requested (i.e., in a standardized electronic transaction or via a designated website). The Certified Supplier will be responsible for the incremental costs incurred to prepare and send such data. The charges for these services are listed in this tariff.
  - b) Generic End-use Customer information will be readily available on a designated web site.
  - For End-use Customer specific information and to decrease the possibility of End-use Customer "slamming", the Certified Suppliers must obtain, and maintain in their files, End-use Customer authorizations, as dictated by Commission rules, which authorize the release of the End-use Customer's historical usage data. These authorizations must be made available to the Company, upon request, within three business days and must be retained by the Certified Supplier for a period not less than two calendar years after the calendar year in which received or such longer period as may be required by law or Commission rules.
  - d) Specific End-use Customer information will include twelve months of historical data (if available) including monthly kWh usage, Meter Read Dates, and associated monthly maximum demand history, if applicable.
- 7.5. Direct Access Service Requests (DASRs)
  - Enrollment of individual End-use Customers, including individual End-use Customers participating in an aggregation or governmental aggregation program, is done through a DASR for each service account, which may be submitted only by Certified Suppliers.
  - b) An enrollment DASR will be effective on the next Meter Read Date, provided that it is received by the Company at least twelve calendar days before the next Meter Read Date.

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**PUCU CASE NO. 17-1203-EL-55U** Amended Attachment SBN-2 Page 21 of 47

P.U.C.O. Electric No. 20

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202

Sheet No. 36.8 Canceling and Superseding Sheet No. 36.7 Page 3 of 4

#### **SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS (Contd.)**

- c) Enrollment DASRs will be effective according to the following schedule:
  - If an enrollment DASR is received twelve or more days prior to the next regularly scheduled Meter Read Date and no other enrollment DASR is currently pending, the enrollment DASR will be effective on the next regularly scheduled Meter Read Date.
  - ii) If an enrollment DASR is received less than twelve days prior to the next regularly scheduled Meter Read Date and no other enrollment DASR is currently pending, the enrollment DASR will be effective on the second regularly scheduled Meter Read Date after the enrollment DASR is received.
  - (iii If an enrollment DASR is currently pending, and another enrollment DASR is received, the first enrollment DASR will be effective and the second enrollment DASR will be rejected. There cannot be two pending enrollment DASRs for the same account at the same time.
- d) The Company will process all valid DASRs within one business day and send the End-use Customer confirmation within two business days. The Company will electronically advise the Certified Supplier of acceptance. Notice of rejection of the DASR to the Certified Supplier shall also be sent in one business day, if possible, but in no event later than four calendar days, and shall include the reasons for the rejection.
- e) The Company shall provide a rescission period as required by the Commission's rules. If the End-use Customer rescinds, the Company shall send a drop notice to the Certified Supplier. In the event of End-use Customer rescission, the previous Certified Supplier will continue to serve the End-use Customer under the same terms and conditions.
- Enrollments will be processed on a "first in" priority basis based on the received date, using contract date as the tiebreaker. If the contract date is the same, enrollments will be processed "first in" based on when the enrollment was electronically received by the Company.
- g) To participate in the Customer Choice Program, an End-use Customer must have an established electric service account with the Company. Accounts are established upon the assignment of an account number. Account numbers are assigned by the Company when a new party requests electric service for an existing location and upon meter installation for new construction. A Certified supplier may submit a DASR as described herein after the electric service account number is established.
- h) A separate DASR must be submitted for each service account.
- If a Certified Supplier has reached its participation limit as described in Section VI Credit Requirements, additional enrollment DASRs from the Certified Supplier will be rejected and returned to the Certified Supplier until the Company approves additional credit enhancements.
- The Certified Supplier will be responsible for paying any Charge for a successfully processed enrollment DASR.

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Amended Attachment SBN-2 Page 22 of 47

P.U.C.O. Electric No. 20 Sheet No. 36.8 Canceling and Superseding Sheet No. 36.7

Page 4 of 4

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# SECTION VII END-USE CUSTOMER ENROLLMENT PROCESS (Contd.)

- 7.6. Communications from the Company to the End-use Customer
  - a) Upon confirmation of a valid enrollment DASR from a Certified Supplier, the Company will mail the End-use Customer a confirmation notice within one business day after confirmation.
  - b) Upon confirmation of a valid drop DASR from a Certified Supplier, the Company will mail the End-use Customer a confirmation notice within one business day after confirmation.
  - c) Within one business day after receiving an End-use Customer's request to rescind an enrollment, the Company will initiate the rescission and mail the End-use Customer confirmation that such action has been taken.
- 7.7. End-use Customer Return to ESP-SSO Service

If an End-use Customer returns to the Standard Service Offer Rate, whether as a result of End-use Customer choice, Certified Supplier default, termination of a Certified Supplier contract, opt out or termination of a governmental aggregation program, Certified Supplier withdrawal, or any other reason, the rate to be charged by the Company to the End-use Customer will be governed by the Retail Tariff (P.U.C.O. Tariff No. 19).

## 7.8. Dispute Resolution

Any disputes concerning an End-use Customer's selection of a Certified Supplier that cannot be resolved among the End-use Customer and the affected Certified Suppliers may be directed to the Public Interest Center of the Commission by any of the parties involved.

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**PULU Case No. 1/-1203-EL-55U** Amended Attachment SBN-2 Page 23 of 47

P.U.C.O. Electric No. 20

Sheet No. 37.2 Cancels and Supersedes Sheet No. 37.1

Page 1 of 1

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202

## **SECTION VIII** END-USE CUSTOMER INQUIRIES AND REQUESTS FOR INFORMATION

- 8.1. End-use Customer Requests for Program Information and/or Usage Data
  - a) The Company will send an information package containing a summary of customers' rights and obligations, including a current list of Certified Suppliers, to the End-use Customer's service or mailing address, under the following circumstances:
    - To all new End-use Customers, including any End-use Customer who opens a new account and i) has not received such a customer rights summary within the preceding year.
    - To any End-use Customer upon request.
  - b) The Company will maintain a list of Certified Suppliers, which list will identify all Certified Suppliers currently registered to enroll End-use Customers in the Company's service territory. The list of Certified Suppliers will also designate, if available, which customer classes Certified Suppliers will be serving. This list will be updated at least quarterly and will be available to End-use Customers as follows:
    - i) The list will be posted on a designated website.
    - The list, together with an information package containing a summary of the program, will be ii) supplied to any End-use Customer, upon request, and to any new End-use Customer, as set forth in Section 8.1(a).
  - End-use Customers may contact the Company and request their twelve-month usage data, which will be sent to the End-use Customer's service or mailing address.
- 8.2. End-use Customer Inquiries Concerning Billing-Related Issues
  - a) End-use Customer inquiries concerning the Company's charges or services should be directed to the Company.
  - End-use Customer inquiries concerning a Certified Supplier's charges or services should be directed to the Certified Supplier.
- 8.3. End-use Customer Inquiries Related to Emergency Situations and Outages
  - a) The Company will be responsible for responding to all inquiries related to distribution service, emergency system conditions, outages and safety situations. End-use Customers contacting the Certified Supplier with such inquiries should be referred directly to the Company.
  - b) It may be necessary for the Company to curtail or shed End-use Customer load at the request of the Transmission Provider, or as otherwise provided by Commission-approved tariffs or required by NERC Reliability Standards. In such cases, the Company will follow the provisions of the Commission's rules and orders, NERC reliability standards, the Company's own Bulk Power Emergency Plan, or Energy Emergency Rules contained in the Company's Retail Tariff.

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Page 1 of 2

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION IX METERING SERVICES AND OBLIGATIONS

## 9.1. Equipment Standards

Statewide rules for metering as adopted by the Commission will apply to all equipment standards within the Company's service territory and may be supplemented by the Company's metering standards.

#### 9.2. Meter Ownership and Maintenance

The Company will own, furnish, install, program, calibrate, test, and maintain all meters and all associated equipment used for retail billing and settlement purposes in the Company's service area.

### 9.3. Meter Requirements

- a) Interval Meters will be required for End-use Customers that select a Certified Supplier and have a maximum annual peak demand greater than or equal to 200 kW for the most recent twelve-month period.
- b) The End-use Customer or Certified Supplier may request an Interval Meter for use at any account below the Interval Meter threshold.
- c) The Company may require Interval Metering, at the Company's expense, for any other End-use Customer based on a review of the End-use Customer's rate schedule, billing history, and class Load Profile information. If installed, the Interval Meter will be used for retail billing and settlement purposes.

## 9.4. Interval Meter Charges and Installation Process

### a) Charges

The End-use Customer shall be responsible for the incremental costs of upgrading the present meter plus all incremental costs associated with the installation of required or requested Interval Metering. The charges for an Interval Meter will be at the tariffed rate, which may be paid over a period not to exceed twenty-four months. Title to the Interval Meter shall remain with the Company.

If an Interval Meter is required, the End-use Customer must approve a work order for an Interval Meter installation before the Company will accept an enrollment DASR. For End-use Customers that will have an Interval Meter installed for the requested service, service may begin, assuming the Company has an approved work order for the Interval Meter installation. A Company load profile will be used for settlement. Consumption meter reads will continue to be used for billing. This will be the approach during the period between the End-use Customer's request for an Interval Meter and the Company's installation of such a meter.

If the Company cannot gain access to the meter installation, the Company may charge the End-use Customer for any additional trips to the meter site.

#### 9.5. Meter Reading

#### a) Regularly Cycled Meter Reads

The Company will continue to read all meters in its service territory in accordance with the regularly scheduled Billing Cycles and off-schedule when the Company deems a read necessary. End-use Customers must provide access to the meters for the Company to obtain meter readings.

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Amended Attachment SBN-2 Page 25 of 47

P.U.C.O. Electric No. 20 Sheet No. 38.3 Cancels and Supersedes Sheet No. 38.2 Page 2 of 2

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION IX METERING SERVICES AND OBLIGATIONS (Contd.)

## b) Estimated Reads

The Company will estimate the usage, if metered data is lost due to failure of, or damage to, the metering equipment. Reads may also be estimated in the case of inclement weather, inaccessibility, etc.

## c) Special Meter Reads

The Company will provide special meter reads as requested by Certified Suppliers. The Charges for these meter reads are specified in the Certified Supplier Meter Service Charges.

## d) Meter Testing

The Company will provide meter testing as requested by Certified Suppliers. The Charges for meter testing are specified in the Certified Supplier Meter Service Charges.

### e) End-use Customer Meter Reads

Residential End-use Customers may read the Company's meters and forward the meter reading information to the Company by telephone, mail, facsimile transmission, or electronically through the Company's website. While Residential End-use Customer reads are acceptable, End-use Customers must grant the Company access to the meters as specified by the Ohio Administrative Code.

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Amended Attachment SBN-2
Page 26 of 47

P.U.C.O. Electric No. 20 Sheet No. 39.5 Canceling and Superseding Sheet No. 39.4 Page 1 of 4

Effective:

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION X BILLING SERVICES AND OBLIGATIONS

## 10.1. Billing Options

A Certified Supplier must select a billing option for each of its End-use Customer accounts. The billing options are limited to the following: (1) separate billing by the Company and the Certified Supplier, (2) Company Consolidated and Rate-Ready Billing, or (3) Company Consolidated and Bill-Ready Billing. Company Consolidated and Rate-Ready Billing will be provided by the Company only if the price plans offered by the Certified Supplier are ones that are considered standard rates, as set forth in Section 10.6 hereof. Nothing in this Certified Supplier Tariff shall require the Company to bill customers manually. Thus, if the Certified Supplier is offering price plans that are not considered by the Company as standard rates, the Company will provide the Certified Supplier with sufficient meter data on a timely basis so that the Certified Supplier can bill the Customer directly under the separate billing method or can opt for Company Consolidated and Bill-Ready Billing. The billing option must be selected when the enrollment DASR is submitted to the Company. If the Company inaccurately applies the usage information to the rates approved by the Certified Supplier for Company Consolidated and Rate-Ready Billing, the Certified Supplier shall notify the Company immediately and the Company shall make a correction in a succeeding billing period. The Certified Supplier is responsible for receiving and resolving all End-use Customer rate disputes involving charges for services received from the Certified Supplier.

## 10.2. Billing Cycle

Issued:

Current Company practice is to render bills regularly at monthly intervals, but bills may be rendered more or less frequently at the Company's option. Rate values stated for direct application to regular monthly billing periods will be adjusted when the time elapsed between billings is substantially greater or less than a month.

### 10.3. Generation Resource Mix

Certified Suppliers are responsible for providing a Generation Resource Mix statement to their own End-use Customers in accordance with Commission requirements.

## 10.4. Transmitting of Meter Reading Information

The Company will transmit meter reading information electronically to each Certified Supplier for each of its End-use Customer accounts. Regardless of whether charges are being calculated by the Company or the Certified Supplier, the same meter reading information will be used to bill End-use Customers for the Regulated Utility Charges and the unregulated Commodity charges.

#### 10.5. Setting Up Certified Suppliers' Rates

Certified Suppliers using the Consolidated and Rate-Ready Billing option must furnish specific rate information to the Company via methods defined by the Company. The Certified Supplier will receive the test results after the rate is entered into the billing system and tested. The Certified Supplier will then be required to authorize the Company to begin billing, using the new rate, before enrolling any End-use Customers on that rate.

- a) The Company will provide all Commission certified and Company enrolled Certified Suppliers with system requirements and Record Layouts needed to perform this function.
- b) The Certified Supplier will be responsible for creating and verifying the rate information that the Company will use to calculate and bill the Certified Suppliers' charges.
- c) The approved rate information must be in production within the Company's billing system before any Enduse Customers may be enrolled under that rate. In production means installed in the Company's billing system, tested by the Company, test results approved by the Certified Supplier and three business days have elapsed since approval of results.

	_ in Case No.	17-1263-EL-SSO t	efore the	Public	Utilities	Commission	of
Ohio.					(FBE //\$)		

Amended Attachment SBN-2 Page 27 of 47

P.U.C.O. Electric No. 20 Sheet No. 39.5

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 Sheet No. 39.5
Canceling and Superseding
Sheet No. 39.4
Page 2 of 4

## SECTION X BILLING SERVICES AND OBLIGATIONS (Contd.)

- 10.6. Timetable for Setting up Certified Suppliers' Rates
  - a) The Company defines standard rates as falling into one of five rate types:
    - 1) a Nonvolumetric Rate
    - 2) a Flat Rate
    - 3) a Multi-tiered Rate
    - 4) a Time-of-Use Rate
    - 5) a Percentage-off Rate
  - b) The Company will have five calendar days to set up and system test any standard rates other than those under the Percentage-off Rate option and fifteen days to set up and system test standard rates under the Percentage-off Rate option, before sending the tested rates back to the Certified Supplier for approval.
  - c) For End-use Customers that have a maximum annual peak demand greater than or equal to 200 kW for the most recent twelve-month period, the required interval metering will be used to support the Certified Suppliers' billing options. If an End-use Customer has a maximum annual peak demand less than 200 kW and the Company must install special metering to support a Certified Supplier's billing option, the End-use Customer will be responsible for the incremental costs of upgrading the present meter plus all costs associated with the installation of that metering equipment.
  - d) Within three business days after the Company receives the approval of rates from the Certified Supplier, the rates will be placed in production in the Company's billing system and will be available for billing.
  - e) When the rates are in the Company's billing system and are available for billing, the Certified Supplier may send an enrollment DASR for accounts it wants to be billed on the new rate.
  - f) All DASRs received before the rate is in production will be rejected.
- 10.7. Electronic Transmission of End-use Customer Billing Data
  - a) If the Certified Supplier chooses to have the Company bill for the End-use Customer's electric commodity usage under the Company Consolidated and Rate-Ready Billing option, the Company will provide usage and charges in standard electronic format.
  - b) If the Certified Supplier chooses the Company Consolidated and Bill-Ready Billing option, the Company will provide usage in a standard electronic format and the Certified Supplier will provide the Company with the Certified Supplier's charges in a standard electronic format.
- 10.8. Incremental Processing Fees

If the Certified Supplier chooses the Consolidated and Rate-Ready Billing option, the Company will charge hourly for administrative and technical support to institute program modifications associated with the implementation of consolidated billing on non-standard rates requested by the Certified Supplier and reviewed and approved by the Company. The Charge for this service is described in Certified Supplier Charges.

10.9 Company Consolidated and Bill-Ready Billing

The following business rules will apply to the Company's Consolidated and Bill-Ready Billing Option:

a) Within three business days of receiving usage information for an account in a standard electronic format from the Company, the Certified Supplier will provide the Company with the Certified Supplier's charges for the account in a standard electronic format for presentation on the Company's current invoice to the Enduse Customer.

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Amended Attachment SBN-2
Page 28 of 47

P.U.C.O. Electric No. 20 Sheet No. 39.5 Canceling and Superseding

Effective:

Sheet No. 39.4

Page 3 of 4

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# SECTION X BILLING SERVICES AND OBLIGATIONS (Contd.)

- b) Certified Supplier charges billed under this billing option must be for electric commodity only. The act of submitting charges for items other than electric commodity will be considered a condition of default as described in Section 19.1 herein. Such items include, but are not limited to, termination fees, equipment charges, software charges, arrears from previous months billed under separate billing/dual billing, and any other charges that would be considered non-commodity charges.
- c) The charges received from the Certified Supplier by the Company in standard electronic format for each account will contain no more than ten charge amounts with ten associated charge descriptions
- d) Charge descriptions will be no longer than seventy characters each (including punctuation and spaces), and charge amounts will not exceed fourteen characters each (including spaces, dollar sign, commas, decimal, and, if applicable, negative sign).
- e) If a Certified Supplier submits more than ten charge amounts for an account, the Company will reject the entire submission for the account via a standard electronic format.
- f) The Company will allow up to twelve lines on its invoice to display the details of the Certified Supplier's charges as follows:
  - i) The Company will display the Certified Supplier's name on line 1.
  - ii) The Company will display the date range for the billing period on line 2.
  - iii) The charge descriptions and charge amounts submitted by the Certified Supplier will be displayed on lines 3 through 12 (provided that all 10 of the lines are necessary).
  - iv) The Company will sum the charge amounts submitted by the Certified Supplier and display the total on line 13 or on the line following the last charge description submitted by the Certified Supplier.
  - v) In situations where the Certified Supplier receives revised usage information for an account from the Company in a standard electronic format, the Company will provide an additional line on its invoice for the total amount of each month of cancelled charges. The Company will display the date range and the dollar amount of the cancelled charges on an additional line for each month of cancelled charges. The Certified Supplier's corrected charges, submitted to the Company in a standard electronic format, will be displayed on the Company's invoice as described in parts i) through iv) above for each month of corrected charges. Certified Suppliers are not required to send the Company cancelled charges in response to cancelled usage sent to the Certified Supplier by the Company in a standard electronic format. Instead, the Company will automatically cancel the supplier charges and will display said cancellation on the invoice as described above. This functionality is commonly known as "auto cancel".
  - vi) In addition to lines on the Company's invoice used to display Certified Supplier charge amounts and charge descriptions, the Company allows up to 3 lines of seventy characters each for Certified Supplier bill messages submitted to the Company by the Certified Supplier in a standard electronic format.
- i) The purchase of Certified Supplier charges billed under Consolidated Billing will be remitted by the Company to the appropriate Certified Supplier per the Account Receivables Purchase Agreement as described in Section 11.5 herein.
- j) The Certified Supplier will reimburse the Company for the Company's incremental cost associated with each Company Consolidated and Bill-Ready bill that the Company generates on behalf of the Certified Supplier. The Charges billable to the Certified Supplier for this service are listed on Sheet No. 52 herein.

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Amended Attachment SBN-2
Page 29 of 47

P.U.C.O. Electric No. 20 Sheet No. 39.5 Canceling and Superseding Sheet No. 39.4

Effective:

Page 4 of 4

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# SECTION X BILLING SERVICES AND OBLIGATIONS (Contd.)

## 10.10. Budget Billing

The Consolidated Billing options offered by the Company will include budget billing as an End-use Customer elected option.

## 10.11. Special Messages

Issued:

Rule 4901:1-24-11 of the Ohio Administrative Code mandates that a Certified Supplier must provide notice of abandonment on each billing statement rendered to its End-use Customers beginning at least ninety days prior to the effective date of the abandonment and continue to provide notice on all subsequent billing statements until the service is abandoned. Where the Company is performing billing services for a Certified Supplier, the Company must provide this notice on the billing statement and the Charge for this service is described in the Certified Supplier Charges.

The Company is not required to send bill inserts or add special attachments to the bill format for Certified Suppliers to communicate to End-use Customers. Any other special messages, either required by the Commission or elected, that cannot be accommodated by the Certified Supplier bill messaging offered by the Company are the responsibility of the Certified Supplier.

Certified Suppliers utilizing the Company Consolidated and Bill-Ready Billing option are provided space on the Company's invoice where bill messages may be inserted monthly, as described in Section 10.9 herein.

## 10.12 Setting up Certified Supplier Logos on the Company's Consolidated Bills

Certified Suppliers using the company's Consolidated Billing options may provide their logo for display on the Company's bill via methods defined by the Company. The Certified Supplier will receive the test results after the logo is entered into the billing system and tested. The Certified Supplier will then be required to authorize the Company to begin displaying the logo on the bill prior to the Company activating this service.

a) The Company will provide all Commission certified and company enrolled Certified Suppliers who request this service with system requirements and Record Layouts needed to perform this function.

b) The Certified Supplier will be responsible for creating the logo and verigying that the logo is properly displayed on the Company's consolidated bill.

c) The approved logo must be in production within the Company's billing system before a bill to an Enduse Customer displays the logo. In production means that the logo is in the Company's billing system, tested by the Company, and test results approved by the Certified Supplier.

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Page 30 of 47

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202

P.U.C.O. Electric No. 20 Sheet No. 40.6 Canceling and Superseding Sheet No. 40.5 Page 1 of 2

## **SECTION XI** END-USE CUSTOMER PAYMENT PROCESSING AND COLLECTIONS FOR CONSOLIDATED BILLING

#### 11.1. **Payments**

- Bills are due on the date indicated thereon as being the last day for payment of the net amount, and the due date shall not be less then twenty-one calendar days after the mailing of the bill or pursuant to such amended Company practice as may be approved by the Commission.
- b) Payment may be made at any commercial office of the Company or at any Company Authorized Payment Agency.
- c) The Company may require that an End-use Customer that is not creditworthy tender payment by means of a certified or cashier's check, electronic funds transfer, cash or other immediately available funds.

#### 11.2. **Payment Processing**

- The End-use Customer is responsible for payment in full to the Company for all the Company and Certified Supplier charges when the Company performs Consolidated Billing.
- b) The Company will remit all received payments for Certified Supplier charges on the Company's Consolidated Bill to the appropriate Certified Supplier after processing, on a daily basis. The Company will remit payments to Certified Suppliers involved in the Company's Purchase of Accounts Receivable Program as specified by the Account Receivables Purchase Agreement described in Section 11.5 herein.
- c) All End-use Customer charges are grouped into categories and a payment priority is established for each. If a partial payment is received, the Company will apply the following payment priorities classification. Payments will be applied first to prior gas and electric Regulated Utility Charges, second to current gas and electric Regulated Utility Charges, third to prior electric Certified Supplier charges and gas supplier charges (if applicable), fourth to current electric Certified Supplier charges and gas supplier charges (if applicable), and then on a pro-rata basis for non-regulated products and services. When the priority classification is equal, payments will be applied to the oldest receivables first.

#### 11.3. **End-use Customers in Arrears**

End-use Customer in Arrears for the Company's Regulated Gas and Electric Utility Charges Only

End-use Customers that fail to pay gas and electric Regulated Utility Charges to the Company will be subject to the Company's late payment charge policy and the rules and regulations governing the current credit, collection and disconnection procedures in accordance with Chapters 4901:1-10, 4901:1-17, and 4901:1-18 of the Ohio Administrative Code.

b) End-use Customers in Arrears to their Certified Supplier

Unless the Certified Supplier has entered into an agreement with the Company for Purchase of Accounts Receivable, the Certified Supplier is ultimately responsible for the collection of such unpaid non-regulated charges regardless of the billing option selected for the End-use Customer. However, in the course of following its collection procedures for Regulated Utility Charges, the Company may inform End-use Customers of such arrearages.

c) End-use Customer in Arrears for the Company's Non-Regulated Products/Services

End-use Customers that fail to pay for the Company's non-regulated products and services will be subject to the Company's current collection procedure which can include a series of letters, retrieval of the product, and discontinuance of the service that is being provided to the End-use Customer.

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P.U.C.O. Electric No. 20 Canceling and Superseding

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 Sheet No. 40.6 Sheet No. 40.5 Page 2 of 2

## **SECTION XI** END-USE CUSTOMER PAYMENT PROCESSING AND COLLECTIONS FOR CONSOLIDATED BILLING (Contd.)

d) Certified Suppliers shall determine their own credit/collection policy.

#### 11.4. Disconnection of Service

- The Company may disconnect service to an End-use Customer for non-payment of Regulated Utility Charges only in accordance with Chapters 4901:1-10 and 4901:1-18 of the Ohio Administrative Code, and for non-payment of CRES charges where the Company is purchasing the Certified Supplier's receivables under the PAR program.
- b) Pursuant to Chapters 4901:1-10 and 4901:1-18 of the Ohio Administrative Code, the Company is not permitted to disconnect service to the End-use Customer for nonpayment of Certified Supplier charges, except in the situation where the Company is purchasing the Certified Supplier's receivables under the PAR program. Certified Suppliers are not permitted to physically disconnect electric service for non-payment of the Certified Supplier charges.
- If the Company disconnects service to an End-use Customer, the End-use Customer's Certified Supplier will be notified within five business days of processing the disconnect order, if the End-use customer's service has not been restored by such date.
- d) If the Company restores the End-use Customer's service under the same account number within the fivebusiness day period, no notification to that End-use Customer's Certified Supplier will be given.

#### 11.5 Transfer of End-use Customer Deposit

If the Certified Supplier participates in the Company's Purchase of Accounts Receivable program and if the Certified Supplier holds a deposit from the End-use Customer, the Certified Supplier shall retain the deposit until required to refund such deposit to the End-use Customer, except where the Company has notified the Certified Supplier that the End-use Customer is sixty days or more in arrears for Certified Supplier charges that the Company has acquired under the Purchase of Accounts Receivable program. In that case, the Certified Supplier shall transfer the End-use Customer's deposit to the Company within three business days of receipt of such notice, unless the Company's Purchase of Accounts Receivable agreement with the Certified Supplier provides otherwise.

#### 11.6 Purchase of Accounts Receivable (PAR)

In order to participate in the Company's PAR program, a Certified Supplier must first sign an Account Receivables Purchase Agreement with the Company, which may include, but will not be limited to, the following provisions:

- a) Purchase price, procedures, and fees
- Obligations of the parties b)
- Representations and warranties c)
- Covenants of Seller
- e) Conditions Precedent
- **Administration and Collection**
- Termination
- h) Indemnification

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PULU Case No. 1/-1203-EL-55U Amended Attachment SBN-2 Page 32 of 47

P.U.C.O. Electric No. 20

Sheet No. 41.2 Cancels and Supersedes Sheet No. 41.1

Page 1 of 1

**Duke Energy Ohio** 139 East Fourth Street Cincinnati, Ohio 45202

### SECTION XII **CERTIFIED SUPPLIER BILLING TERMS AND CONDITIONS**

#### 12.1. **Billing and Payments**

By the tenth day of each month, the Company shall submit an invoice to the Certified Supplier for all services rendered during the preceding calendar month, as well as any unpaid Charges from prior invoices, including late payment Charges. The invoice shall be paid within ten calendar days of receipt. All payments shall be made in immediately available funds, payable to the Company, or via electronic funds transfer.

#### 12.2. **Late Payment Charges**

Interest on delinquent amounts shall be an amount equal to one and one-half percent of the unpaid balance at the due date calculated monthly.

Netting of End-use Customer Payments and Certified Supplier Charges Billed by the Company 12.3.

If the Certified Supplier defaults and the Company is performing Consolidated Billing of End-use Customers for the Certified Supplier, the Company reserves the right to retain the payments collected on behalf of the Certified Supplier and apply the payments to the Company's Charges.

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Amended Attachment SBN-2
Page 33 of 47

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Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION XIII LOAD PROFILING AND FORECASTING

### 13.1. Generic Load Profiles

The Company shall prepare, in advance of the calendar year, and post on the Company's Certified Supplier web site typical or generic Load Profiles that are representative of each profile class. The profiles will be average hourly demands by day type (weekday and weekend) for each month of the calendar year.

#### 13.2. Load Profile Updates

The typical Load Profiles shall be periodically reviewed by the Company for accuracy to ensure they are statistically representative of the profile class and updated as more recent data is collected, processed and analyzed. The Load Profiles will be updated at a minimum on an annual basis.

## 13.3. Certified Supplier Daily Forecasting Process

The Certified Supplier or its designated TSA is responsible for preparing its own hourly Load Forecast.

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Amended Attachment SBN-2 Page 34 of 47

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Page 1 of 1

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

THIS SHEET IS HEREBY CANCELLED AND WITHDRAWN

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Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION XIV METER DATA MANAGEMENT

#### 14.1. Meter Data Collection

The Company, acting as the designated Meter Data Management Agent for the Certified Supplier, will supply hourly load data to Transmission Provider, for the Certified Supplier. The Company will provide this data in accordance with the OATT, including estimates when necessary. The Company will be held harmless for any actions taken while performing Meter Data Management Agent responsibilities. Meter data collected by the Company shall be used to calculate the quantity of energy actually consumed by a Certified Supplier's End-use Customers for a particular period. Such collection shall occur at the time of an End-use Customer's monthly meter read. Thus, in order to measure the energy consumed by all End-use Customers on a particular day, at least one month is required for data collection. Typically, the Company is able to calculate and provide hourly usage data for a Certified Supplier's load, for a calendar month, forty-five to sixty days after the end of that calendar month. It is the responsibility of the Certified Supplier to understand this process.

## 14.2. Monthly-Metered End-use Customers

Data from Monthly-Metered End-use Customers is collected in subsets corresponding to End-use Customer Billing Cycles, which close on different days of the month. The Company shall convert such meter data, including estimates, for End-use Customers to the equivalent hourly usage. Metered usage will be applied to customer segment load curves to derive an estimate for the hour-by-hour usage.

#### 14.3. Interval-Metered End-use Customers

Data from Interval Metered End-use Customers will also be collected monthly by the Company on a Billing Cycle basis.

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## SECTION XV TRANSMISSION SCHEDULING AGENTS

## 15.1. Participation through a Transmission Scheduling Agent

If a Certified Supplier is not eligible to be a Transmission Customer or chooses not to interact directly with the Transmission Provider for scheduling purposes, the Certified Supplier shall enter into a business arrangement with another party that will act as a Transmission Scheduling Agent for that Certified Supplier. All actions of the TSA that relate to a Certified Supplier are binding on, and attributable to, said Certified Supplier.

## 15.2. Designation or Change of a Transmission Scheduling Agent

To designate or change a TSA, a Certified Supplier must provide the Company a completed TSA Designation Agreement, fully executed by the Certified Supplier, the TSA, and the Company. The Company will process TSA Designation Agreements as quickly as practicable but in no event in less than five business days. A Certified Supplier may only designate one TSA at a time. Nothing in this Tariff shall prohibit the TSA from transacting with multiple generation sources.

## 15.3. Scheduling and Settlement through a Transmission Scheduling Agent

The TSA shall be the sole point of contact with Duke Energy Business Services for any transmission-related charges levied under the Duke Energy Business Services Ancillary Services Tariff.

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PUCU Case No. 1/-1203-EL-SSU Amended Attachment SBN-2 Page 37 of 47

P.U.C.O. Electric No. 20 Sheet No. 46.2 Cancels and Supersedes Sheet No. 46.1 Page 1 of 1

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION XVI CONFIDENTIALITY OF INFORMATION

## 16.1 Generally

All confidential or proprietary information made available by one party to the other in connection with the registration of a Certified Supplier with the Company shall be used only for purposes of registration with the Company and/or providing Competitive Retail Electric Service to Customers in the Company's service territory. Other than disclosures to representatives of the Company or Certified Supplier for the purposes of enabling that party to fulfill its obligations under this Tariff or for a Certified Supplier to provide Competitive Retail Electric Service to Customers in the Company's service territory, a party may not disclose confidential or proprietary information without the prior authorization and/or consent of the other party.

#### 16.2. Disclosure of Confidential Information

The Certified Supplier shall keep all information that is specific to an End-use Customer and supplied by the Company confidential unless the Certified Supplier has the End-use Customer's written authorization to do otherwise and such written authorization complies with any and all relevant requirements of the Commission.

#### 16.3. Use of Confidential Information

Nothing contained herein shall preclude any disclosure required by any state or federal administrative, judicial, legislative, or regulatory entity; provided, however, that the disclosing party will immediately advise the other party that the disclosing party has been asked to make the required disclosure, in order to allow the other party to file a timely objection; and provided further, however, that the disclosing party shall not be required to delay disclosure while the other party objects, if such delay would subject the disclosing party to sanctions.

## 16.4. Exclusive Property

All Information shall be and remain the exclusive property of the Company and none shall be kept by the Certified Supplier. The Certified Supplier agrees promptly to deliver such information to the Company upon (i) the completion of its activities associated with the End-use Customer or (ii) the request of the Company, whichever occurs first. All copies of such information, all written data, notes, memoranda, records, and reports of any kind relating to the information or the subject matter of this Section XVI, based on and derived therefrom, shall be destroyed by the Certified Supplier, and such destruction shall be certified to by an officer of such entity.

### 16.5. Breach of Confidentiality

If either the Certified Supplier or the Company shall breach this Section XVI, or, in the event that such breach is shown to be an imminent possibility, the non-breaching party shall be entitled to seek all legal and equitable remedies afforded to it by law.

#### 16.6. Rights of the Parties

No license to any patents or other intellectual property of either party is granted by the Company by providing any confidential or proprietary information to the Certified Supplier.

## 16.7. Applicability

This confidentiality provision shall be binding upon the Certified Supplier, its designated TSA, and the their legal representatives, successors, and assigns.

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Amended Attachment SBN-2
Page 38 of 47
P.U.C.O. Electric No. 20
Cheet No. 47.2

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 47.2 Cancels and Supersedes Sheet No. 47.1 Page 1 of 1

# SECTION XVII VOLUNTARY WITHDRAWAL BY A CERTIFIED SUPPLIER FROM THE CUSTOMER CHOICE PROGRAM

## 17.1. Notice of Voluntary Withdrawal to the Company

A Certified Supplier shall provide electronic notice to the Company, in a form specified by the Company, of withdrawal by the Certified Supplier from retail service in a manner consistent with the Commission's rules. Written notice of a Certified Supplier's intent to withdrawal must be provided by the Certified Supplier to the Company ninety days prior to such withdrawal.

#### 17.2. Notice to End-use Customers

A Certified Supplier shall provide notice to its End-use Customers of its withdrawal from retail service in accordance with the Commission's rules. A Certified Supplier must provide written notice of its intent to abandon service to its End-use Customers on each billing statement rendered to its End-use Customers beginning at least ninety days prior to such abandonment and on all subsequent billing statements until the service is abandoned.

#### 17.3. Costs for Noncompliance

A Certified Supplier that voluntarily withdraws from the Customer Choice Program and fails to provide at least ninety calendar days written notice to the Company of said withdrawal shall be in default as described in Section XIX herein.

#### 17.4. Breach of Contract

The Certified Supplier, and not the Company, is solely responsible to its End-use Customers for any breach caused by the Certified Supplier's default or voluntary withdrawal from the Customer Choice Program.

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## SECTION XVIII

## 18.1. General Limitation on Liability

The Company shall have no duty or liability with respect to Competitive Retail Electric Service before it is delivered by a Certified Supplier toward an interconnection point with the Transmission Provider's Balancing Authority Area. After its receipt of Competitive Retail Electric Service at the point of delivery, the Company shall have the same duty and liability for transmission and distribution service to the End-use Customers receiving Competitive Retail Electric Service as to those receiving electric energy and capacity from the Company.

## 18.2. Limitation on Liability for Service Interruptions and Variations

The Company does not guarantee continuous, regular, and uninterrupted supply of service. The Company may, without liability, interrupt or limit the supply of service for the purpose of making repairs, changes, or improvements to any part of its system for the general good of the service or the safety of the public or for the purpose of preventing or limiting any actual or threatened instability or disturbance of the system. The Company is also not liable for any damages due to accident, strike, storm, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

Filed pursuant to an Order dated November 22, 2011 in Case No. 11-3549-EL-SSO before the Public Utilities Commission of Ohio.

Issued: December 19, 2011 Effective: January 1, 2012

Amended Attachment SBN-2
Page 40 of 47

P.U.C.O. Electric No. 20 Sheet No. 49.5 Canceling and Superseding Sheet No. 49.4

Page 1 of 3

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# SECTION XIX DEFAULT, SUSPENSION, AND TERMINATION OF A CERTIFIED SUPPLIER

#### 19.1 Default

A Certified Supplier is in default of its obligations under the Company's Customer Choice Program if any one or more of the following occurs:

- a) Notice is received that the Certified Supplier/TSA relationship is terminated and either (1) the Certified Supplier fails to designate a new TSA within five business days or (2) the new entity acting as TSA fails to begin scheduling power within ten business days of its designation as such.
- b) The Certified Supplier fails to fully pay an invoice from the Company within three business days following the due date of the invoice.
- c) The Certified Supplier's credit exposure exceeds the unsecured credit limit or the Company's current collateral enhancement requirement by 5% or more and the Certified Supplier has failed to comply with the Company's request for adequate security or adequate assurance of payment within three business days of the Company's request.
- d) The Commission has decertified the Certified Supplier or otherwise declared it ineligible to participate in the Ohio Customer Choice Program or the Company's Customer Choice Program.
- e) The Certified Supplier's action or inaction has or will jeopardize the operational integrity, safety, or reliability of the Company's transmission or distribution system.
- f) The Certified Supplier or the performing services on behalf of the Certified Supplier, through actions or inactions, becomes in default of any agreement with or requirement of the RTO.
- g) The Certified Supplier misuses the Company Consolidated and Bill-Ready Billing option by billing charges for items other than electric commodity or by incorrectly using the name of the Company or the name of one of the Company's affiliates in a charge description or otherwise using this billing option in a misleading or defamatory manner.
- h) The Certified Supplier voluntarily withdraws from the Company's Customer Choice Program without providing at least ninety calendar days notice to the Company.
- i) The Certified Supplier files a voluntary petition in bankruptcy; has an involuntary petition in bankruptcy filed against it; is insolvent; has a receiver, liquidator or trustee appointed to take charge of its affairs; has liabilities that exceed its assets; or is otherwise unable to pay its debts as they become due.
- j) The Certified Supplier performs unauthorized actions on the Company's Secured Certified Supplier Website by submitting or obtaining information for which the Certified Supplier has not been granted appropriate authorization(s). Such unauthorized actions may include, but are not limited to, unauthorized submission of a Certified Supplier logo and submitting a false authorization form to obtain residential interval data.

### 19.2. Notice of Suspension or Termination

Notwithstanding any other provision of this tariff or the Certified Supplier Service Agreement, in the event of default, the Company shall serve a written notice of such default, providing reasonable detail and a proposed remedy, on the Certified Supplier, with a copy contemporaneously provided to the Commission. On, or after, the date the default notice has been served, the Company may file with the Commission a written request for authorization to terminate or suspend the Certified Supplier Service Agreement. Except for default due to failure by the Certified Supplier to deliver Competitive Retail Electric Service, if the Commission does not act within ten business days after receipt of the request, the Company's request to terminate or suspend shall be deemed authorized on the eleventh business day after receipt of the request by the Commission. If the default is due to failure by the Certified Supplier to deliver Competitive Retail Electric Service and the Commission does not act within five business days after receipt

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Amended Attachment SBN-2
Page 41 of 47
P.U.C.O. Electric No. 20
Sheet No. 49.5
Canceling and Superseding
Sheet No. 49.4

Page 2 of 3

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# SECTION XIX DEFAULT, SUSPENSION, AND TERMINATION OF A CERTIFIED SUPPLIER (Contd.)

of the request, the Company's request to terminate or suspend shall be deemed authorized on the sixth business day after receipt of the request by the Commission. Terminations or suspensions shall require authorization from the Commission.

The Company shall send notices pursuant to this section by email, facsimile transmission, overnight mail, or hand delivery to the Commission and staff at the Commission's offices. The Company shall notify all Commissioners, the Chief of Staff, the Director of the Consumer Services Department, the Director of the Utilities Department, the Director of the Energy & Environment Department, the Director of the Legal Department, and the Chief of the Attorney General's Public Utilities Section. The Company shall send the notice to the address and facsimile number provided by the Certified Supplier in its Certified Supplier Service Agreement.

#### 19.3. Suspension

In addition to the possible reasons for suspension stated in Sections 20.1, a Certified Supplier may be suspended from participation in the Company's Customer Choice Program for either of the following reasons:

- a) The Certified Supplier's credit exposure exceeds its credit limit or collateral enhancement by less than 5%, and the Certified Supplier has failed to comply with the Company's request for adequate security or adequate assurance of payment within three business days of the Company's request.
- b) The Certified Supplier's parent corporation files a voluntary petition in bankruptcy; has an involuntary petition in bankruptcy filed against it; is insolvent; has a receiver, liquidator, or trustee appointed to take charge of its affairs; has liabilities that exceed its assets; or is otherwise unable to pay its debts as they become due.

#### 19.4. Effect of Suspension

In the event of suspension, the Certified Supplier shall not be permitted to enroll any new End-use Customers in the Company's Customer Choice Program. During the period of suspension, the Certified Supplier shall continue to serve its existing End-use customers.

### 19.5. Effect of Termination on Certified Supplier's End-use Customers

In the event of termination, the Certified Supplier's End-use Customers shall be returned to the Company's Standard Offer Rate effective on each End-use Customer's next Meter Read Date after the date of termination.

### 19.6. Effect of Termination on Certified Supplier

- a) The Certified Supplier shall not be permitted to enroll any new End-use Customers in the Company's Customer Choice Program unless it re-registers in the Company's Customer Choice Program.
- b) During the period of time between the Certified Supplier's termination and the next Meter Read Dates for each of its End-use Customers, the Company shall serve the Certified Supplier's End-use Customers and shall charge the Certified Supplier for the Company's out-of-pocket costs paid for electric energy during that period, including transmission, distribution and all other applicable charges. End-use Customers will continue to be billed for charges from their Certified Supplier until the next Meter Read Dates. Beginning with the next Meter Read Dates for each of the Certified Supplier's End-use Customers on the Company's Standard Offer Rate, the Company shall serve the End-use Customers and shall bill the Certified Supplier for the Company's incremental cost for serving the load during the first June 1 through August 31 period after the Certified Supplier default. Incremental cost is defined as Company's out-of-pocket costs paid for electric energy during that period, including transmission, distribution and all other applicable charges.

Filed pursuant to an Order dated \_\_\_ in Case No. 17-1263-EL-SSO before the Public Utilities Commission of Ohio.

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Effective:

Amended Attachment SBN-2
Page 42 of 47
P.U.C.O. Electric No. 20
Sheet No. 49.5
Canceling and Superseding
Sheet No. 49.4

Page 3 of 3

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

# SECTION XIX DEFAULT, SUSPENSION, AND TERMINATION OF A CERTIFIED SUPPLIER (Contd.)

- c) The Company may charge the Certified Supplier for additional costs associated with the default such as:
  - 1) Mailings by the Company to the Certified Supplier's End-use Customers to inform them of the withdrawal and their options;
  - 2) Non-standard/manual bill calculations and production performed by the Company;
  - 3) Certified Supplier data transfer responsibilities that must be performed by the Company; and
  - 4) Charges or penalties imposed on the Company, its agents, or other third parties resulting from the Certified Supplier's termination.
- d) The Company may apply all of the Certified Supplier's credit, collateral, and charges collected by the Company from End-use Customers against the Company's Charges to the Certified Supplier.

## 19.7. Survival of Obligations

Default, suspension, or termination of a Certified Supplier for any reason shall not relieve the Company or the Certified Supplier from performing any other obligations under this Certified Supplier Tariff or the Certified Supplier Service Agreement.

Filed pursuant to an Order dated \_\_\_ in Case No. 17-1263-EL-SSO before the Public Utilities Commission of Ohio.

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 50.2 Cancels and Supersedes Sheet No. 50.1 Page 1 of 1

## SECTION XX ALTERNATIVE DISPUTE RESOLUTION

20.1. Alternative Dispute Resolution Procedure

Alternative Dispute Resolution shall be offered to both Certified Suppliers and the Company as a means to address disputes and differences between Certified Suppliers and the Company. Alternative Dispute Resolution shall be conducted in accordance with all governing Commission rules.

Filed pursuant to an Order dated November 22, 2011 in Case No. 11-3549-EL-SSO before the Public Utilities Commission of Ohio.

Issued: December 19, 2011

Amended Attachment SBN-2
Page 44 of 47
P.U.C.O. Electric No. 20
Sheet No. 51.2
Cancels and Supersedes

Sheet No. 51.1

Page 1 of 1

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## SECTION XXI MISCELLANEOUS

#### 21.1. Notices

Unless otherwise stated herein, any notice contemplated by the Certified Supplier Tariff shall be in writing and shall be given to the other party at the addresses stated in the notice section of the Certified Supplier Service Agreement. If given by electronic transmission (including facsimile or email), notice shall be deemed given on the date sent and shall be confirmed by a written copy sent by first class mail. If sent in writing by first class mail, notice shall be deemed given on the fifth business day following deposit in the United States mail (as noted by the postmark), properly addressed, with postage prepaid. If sent by same-day or overnight delivery service, notice shall be deemed given on the day of delivery. The Company and a Certified Supplier may change their representatives for receiving notices contemplated by the Certified Supplier Service Agreement by delivering written notice of their new representatives to the other party.

## 21.2. No Prejudice of Rights

The failure by either the Company or the Certified Supplier to enforce any of the terms of the Certified Supplier Tariff or of the Certified Supplier Service Agreement signed by any Certified Supplier shall not be deemed a waiver of the right of either to do so.

## 21.3. Assignment

- a) A Certified Supplier Service Agreement hereunder may not be assigned by the Certified Supplier without (i) any necessary regulatory approval and (ii) the consent of the Company, which consent shall not be unreasonably withheld.
- b) Any assignment occurring hereunder shall be binding upon, and oblige and inure to the benefit of, the successors and assigns of the parties to the Certified Supplier Service Agreement.

## 21.4. Governing Law

- a) To the extent not subject to the exclusive jurisdiction of FERC, the formation, validity, interpretation, execution, amendment and termination of the Certified Supplier Tariff or any Certified Supplier Service Agreement shall be governed by the laws of the State of Ohio.
- b) The Certified Supplier Tariff and any Certified Supplier Service Agreement, and the performance of the parties' obligations thereunder, are subject to and contingent upon (i) present and future local, state, and federal laws, and (ii) present and future regulations or orders of any local, state, or federal regulating authority having jurisdiction over the matter set forth herein.

#### 21.5. Effect of Future Orders

If at any time during the term of any Certified Supplier Service Agreement, FERC, the Commission or a court of competent jurisdiction issues an order under which a party hereto believes that its rights, interests and/or expectations under the Certified Supplier Service Agreement are materially affected by said order, the party so affected shall within thirty calendar days of said final order provide the other party with notice setting forth in reasonable detail how said order has materially affected its rights, interests and/or expectations in the Certified Supplier Service Agreement. Within thirty calendar days from the receiving party's receipt of said notice, the parties shall attempt through good faith negotiations to resolve the issue. If the parties are unable to resolve the issue within thirty (30) calendar days from the commencement of negotiations, either party may, at the close of said thirty-calendar-day period, terminate the Certified Supplier Service Agreement, subject to any applicable regulatory requirements, following an additional thirty calendar days' prior written notice to the other party, without any liability or responsibility whatsoever except for obligations arising under this tariff.

Filed pursuant to an Order dated November 22, 2011 in Case No. 11-3549-EL-SSO before the Public Utilities Commission of Ohio.

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Amended Attachment SBN-2
Page 45 of 47

P.U.C.O. Electric No. 20 Sheet No. 52.5 Canceling and Superseding Sheet No. 52.4

Page 1 of 1

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202

## RATE CS CERTIFIED SUPPLIER CHARGES

#### **APPLICABILITY**

These Charges apply to Certified Suppliers registered to provide Competitive Retail Electric Service to End-use Customers located in the Company's service territory.

#### **TYPES OF CHARGES**

General	Certified	Supplier	Face
General	Cermiea	SUDDIER	FARS

Certified Supplier Registration Fee \$145.00

End-use Customer Enrollment/Switching Fee \$ 5.00/Switch (Excludes Governmental Aggregation enrollments/switches)

Pre-Enrollment End-use Customer Information List Fee \$150.00/List

(Issued quarterly)

Fee for Submitting Required Market Monitoring Reports for Certified Suppliers \$155.00/Submission

**Customer Usage Request Charges** 

One month of electronic Interval Meter data \$ 24.00

Twelve months of electronic Interval Meter Data \$ 32.00

## **Bill Preparation and Request Charges**

## Consolidated Bill Preparation

Hourly charge for administrative and technical support to institute program modifications associated with the implementation of consolidated billing on non-standard rates requested by the Certified Supplier \$75.00/Hour

### Other Bill Preparation Requests

Request by Certified Supplier for a one page Duplicate Bill \$0.26/Bill

Fee for Providing Commission-Mandated Abandonment Notices as Bill Messages \$0.22/Bill

Fee for Providing a Company Consolidated and Bill-Ready Residential Bill \$0.05/Bill

Fee for Providing a Company Consolidated and Bill-Ready Commercial Bill \$0.26/Bill

Fee for Providing a Company Consolidated and Bill-Ready Industrial Bill \$3.26/Bill

Fee for Providing a Company Consolidated and Bill-Ready Bill to Other Public Authorities

\$0.64/Bill

Effective:

## **BILLING TERMS AND CONDITIONS**

Issued:

The billing terms and conditions for the above stated charges shall be in conformance with those specified in Section XII - Certified Supplier Billing Terms and Conditions, of the Certified Supplier Service Regulations.

The supplying and billing for service, and all conditions applying thereto, are subject to the jurisdiction of the Public Utilities Commission of Ohio, and to Company's Service Regulations currently in effect, as filed with the Public Utilities Commission of Ohio.

Filed pursuant to an Order dated \_\_\_\_ in Case No. 17-1263-EL-SSO before the Public Utilities Commission of Ohio.

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 53.2 Cancels and Supersedes Sheet No. 53.1 Page 1 of 1

# RATE CSMS CERTIFIED SUPPLIER METER SERVICE CHARGES

#### **APPLICABILITY**

These Charges apply to requests by a Certified Supplier to the Company to install Interval Meter equipment and to provide certain meter services that are either requested or required in the Certified Supplier Tariff.

#### TYPE OF SERVICE

## **Meter Testing Charges**

To the extent a request is made by a Certified Supplier to test an End-use Customer's meter, the following charges will be billed:

Field Test Single Phase Meter

\$48.00/Meter

Field Test Three Phase Meter

\$58.00/Meter

Shop Test Single Phase Meter

\$43.00/Meter

Shop Test Three Phase Meter

\$48.00/Meter

### **Special Meter Reading Requests**

To the extent a request is made by a Certified Supplier to read an End-use Customer's meter, the following Charges will be billed:

Manually obtaining off cycle meter data

\$25.00/Meter

Manually obtaining off cycle Interval Meter data

\$31.00/Meter

Obtaining off cycle Interval Meter data by modern

\$7.00/Meter

#### **BILLING TERMS AND CONDITIONS**

The billing terms and conditions for the above stated Charges shall be in conformance with those specified in Section XII - Certified Supplier Billing Terms and Conditions, of the Certified Supplier Service Regulations

The supplying and billing for service and all conditions applying thereto, are subject to the jurisdiction of the Public Utilities Commission of Ohio, and to the Company's Service Regulations currently in effect, as filed with the Public Utilities Commission of Ohio.

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Amended Attachment SBN-2
Page 47 of 47

Duke Energy Ohio 139 East Fourth Street Cincinnati, Ohio 45202 P.U.C.O. Electric No. 20 Sheet No. 54.2 Cancels and Supersedes Sheet No. 54.1 Page 1 of 1

THIS SHEET IS HEREBY CANCELLED AND WITHDRAWN

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