

18-1486-EL-GAG 23

PUCO USE ONLY		
Date Received	Case Number	Version
	EL-GAG	December 2014

CERTIFICATION APPLICATION FOR ELECTRIC GOVERNMENTAL AGGREGATORS

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

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

A. APPLICANT INFORMATION

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

Note: If filing as a township or village, please include the name of the County where the township or village is located in the applicant name. For example, Miami Township, Hamilton County

Name The Village of Waldo

Address 102 North Marion Street, Waldo, OH 43356

Telephone Number (740) 726-2709

Web site address (if any) www.waldoohio.com

County Marion

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

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

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

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician R Date Processed 11/13/18

2018 NOV 13 PM 2:28

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A-4 **Exhibit A-4 "Automatic Aggregation Disclosure"** provide a copy of the disclosures required by Section 4928.20(D) of the Revised Code, if its aggregation program provides for automatic aggregation in accordance with Section 4928.20(A) of the Revised Code

A-5 **Exhibit A-5 "Experience"** provide a detailed description of the applicant's experience and plan for providing aggregation services, including contracting with retail generation providers, providing billing statements, responding to customer inquiries and complaints, and complying with all applicable provisions of commission rules adopted pursuant to section 4928.10 of the Revised Code.

A-6 **Contact person for regulatory or emergency matters**

Name Mark R. Frye
Title Consultant for Village of Waldo
Business address 5577 Airport Highway, Suite 101, Toledo, OH 43615
Telephone number (419) 539-9180 Fax (419) 539-9185
E-mail address mfrye@palmerenergy.com

A-7 **Contact person for Commission Staff use in investigating customer complaints**

Name Mark R. Frye
Title Consultant for Village of Waldo
Business address 5577 Airport Highway, Suite 101, Toledo, OH 43615
Telephone number (419) 539-9180 Fax (419) 539-9185
E-mail address mfrye@palmerenergy.com

A-8 **Applicant's address and toll-free number for customer service and complaints**

Address 5577 Airport Highway, Suite 101, Toledo, OH 43615
Toll-free telephone number (419) 539-9180
Fax # (419) 539-9185

X Bridget Hull Clerk/Treasurer
Signature of Applicant & Title

Sworn and subscribed before me this 5th day of November, 2018
Month Year

Andrea Stokes
Signature of official administering oath

Andrea Stokes, Program Manager
Print Name and Title

My commission expires on October 12, 2020



ANDREA R. STOKES
NOTARY PUBLIC - OHIO
MY COMMISSION EXPIRES 10-12-2020

AFFIDAVIT

State of Ohio :

County of Marion:

Village of Waldo ss.
(Town)

Shirley A. Hall

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

He/She is the Clerk/Treasurer (Office of Affiant) of Village of Waldo (Name of Applicant);

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

1. The Applicant herein, attests under penalty of false statement that all statements made in the application for certification are true and complete and that it will amend its application while the application is pending if any substantial changes occur regarding the information provided in the application.
2. The Applicant herein, attests it will timely file an annual report with the Public Utilities Commission of Ohio of its intrastate gross receipts, gross earnings, and sales of kilowatt-hours of electricity pursuant to Division (A) of Section 4905.10, Division (A) of Section 4911.18, and Division (F) of Section 4928.06 of the Revised Code.
3. The Applicant herein, attests that it will timely pay any assessments made pursuant to Sections 4905.10, 4911.18, or Division F of Section 4928.06 of the Revised Code.
4. The Applicant herein, attests that it will comply with all Public Utilities Commission of Ohio rules or orders as adopted pursuant to Chapter 4928 of the Revised Code.
5. The Applicant herein, attests that it will cooperate fully with the Public Utilities Commission of Ohio, and its Staff on any utility matter including the investigation of any consumer complaint regarding any service offered or provided by the Applicant.
6. The Applicant herein, attests that it will fully comply with Section 4928.09 of the Revised Code regarding consent to the jurisdiction of Ohio Courts and the service of process.
7. The Applicant herein, attests that it will comply with all state and/or federal rules and regulations concerning consumer protection, the environment, and advertising/promotions.
8. The Applicant herein, attests that it will use its best efforts to verify that any entity with whom it has a contractual relationship to purchase power is in compliance with all applicable licensing requirements of the Federal Energy Regulatory Commission and the Public Utilities Commission of Ohio.
9. The Applicant herein, attests that it will cooperate fully with the Public Utilities Commission of Ohio, the electric distribution companies, the regional transmission entities, and other electric suppliers in the event of an emergency condition that may jeopardize the safety and reliability of the electric service in accordance with the emergency plans and other procedures as may be determined appropriate by the Commission.
10. If applicable to the service(s) the Applicant will provide, the Applicant herein, attests that it will adhere to the reliability standards of (1) the North American Electric Reliability Council (NERC), (2) the appropriate regional reliability council(s), and (3) the Public Utilities Commission of Ohio. (Only applicable if pertains to the services the Applicant is offering)

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

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

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

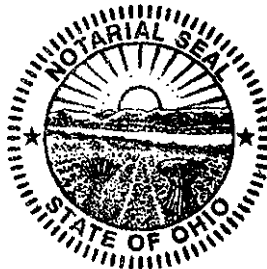
Shirley H. Hinkle
Signature of Affiant & Title

Sworn and subscribed before me this 5th day of November, 2018
Month Year

Andrea Stokes
Signature of official administering oath

Andrea Stokes, Program Manager
Print Name and Title

My commission expires on 10-12-2020



ANDREA R. STOKES
NOTARY PUBLIC - OHIO
MY COMMISSION EXPIRES 10-12-2020

Exhibit A-2

Authorizing Ordinance

Village of Waldo

Village of Waldo, Ohio

RESOLUTION NO. 8-6-18

**RESOLUTION ADOPTING THE PLAN OF OPERATION AND GOVERNANCE FOR ELECTRIC
AGGREGATION PROGRAM AND DECLARING AN EMERGENCY**

WHEREAS, The council of the Village of Waldo has developed an Electric Aggregation Program Plan of Operation and Governance ("Plan of Operation") in accordance with the governmental aggregation of Amended Senate Bill 3 as provided in Sections 4903 and 4928 of the Ohio Revised Code and the Rules for Formation and Operation of electric governmental aggregations; and

WHEREAS, The Village of Waldo electric aggregation program will aggregate the retail electric load of residents and businesses that are eligible to participate in the AEP-OMLSC Energy Program for the purpose of negotiating for competitive retail electric supply at favorable rates; and

WHEREAS, The village of Waldo now intends to file for certification as a Governmental Aggregator, which requires that Council first adopt a Plan of Operation and Governance; now therefore,

BE IT RESOLVED, by the Village of Waldo Council, County of Marion, State of Ohio a legal majority of all members elected thereto concurring, that:

SECTION 1. Council hereby adopts the Electric Aggregation Program Plan of Operation and Governance which is attached hereto as Exhibit A and incorporated by reference herein.

SECTION 11. This resolution is hereby declared to be an emergency resolution and a measure necessary for the immediate preservation of the public peace, health, safety and general welfare and shall go into effect forthwith.

PASSED this 6 day August, 2018.


President of Council


Clerk of Council

**OFFICIAL QUESTIONS AND ISSUES BALLOT
GENERAL ELECTION NOVEMBER 6, 2012
MARION**

**PROPOSED ELECTRIC AGGREGATION ORDINANCE
WALDO VILLAGE**

A Majority Affirmative Vote is Necessary for Passage

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

YES

NO

CERTIFICATE OF RESULT OF ELECTION ON QUESTION OR ISSUE

Revised Code, Section 3501.11

State of Ohio }
County of Marion }

The Board of Elections of Marion County hereby
certifies that at the election held in the Village of Waldo
(Name of Subdivision)
on the 6th day of November, 2012, the vote cast on the following issue was
as follows:

Issue Proposed Electric Aggregation Ordinance - Waldo Village

A Majority Affirmative Vote is Necessary for Passage

(Tax levy, bond issue, miscellaneous question, etc.-describe fully)

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

Votes <u>Yes</u>	<u>89</u>
(For, yes, etc.-as on ballot)	(Number)
Votes <u>No</u>	<u>81</u>
(No, against, etc.-as on ballot)	(Number)
Total vote cast on issue:	<u>170</u>
	(Number)

IN WITNESS WHEREOF, we have hereunto subscribed our names officially at Marion
Ohio, this 20th day of November, 2012.

T. P. [Signature]
Shirley A. [Signature] Chair
Gayle C. [Signature]
Phyllis M. [Signature] Thomas

Attest: [Signature]
DEPUTY DIRECTOR

BOARD OF ELECTIONS

Marion County, Ohio

Waldo Village Meeting Minutes
August 6, 2012

platt
Waldo

ATTENDING: Mayor Baker, Frazier, W. C. Groll, Henry, Mitchell, Parks, Swihart, and Clerk/Treasurer, S. Groll. Guest attending were Judy Miley, Zoning Inspector, Kelli Crawford, First Energy Solutions, Kevin Emugh, and Tom Wallsmith.

OLD BUSINESS: The Mayor opened the meeting with the pledge to the American Flag.

Roll call was taken with all council members present.

Swihart made a motion to excuse Henry from last months Council meeting and Parks seconded it, all in favor, Henry was excused.

The Clerk read the July minutes to the Council, Swihart made a motion to accept the minutes as written and Henry seconded it, minutes stand approved as written.

Kelli Crawford from First Energy Solutions was at the meeting to try and get the Village to sign up for the Governmental Aggregation for our electric as it should save us some money. We will have to put it on the ballot in Nov. and the voters will have to pass it to become effective. If the council approves it tonight it will be put on the Nov. ballot for the Nov. election. Everyone will have the opportunity to vote on it and if it passes will be given a choice to stay in it or opt out of it. If we don't opt out of it we will be in it for 3 years and the contract is for a total of 9 years. They will review it every 3 years and we can get out of it then if we want to.

Parks made a motion we put it on the Nov. Ballot, Frazier seconded it, roll call was taken with all council members voting yes. The clerk will put it on the ballot. Kelli brought us the papers to file. Judy Miley, zoning inspector, said she has tried to get in touch with Pam Edminister but to no avail.

Parks made a motion that Judy get business cards with her name on them to leave when no one is at home, Frazier seconded it, roll call was taken, she will get business cards to hand out, and the council will pay for them. She also had a bill for copies she has made and needs to be reimbursed for them.

She also read a letter from Roy Ault in Florida. He wants to sell he property here in Waldo, but wants to split it, keeping the barn and shed and some land which he planted Walnut trees on for himself and just selling the house. He has an interested couple but needs a variance on the property to sell it that way as there is not enough land between the shed and the house to do it without a variance. He plans on keeping the 78 walnut trees and willing them to his 3 grandsons. The zoning board of appeals will have to meet to give him this variance but we need to do the paperwork for this to happen. Judy will start the paperwork on this for him.

Judy reported she has been out checking on zoning in the Village. Guffery wants to make an enclosure for the tires and he wants to put his air compressor outside. He will need a variance to do that. It

VILLAGE OF WALDO, OHIO

RESOLUTION NO. 3-4-13-1

**RESOLUTION ADOPTING THE PLAN OF OPERATION AND GOVERNANCE FOR ELECTRIC AGGREGATION PROGRAM
AND DECLARING AN EMERGENCY**

WHEREAS, the Council of the Village of Waldo has developed an Electric Aggregation Program Plan of Operation and Governance ("Plan of Operation") in accordance with the governmental aggregation provisions of Amended Senate Bill 3 as provided in Sections 4901 and 4928 of the Ohio Revised Code and the Rules for Formation and Operation of electric governmental aggregations; and

WHEREAS, the Village of Waldo electric aggregation program will aggregate the retail electric load of residents and businesses that are eligible to participate in the AEP-Columbus Southern Power Energy Choice program for the purpose of negotiating for competitive retail electric supply at favorable rates; and

WHEREAS, the Village of Waldo now intends to file for certification as a Governmental Aggregator, which requires that Council first adopt a Plan of Operation and Governance; now therefore,

BE IT RESOLVED, by the Village of Waldo Council, County of Marion, State of Ohio, a legal majority of all members elected thereto concurring, that:

SECTION I. Council hereby adopts the Electric Aggregation Program Plan of Operation and Governance which is attached hereto as Exhibit A and incorporated by reference herein.

SECTION II. This resolution is hereby declared to be an emergency resolution and a measure necessary for the immediate preservation of the public peace, health, safety and general welfare and shall go into effect forthwith.

PASSED this 4 day of March, 2013.


President of Council

ATTEST:


Clerk of Council

Exhibit A-3

Operation and Governance

Plan

Village of Waldo

VILLAGE OF WALDO, OHIO

PLAN OF OPERATION AND GOVERNANCE Electric Governmental Aggregation

Introduction. On November 6, 2012, a majority of the voters in Waldo, OH, in the County of Marion, approved a referendum that authorized the Village of Waldo (the "Village") to pursue Automatic Governmental Aggregation. After the Village held two public hearings on the matter, the Village approved this Plan of Operation and Governance as prescribed by Section 4928.20 of the Ohio Revised Code. The Village has developed this Plan of Operation and Governance ("Plan of Operation") in accordance with the governmental aggregation provisions in Sections 4901:1-21-16 Ohio Administrative Code. Once certified as a Governmental Aggregator, the Village will be authorized to combine multiple retail electric customer loads within its geographic boundaries (the "Aggregation") for the purpose of facilitating the purchase of electric supply in Ohio's competitive retail electric market.

Governmental Aggregation Services. The Village, as a Governmental Aggregator, will serve as purchasing agent for the Aggregation. As purchasing agent, the Governmental Aggregator shall (i) select a Competitive Retail Electric Service Provider ("Provider") to supply the Aggregation, (ii) negotiate the terms of supply between the Provider and each Aggregation participant, and (iii) oversee the enrollment procedures administered by the Provider.

The Contract. The supply contract negotiated by the Governmental Aggregator for the Aggregation (the "Contract") shall be for firm, all-requirements supply. Each Aggregation participant will be individually bound to the Provider by the terms of the Contract, and will be solely responsible for payment and performance. The electric supply charges for the Aggregation are included in the Contract that will be negotiated by the Governmental Aggregator. The electric supply charges will take the form of either a fixed price or a variable price. All electric supply charges will be fully and prominently disclosed in consumer enrollment materials (such as the Opt-out Notice), available on the Provider's website, and available by calling the Provider's toll free customer service telephone number. The surcharge authorized under Section 4928:20 (I) will not be charged.

Eligibility, Opt-out Disclosures, and Pooling Accounts. Section 4901:1-21-17 of the Ohio Administrative Code requires the Governmental Aggregator to request from the Utility for all customers residing within the governmental aggregator's boundaries, including those customers who have opted off the pre-enrollment list (i) a list of the names, account numbers, and service and mailing addresses for those residing within the Governmental Aggregator's boundaries, consistent with the information that is provided to other competitive retail electric service providers (ii) an identification of customers who are currently in contract with a certified electric services company other than the Provider or in a special arrangement with the electric utility, and (iii) on a best efforts basis, an identification of mercantile customers. The following customers are not eligible: customers already under contract with a certified electric services company; customers that have a special contract with the Utility; customers that are not located within the Governmental Aggregator's boundaries; customers on the Percentage of Income Payment Plan (PIPP); customers that have past due amounts owing to the Utility; and mercantile customers. In addition, the Village intends to include in the Aggregation only those (a) residential and (b) non-mercantile customers

under Rate Schedules GS1-4. Using this list of eligible accounts, the Provider, with the assistance of the Governmental Aggregator, will review the list to verify that the eligible accounts are located within the geographic boundaries of the Village and that an area within the Village boundaries has not been inadvertently filtered from the list. The Provider will also remove the eligible list, those customers who appear on the "do not aggregate" list maintained under division (c) of section 4928.21 of the Revised Code.

Within thirty (30) days of receipt of the list from the Utility, the Provider, with assistance from the Governmental Aggregator, will prepare and mail an "Opt-out Notice" to each account that remains on the eligible list after it has been reduced as noted above. The Opt-out Notice will inform the eligible account holder that the Governmental Aggregator has formed an automatic (or "Opt-out") aggregation, provide the price for the electric supply to the Aggregation and other terms and conditions of service, and explain how the account holder can decline participation in the Aggregation. In the event the Village determines the Aggregation participants should not purchase stand-by service from the Utility, that fact would be prominently disclosed in the Opt-out Notice with a description of how it would impact the Aggregation participants.

As required by 4901:1-21-17 of the Ohio Administrative Code, the Opt-out Notice will indicate that the account holder has 21 days to affirmatively respond by telephoning a toll-free number or opting-out via the Provider's website address or returning a postcard to the provider that is included in the Opt-out Notice.

The Provider will receive all Opt-out requests and any Opt-out Notices that were undeliverable by mail, and will remove those accounts from the eligible account list. Upon completion of the 21 day Opt-out period, the Provider will notify the Utility of the remaining accounts that will form the Aggregation, and through an electronic data interchange transaction, enroll the Aggregation. Upon enrollment, each participant will receive an enrollment notice from the Utility that will indicate that the enrollee may rescind its participation in the Aggregation by contacting the Utility within seven (7) calendar days.

In addition to the initial 21-day Opt-out period, each participant will be provided an opportunity to opt-out every three years without paying an early termination fee.

Billing. Aggregation participants will receive a single, monthly bill from the Utility, which will include charges from the Provider for its electric supply, as well as the Utility distribution charges. Aggregation participants will be billed according to their Utility billing cycle. In order to maintain flexibility for Aggregation participants to return to Utility service on a full requirements basis without paying additional charges to the Utility or being subject to market-based rates, the Aggregation participants may be billed by the Utility for stand-by service within the meaning of division (B)(2)(d) of section 4928.143 of the Revised Code. As of the date of this Plan of Operation, the Utility does not have a separate charge for stand-by service.

Credit, Collections and Deposits. The Utility's credit and collection policy and policies regarding deposits will apply to the Aggregation participants and shall be administered by the Utility. Neither the Governmental Aggregator, nor the Provider will implement additional policies with respect to credit, deposits and collections.

Concerns and Complaints. Aggregation participants will have multiple means of expressing concerns and reporting complaints. As a general rule, concerns regarding service reliability and billing should be directed to the Utility. The Utility will continue to read meters, handle billing, and generally have the most information about the physical service to a location or account. Questions regarding the administration of the Aggregation should be directed to the Provider. The Provider's customer service center is available by telephone 24 hours per day, 7 days per week. Any unresolved disputes should be directed to the Public Utilities Commission of Ohio and/or the Ohio Consumers Council. As a convenience, below is a list of helpful toll free telephone numbers.

<u>Natural of Complaint</u>	<u>Contact</u>	<u>Phone Number</u>
Outages/Emergencies	AEP	1-800-672-2231
Service turn on/off	AEP	1-800-672-2231
Billing Disputes	AEP	1-800-672-2231
Price/Joining/Leaving Program	Integrus Energy Services	1-877-235-2289
Program Regulatory Questions	Integrus Energy Services	1-877-235-2289
Unresolved Disputes	Public Utilities Commission	1-800-686-7826
Unresolved Disputes	Ohio Consumers Council	1-877-742-5622

The Provider will attempt to resolve all customer complaints in a timely and good faith manner. The Provider shall investigate and provide a status report to the customer when the complaint is made directly to them and/or the Village within five (5) calendar days following receipt of the complaint. Or in the case of a Public Utilities Commission of Ohio ("PUCO") complaint the Provider will investigate and provide a status report to the customer and PUCO staff within five (5) calendar days following receipt of the complaint. If an investigation into a complaint received from the customer or a complaint referred by the PUCO is not completed within fourteen (14) calendar days, then a status report will be given to the customer, and, if applicable, the PUCO. These status reports will be given every five (5) calendar days until the investigation is complete, unless the action that must be taken takes longer than five (5) calendar days and the customer has been notified. Final results of a Commission-referred complaint will be provided to the PUCO either orally (phone) or in writing (e-mail, written correspondence), no later than five (5) calendar days after the investigation is completed. The final results will be provided in writing to the customer no later than five (5) calendar days after the investigation is completed. Customers retain the right to contact the PUCO regarding complaints and disputes. All customers have the right to contact the PUCO by writing to Public Utilities Commission of Ohio, ATTN: IAD, 180 E. Broad St., Columbus, OH 43215-3793; by fax to (614) 752-8351; through their website at www.puc.state.oh.us or by calling toll free (800) 686-7826 (VOICE) or (800) 686-1570 (TTY-TDD). Records of customer complaints will be retained for two (2) years after the occurrence of the complaint. A copy of the complaint record will be provided to the PUCO within five (5) calendar days, if requested.

Moving within the Village. Aggregation participants that move from one location to another within the Village boundaries and retain the same account number will remain an Aggregation participant and will receive the same price they would have received if their location had not moved.

Aggregation participants who move from one location to another within the Village boundaries and are assigned a new account number may enroll their new account in the Aggregation

and receive the same price as they would have received if their location had not moved, provided the new account is eligible for Aggregation. Participants who move and receive a new account number may be dropped from the Aggregation by the Utility, but they will not be charged an early termination fee from the Provider. If a participant is dropped from the Aggregation due to a move within the Village, the participant should contact the Provider to be re-enrolled.

Moving outside of the Village. Aggregation participants who move out of the Village boundaries will no longer be eligible to participate in the Aggregation, but they will not be charged an early termination fee from the Provider.

Enrolling after the Opt-out Period. Residential and small business accounts located within the Village's boundaries that were initially eligible to join the Aggregation, but chose to Opt-out of the Aggregation, or otherwise weren't included in the Aggregation, may join the Aggregation after the expiration of the initial Opt-out Period by contacting the Provider. The rate for those joining the Aggregation after the expiration of the Opt-out Period may be different from the rate negotiated for the Aggregation by the Governmental Aggregator.

In the event that the Provider is able to offer to newly eligible customers the same price that is provided to the current Aggregation participants, the Provider may refresh the Aggregation by providing those who move in to the Village the opportunity to be included automatically, rather than waiting until the next pricing term of the Contract. The process for refreshing the Aggregation with new enrollments would follow the process noted above for determining eligibility, providing Opt-out Notices, and pooling the accounts. (Current Aggregation participants and those who previously declined participation would not receive the Opt-out Notice intended only for newly eligible customers.)

Appendix A -- Education Process

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

1. Each eligible consumer within the Village limits will receive via U.S. Mail notification of: what government aggregation means, their membership in the government aggregation program, the procedure which must be followed in order to opt out of the program, the price that they can expect to receive as a member of the program, and the deadline for returning the opt out form. See the attached letter.
2. The Provider will work with the Village to provide opportunities for educating eligible Village consumers about the Program and their rights under the law, PUCO rules and this Program. In addition, the Provider and Village will work to provide education about and other opportunities for energy efficiency measures to help consumers reduce energy consumption.
3. The Provider will provide updates and disclosures as mandated by State law and rules of the PUCO.
4. The opt-out opportunity will be provided to the Members of the program at least every three years. Should conditions, suppliers, price, or any other component of the program change within the three-year period, participants will be given a notice of their opportunity to opt out of, or into the program.

Appendix B -- Customer Service Plan

A. Member Access:

1. Provider shall ensure Members reasonable access to their service representatives for inquiries, complaints, to discuss charges on Member bills, and transact any other business.
2. Telephone access shall be toll free and afford Members prompt answer times during normal business hours, as follows:

_____ Corporation

Address: _____

City: _____, _____

Toll-free telephone number: 1- _____

Hours: _____

3. Provider shall provide a 24-hour automated telephone message instructing callers to report any service interruptions or electrical emergencies to the EDU with appropriate phone numbers.

B. Member Complaints:

1. Provider shall investigate Member complaints (including complaints referred by EDU) and provide a status report within five calendar days following receipt of the complaint to:
 - a. The consumer, when the complaint is made directly to Provider; or
 - b. The consumer and The PUCO Staff ("Commission Staff"), when a complaint is referred to Provider by the Commission Staff.
2. If an investigation is not completed within 14 calendar days, Provider shall provide status reports to the consumer and the Village, or if applicable, to the consumer, the Village, the County consultant and the Commission Staff. Such status reports shall be provided at five-day intervals until the investigation is complete, unless the action that must be taken will require more than five days and the Member has been so notified.
3. Provider shall inform the Member, or the Member, the Village, County consultant and Commission Staff, of the results of the investigation, orally or in writing, no later than five calendar days after completion of the investigation. The consumer, the Village, the County consultant, or Commission Staff may request the report in writing.
4. If a residential consumer disputes the Provider report, it shall inform the consumer that the Commission Staff is available to help resolve informal complaints. Provider shall provide the consumer with the current address, local/toll free telephone numbers, and TDD/TTY telephone numbers of the Commission's consumer services department.

5. Provider shall retain records of Member complaints, investigations, and complaint resolutions for one year after the occurrence of such complaints, and shall provide such records to the Commission Staff within five calendar days of request.
6. Provider shall make good faith efforts to resolve disputes.

C. Member Billing and Payments

The Village will use the Provider, or its designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, the EDU will render the billing statement, which should be consistent with all applicable guidelines issued by the PUCO. As this market develops, the Village may, at its option and in consultation with the Provider, change this function to the Retail Electric Generation Provider or a billing agency.

D. Collections for delinquent accounts:

The EDU's credit and collection policies will apply to Program Members and shall be administered by the EDU. Neither the Governmental Aggregator, nor the Provider, will implement additional policies with respect to credit, deposits and collections. Failure to pay for Competitive Retail Electric Services may result in cancellation of the Member's contract with the Provider, and return the Member to the EDU's Standard Service Offer.

Exhibit A-4

**Automatic Aggregation
Disclosure – Opt-out Form**

Village of Waldo

October __, 2018

Dear _____ Village Resident,

_____ Village is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where your community officials bring together citizens to gain group buying power for the purchase of electricity from a retail electric generation provider certified by the Public Utilities Commission of Ohio. Your community voters approved this program in November 2012.

After researching competitive electricity pricing options for you, _____ has chosen _____ to provide you with electric generation through _____. There is no cost for enrollment and you will not be charged a switching fee. You do not need to do anything to participate.

As a member of this aggregation, your electricity supplies will be priced at _____ or approximately _____ below your Price to Compare. Your Price to Compare is essentially the price you pay for electric generation from the utility and consists of generation and transmission related components, which are the costs associated with generating the power and delivering it through the transmission system.

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

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

After you become a participant in this governmental aggregation program, your local electric distribution utility will send you a notice confirming your selection of _____ as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with _____ within seven days of its postmark. To remain in the Village’s governmental aggregation program, you don’t need to take any action when this letter arrives.

Your local electric distribution utility will continue to maintain the system that delivers power to your home or business – no new poles or wires will be built by _____. You will continue to receive a single, easy-to-read bill from your local electric utility that includes with your _____ charges included. The only thing you’ll notice is savings.

If you have any questions, please call _____ toll-free at 1-866-123-4567, Monday through Friday, 8 a.m. to 5 p.m. Please do not call your Village with aggregation program questions.

Sincerely,

_____ Village

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

Option 1: Do nothing and save.
If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.

OR

Option 2: Opt out by returning this form.
If you do not want to participate in this program, you must return this form before the due date.

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Account #

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Service address (City, state and Zip): _____

Phone number:

Account holder's signature:

_____ Date: _____

Mail by _____, 2018 to _____ Village Electric Governmental Aggregation Program, _____

Exhibit A-5

Experience

Village of Waldo

Experience

The Village of Waldo officials are experienced in negotiating and providing for common services for the Village. However, due to the complexity of Governmental Aggregation, the Village has selected Palmer Energy Company, to assist them in designing, implementing and maintaining the Program.

Palmer Energy Company is a Toledo based energy consulting firm founded in 1980. Palmer Energy was a natural gas industry pioneer by working on their customers' behalf as an external consultant. Purchased by Mark Frye in 1994, Palmer Energy has become a leader in unbiased energy management and consulting. While its evolution continues alongside the energy industry, Palmer Energy Company is dedicated to operating as an integral member of a client's energy management team.

Palmer Energy is also the energy consultant for The Northwest Ohio Aggregation Coalition (NOAC). NOAC is a coalition of communities in Lucas and northern Wood Counties providing governmental aggregation services for electric and natural gas customers within the Cities of Maumee, Northwood, Oregon, Perrysburg, Rossford, Sylvania, Toledo and Waterville, the Villages of Delta, Holland, Ottawa Hills and Walbridge, the Wood County Townships of Lake and Perrysburg, and all the unincorporated township areas of Lucas County (through the Board of County Commissioners, Lucas County, Ohio). Mark Frye, President of Palmer Energy, is NOAC's designated consultant and has testified on behalf of NOAC in several matters before the Public Utilities Commission of Ohio.

Palmer Energy recently partnered with the Ohio Municipal League to help manage a natural gas and electric program for the facilities, as well as electric and natural gas government aggregation programs for the residents of member cities and villages. This program was designed specifically to help cities and villages save money on their natural gas and electric bills by utilizing the strength of group buying.

Palmer Energy Company will:

- Assist the day to day administration of program (problem resolution, press releases, PUCO compliance, supplier liaison, contract review, etc.)
- Design and issue the Request for Proposal, analyze supplier responses and provide recommendations for the supply agreement.
- Review customer data provided by the utility that would serve as the basis for an opt-out notice.
- Write and prepare reports on a quarterly/annual basis to the City, PUCO, PUCO's Market Monitoring division, and the Ohio Consumers' Counsel.

Contact information for Palmer Energy Company

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