

February 22, 2019

Public Utilities Commission of Ohio
Docketing Division, 11th Floor
180 East Broad Street
Columbus, Ohio 43215-3793

RE: Natural Gas Governmental Aggregator Certification Renewal Application for the City of North Canton (Case Number 05-0254-GA-GAG)

Attached please find a copy of the renewal application for certification as a Governmental Aggregator of Natural Gas for the City of North Canton.

Independent Energy Consultants, Inc. is providing aggregation consulting services to the City of North Canton and is filing this application on their behalf.

If you have any additional needs or questions, please call me at (330) 995-2675 or email me at aburns@naturalgas-electric.com

Sincerely,



Andrew Burns
Government Aggregation Manager

Attachments



Public Utilities Commission

PUCO USE ONLY - Version 102		ORIGINAL GAG
Date Received	Renewal Certification Number	Case Number
		05 - 0254 - GA-GAG

RENEWAL CERTIFICATION APPLICATION OHIO NATURAL GAS GOVERNMENTAL AGGREGATORS

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

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

SECTION A - APPLICANT INFORMATION

A-1 Renewal Applicant information:

Legal Name City of North Canton
Address 145 Main Street, North Canton OH 44720
Telephone No. 330-499-8223 Web site address www.northcantonohio.gov
Current PUCO Certificate Number 05-097G (7) Effective Dates 3/29/17 - 3/29/19

A-2 Contact person for regulatory or emergency matters:

Name Andrew Burns Title Gov. Agg Manager, Independent Energy Consultant
Business Address 215 W Garfield Road, Suite 210, Aurora OH 44202
Telephone No. 330-995-2675 Fax No. 800-574-4508 Email Address aburns@naturalgas-electric.com

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

Name Andrew Burns Title Gov. Agg Manager, Independent Energy Consultant
Business address 215 W Garfield Road, Suite 210, Aurora OH 44202
Telephone No. 330-995-2675 Fax No. 800-574-4508 Email Address aburns@naturalgas-electric.com

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

Customer service address 215 W Garfield Road, Suite 210, Aurora OH 44202
Toll-Free Telephone No. 888-862-6060 Fax No. 800-574-4508 Email Address info@naturalgas-electric.com

SECTION B - APPLICANT AUTHORITY AND AGGREGATION PROGRAM INFORMATION

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED

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

Applicant Signature and Title



Sworn and subscribed before me this

21

day of


February

Month

2019

Year


Signature of official administering oath


Print Name and Title

My commission expires on

Dec. 18, 2021





The Public Utilities Commission of Ohio

Ohio Natural Gas Governmental Aggregation
Affidavit Form
(Version 1.07)

In the Matter of the Application of)

City of North Canton)

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

Case No. 05-0254 -GA-GAG

County of Stark
State of Ohio

Patrick DeOrio, Director of Administration

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

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

Affiant Signature & Title

[Signature] Director of Administration

Sworn and subscribed before me this

21

day of

February

Month

2019

Year

[Signature]

Signature of Official Administering Oath

Megan Scheffer

Print Name and Title

My commission expires on

Dec 18, 2021

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

City of North Canton Exhibit B-1 "Authorizing Ordinance"

1/21/05-gmk
(Ordinance, Rules & Claims)

Resolution No. 19-05

A resolution adopting the City of North Canton Natural Gas Aggregation Program Plan of Operation and Governance pursuant to Sections 4929.26 and 4929.27, Ohio Revised Code, and declaring an emergency.

WHEREAS, pursuant to Ohio Revised Code (ORC) Section 4929.26 and 4929.27, municipalities may aggregate customers within their jurisdiction in order to secure lower cost natural gas services within the municipality through the collective purchasing of natural gas services; and

WHEREAS, this Council seeks to establish a governmental aggregation program with opt-out provisions, according to law, for the residents, businesses and other natural gas consumers in the City who receive commodity sales service and distribution service from Dominion East Ohio, and

WHEREAS, the ballot question, authorized by Ordinance No. 58-04, has received at least a majority of vote cast at the November 2004 general election; and

WHEREAS, this Council seeks to adopt a Natural Gas Aggregation Program Plan of Operations and Governance, attached hereto and incorporated herein as if fully reappearing pursuant to Sections 4929.26 and 4929.27, Ohio Revised Code, for the residents, businesses and other natural gas consumers in the City and in conjunction jointly with any other municipal corporation, township, county or other political subdivision of the State of Ohio, as permitted by law;

NOW, THEREFORE, BE IT ORDAINED by the Council of the City of North Canton, State of Ohio; two thirds (2/3) all members elected thereto concurring:

- Section 1. This Council finds and determines that it is in the best interest of the City of North Canton, its residents, businesses and other natural gas located within the corporation limits of the City of North Canton and who receive commodity sales service and distribution service from Dominion East Ohio to establish an opt-out Aggregation Program in accordance with law in the City of North Canton. The City of North Canton is hereby authorized to aggregate in accordance with Sections 4929.26 and 4929.27, Ohio Revised Code or as otherwise provided by law, the retail natural gas usage located within the City of North Canton.
- Section 2. That the Mayor is hereby authorized and directed to enter into an agreement with the selected natural gas supplier through a competitive bidding process.
- Section 3. That it is found and determined that all formal actions of this Council concerning and relating to the adoption of this resolution were adopted in an open meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were in meetings open to the public, in compliance with all legal requirements including Section 121.22 of the Ohio Revised Code.

City of North Canton Exhibit B-1 "Authorizing Ordinance"

Resolution No. 19-05

Page 2

Section 4. That this resolution is hereby declared to be an emergency measure necessary for the preservation of the health, safety, and peace of the City of North Canton and necessary to contract consulting services for advice in a rapidly changing technical area; wherefore, this ordinance shall take effect and be in full force immediately upon its adoption by Council and approval by the Mayor.

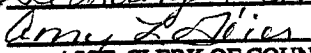
North Canton, OH
Passed: 1/24/05


MAYOR

SIGNED: JANUARY 27, 2005

ATTEST:


CLERK OF COUNCIL

Published in THE REPOSITORY
DATES: <u>February 7, 2005</u>
 ASST. CLERK OF COUNCIL

CITY OF NORTH CANTON NATURAL GAS AGGREGATION PROGRAM

PLAN OF OPERATION AND GOVERNANCE

For additional information contact:
Andrew Burns, Government Aggregation Manager
Independent Energy Consultants, Inc.
Ph: (330) 995-2675



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(A) Introduction

This aggregation plan has been developed in compliance with Ohio Revised Code, Section 4929.26 regarding governmental aggregation of natural gas service.

The City of North Canton ("City") passed the necessary resolution to place the issue of Opt-out Governmental Aggregation of natural gas on the 11/2/2004 ballot. The ballot issue subsequently passed. The City will follow the Plan of Operation and Governance ("Plan") outlined below. This Plan was adopted after two public hearings were held in accordance with section 4929.26 (C) of the Ohio Revised Code.

(B) Operation and Governance Plan Detail

(1) Description of Services and Professional Assistance

The City Aggregation Program ("Program") seeks to aggregate the retail natural gas loads of consumers located in the City to negotiate favorable rates for the supply of Natural Gas. Favorable shall mean rates lower than those available to individual residents at the time. The City may also select an offer based on beneficial terms and conditions not available through the regulated utility. Fixed-rate pricing that would provide stability, particularly during the heating season, would be an example of a beneficial condition.

With a City population of approximately 16,400 the Program has the potential to combine residential accounts and small commercial accounts into a buying group that will be attractive to Certified Retail Natural Gas Service (CRNGS) suppliers. Participation in the Program is voluntary. Any individual customer ("Member") has the opportunity to decline to participate in the Program and to return to Dominion Energy Ohio (DEO) supply or to enter into a service contract with any CRNGS supplier.

The City will administer an opt-out aggregation program that will automatically include all eligible natural gas accounts within the City boundaries.

Residential and small commercial natural gas customers often lack the ability to effectively negotiate natural gas supply services. The City's Program provides them an opportunity to benefit from professional representation and bargaining power achieved through an aggregation program. The aggregation Program is designed to reduce the amount Members pay for natural gas and to gain other favorable terms of service such as price stability.

Due to the complexity of deregulation of the Natural Gas utility industry, the City has entered into contract with Independent Energy Consultants, Inc. (Independent Energy Consultants), a PUCO certified broker and aggregator of natural gas and electricity. Among other things, Independent Energy Consultants will provide these consulting services:

- Draft and assist in maintaining the Plan of Operation and Governance.

City of North Canton Exhibit B-2 "Operation and Governance Plan"

- Lead any required Public Hearings and attend City Council meetings upon request.
- Assist the City in the day-to-day administration of program (problem resolution, press releases, PUCO compliance, supplier liaison, contract review, etc.)
- Administer the Request for Proposal process, analyze supplier responses and provide recommendations for the supply agreement
- Review customer data provided by DEO that would serve as the basis for an Opt-Out Notice
- Track the performance of the selected supplier, report on program participation and provide an analysis of current and future market conditions
- Write/prepare reports on a quarterly/annual basis to the City, PUCO and Ohio Consumers' Counsel.

The City through its consultant, Independent Energy Consultants, will seek bids and negotiate with CRNGS suppliers. The City will not assume title to natural gas. It will not buy and resell natural gas to the Members of the program. Instead, the City will competitively bid and negotiate a contract with a Competitive Retail Natural Gas supplier to provide natural gas supply to the Members of the aggregation program. Similarly, the City will not handle billing or scheduling of natural gas. Those responsibilities rest with DEO and selected supplier.

Only Suppliers meeting strict criteria will be considered.

- Suppliers will need to be certified by the Public Utilities Commission of Ohio
- Registered with DEO to do business in their service territory. Both the certification and registration ensure that Suppliers possess the managerial, technical, and financial competence to perform the services they offer.
- Successfully completed Electronic Data Interchange (EDI) computer system testing with DEO to support Governmental Aggregation Program transactions.
- Agree to hold harmless the City from any financial obligations arising from the Program.
- The selected CRNGS suppliers will need to agree to notify the City and negotiate with the City at least 60 days in advance of attempting to terminate the agreement for any reasons other than (i) the scheduled end date or (ii) Force Majeure.
- The selected CRNGS supplier shall demonstrate its creditworthiness by possessing an investment grade long-term bond ratings from at least two of the following rating agencies:

Standard & Poors	BBB or Higher
Moody's Investors' Services	Baa3 or Higher
Fitch ICBA	BBB or Higher
Duff & Phelps	BBB or Higher

Should the CRNGS supplier be unable to demonstrate its creditworthiness at the time a contract is entered, the supplier may be required to provide:

- a Letter of Credit; or
- a Parental Guaranty from a company that is deemed creditworthy; or
- a Surety Bond.

Details of the credit type and amount will be subject to negotiation.

(2) Determination of Rates

Through the efforts of its consultant, Independent Energy Consultants, Inc., the City will seek proposals from CRNGS suppliers. The request for proposals shall require the CRNGS suppliers to offer firm, full-requirements natural gas supply. CRNGS suppliers will bid by DEO customer rate schedule or customer class. CRNGS suppliers will be encouraged to bid on as many natural gas accounts as possible, but it is recognized that from a practical standpoint it is not likely that bids will be received for larger commercial and industrial accounts that require individual price analysis. Furthermore, commercial and industrial customers consuming more than 500 Mcf/year are classified as mercantile customers and are ineligible to participate in a governmental aggregation program.

The prices to be charged to Members in the Program will be set by the Mayor or his/her designee, with prior authorization from the Council. The Mayor will set prices following negotiations with the selected CRNGS supplier and receipt of a favorable offer. Members will be notified of the rates and terms of the Program through a direct mailing sent to each eligible resident and business within the City limits. Once offers are found a table similar to the one shown below will be populated to reflect the offer rates.

Customer Class	Rate Schedule	Supplier Offer (\$/Mcf)	Term
Residential Sales Service	RS	3.15/Mcf	11/18 – 10/19
General Sales Service	GS	3.15/Mcf	11/18 - 10/19

Neither the City nor the selected supplier will impose any terms, conditions, fees, or charges on any Member served by the governmental aggregation unless the particular term, condition, fee, or charge is clearly disclosed to the Member at the time the Member chose not to opt-out of the aggregation.

Members may terminate their agreement without penalty if they relocate outside of the City. Members that leave for other reasons may be assessed an early termination fee by CRNGS supplier. Early termination fees are standard in most natural gas contracts. The City will negotiate with the CRNGS supplier to ensure that any early termination fee assessed is reasonable and clearly stated in the opt-out disclosure notice.

There is no switching fee for Members leaving DEO supply service to select a CRNGS supplier. Members will remain responsible for all other billable charges, such as, taxes, DEO transportation charges, monthly service charge, etc.

The City of North Canton will not accept a CRNGS supplier offer that is not favorable at the time for the majority of Members of a given customer class or rate schedule. It is, however, the individual Member's responsibility to carefully review the price, terms and conditions of an offer to determine if the offer is in their best interest. The City will not be responsible for any Member's decision to remain in or opt-out of the Program.

(3) Plan for Providing Opt-Out Notice

When a successful supply offer is found the City shall order the eligible customer list from DEO. DEO shall turn over the list to the City or its consultant upon request. Once the list is obtained, it will be shared with the selected CRNGS supplier and they will have 30 days from the City's receipt of the data to mail the Opt-Out Notices to all eligible Members receiving an offer.

The selected CRNGS supplier and the City will agree upon the format of the Opt-Out Notice and will docket a sample with the PUCO at least ten days prior to mailing it to eligible Members.

The selected CRNGS supplier will be required to pay for printing and mailing of opt-out disclosure notices. The notices will be mailed to the owner or occupant residing at the natural gas account mailing address shown on DEO's customer list. A City official's name will be on the notice and it will contain the City's name and/or logo visible on the outside of the mailer to clearly indicate to the recipient that it is a notice from the City.

Prior to mailing Opt-Out Notices a thorough review will be performed to see that all eligible Members receiving an offer are sent the notice. The review process will include the efforts of numerous parties and utilize a number of resources as specified in section four of this plan.

Following acceptance of an offer by the City, the CRNGS supplier will mail Opt-Out Notices to eligible Members receiving a favorable offer. Members will have 21 days from the postmark date on the notice to postmark the return opt-out card if they do not wish to participate in the City's program. Members may also call the CRNGS supplier's toll-free recorded phone number to opt-out. The selected CRNGS supplier will not enroll those accounts opting out from the Program.

In the event that an eligible Member is inadvertently not sent an Opt-Out Notice and is omitted from the Program, the CRNGS supplier shall, upon request, enroll the eligible Member at the group rate for the remaining term.

All members of the Program will also be given an opportunity to opt-out without penalty at least once every two years.

(4) Process for Determining the Pool of Customers

Under the opt-out aggregation provisions, all eligible natural gas consumers within the City will be automatically included in the Program. However, such customers will be given prior notice entitling them to affirmatively elect not to be part of the Program.

Prior to mailing Opt-Out Notices a thorough review will be performed to see that all ineligible customers are excluded. The review process will include the efforts of numerous parties and utilize a number of resources:

- DEO will query their customer database using best efforts to capture all accounts within the City limits.

- The City's consultant working with the CRNGS supplier, available City resources and publicly available material shall screen out customers who are not located within the City limits. Those resources may include any or all of the following: Property records, water and/or sewer records, fire and/or police department address records, 911 address records, street listings, City maps, internet maps, county parcel mapping databases, and geographical information systems (GIS).
- Ineligible accounts will be screened out based on codes provided in the DEO data.
- The data shall be reviewed to see that all zip codes have been included, all streets included, all customer classes, all customer rate codes, and finally that an expected total for a community of this population was turned over.

Any potential Member who suspects they were inadvertently omitted from the Program will likely have to contact DEO for an explanation. The DEO customer list provided to the City will not include customers who are already served by a CRNGS supplier, participate in PIPP, are classified as mercantile, or are in arrears. Because of this, the City, its consultant, and CRNGS supplier will not be able to determine if a potential Member is ineligible or was inadvertently omitted.

Customers who have opted-off the standard customer information list are required to be included in an opt-out program assuming they meet the other eligibility requirements. If needed, the City will request a separate list of those customers from DEO so they can be given an opportunity to participate in the Program.

Customers who meet the following criteria will become Members of the aggregation program:

- Are up to date with their bill payment;
- Have not opted-out of the program;
- Are currently supplied natural gas by DEO or are Members of an existing Program;
- Are not mercantile customers;
- Have not exercised their right of rescission; and
- Are not part of the Percentage of Income Payment Program (PIPP).

(5) Customer Billing Procedures

The City will utilize the coordinated billing services of DEO and the selected CRNGS supplier. Most customers are expected to receive a single bill from DEO that itemizes among other things, the cost of natural gas provided by the CRNGS supplier. In some instances, particularly for commercial accounts, the CRNGS supplier may request that dual billing be used. In this case the supplier would issue a bill for their supply service and DEO would issue a bill for their delivery services.

Members currently on budget billing will continue to be budget billed. DEO's process will remain the same. Members wishing to start budget billing should contact DEO. The process will take place in accordance with DEO's policy and is not unique to the City's Program.

Members are required to remit and comply with the payment terms of DEO and/or their supplier if dual billing is used. This Program will not be responsible for late or no payment on the part of any of its members. Furthermore, slow or no payment on the part of some

Members will not adversely impact the rates charged to other Members. The selected supplier shall not charge more than 1 ½ percent per month for overdue balances owed to the selected supplier.

(6) Credit and Deposit Policies

Collection and credit procedures remain the responsibility of DEO, the selected supplier and the individual Member. Members are required to remit and comply with the payment terms of DEO. This Program will not be responsible for late or no payment on the part of any of its Members. The City will have no separate credit or deposit policy.

(7) Governmental Aggregator's Customer Service Procedures and Dispute Resolution

Members will have multiple means of addressing complaints. As a general rule, concerns regarding service reliability and billing should be directed to DEO. They continue to read meters, handle billing and generally have the most information about a customer's account. Questions regarding the Program administration should go to the City or Independent Energy Consultants. Unresolved disputes between Members and the supplier or DEO should be directed to the Public Utilities Commission of Ohio or the Ohio Consumers' Counsel for residential accounts. Listed below is a table of local or toll-free numbers for Members to call for assistance.

Nature of Complaint	Contact	Phone Number
Service interruptions or emergencies	DEO	1-877-542-2630
Service turn on/off	DEO	1-800-362-7557
Billing disputes – Delivery charges	DEO	1-800-362-7557
Billing disputes – Supplier charges	Volunteer Energy Services	1-800-977-8374
Joining/Leaving Program	Volunteer Energy Services	1-800-977-8374
Aggregation Program questions	City of North Canton Independent Energy Consultants	1-330-499-8223 1-888-862-6060
Unresolved disputes	Public Utilities Comm. (voice)	1-800-686-7826
Unresolved disputes	Public Utilities Comm. TDD/TTY	1-800-686-1570
General information – residential	Ohio Consumers' Counsel	1-877-742-5622

(8) Members Moving Into/Within the Aggregation (New Customer)

Utility rules require that people moving into a different residence, new construction or otherwise, be assigned a new account number and be served for at least one month by the local utility before they can switch to a new supplier. The above-mentioned is an example of utility rules approved by the PUCO that will impact the operation of North Canton's aggregation program.

Residents and businesses that move into the City will not be automatically included in the City's Program. The City cannot guarantee the rates, terms and conditions to Members

enrolling after the initial 21-day opt-out period. Members wishing to opt-in to the Program may contact the City or the CRNGS supplier to obtain enrollment information. There is, however, no guarantee that customers opting-in at a later date will receive the same price, terms and conditions as did the initial participants. The selected CRNGS supplier's decision whether or not to extend an offer will be based, in part, on the market prices at the time of request.

Members who move within the City limits and are assigned a new account number by DEO will be treated in the same manner as a new resident. They will not be automatically enrolled, but may contact the CRNGS supplier concerning re-enrollment. Once again, there is no guarantee that the CRNGS supplier will extend an offer, or an offer that is the same as that of the initial enrollees.

(9) Members Moving Within the Aggregation (Same Account Number)

The selected CRNGS supplier shall continue service at the same rate and under the same terms and conditions for any Member who relocates within the City prior to the expiration of the contract term, providing that the Member notifies the CRNGS supplier of their desire to do so with thirty (30) days written notice. Moving within the City may cause the Member to be served for a brief period of time by the local utility.

(10) Joining the Program at a Later Date

Members desiring to join the program at a later date during the midst of an ongoing supply agreement will be treated similar to Members moving into the City. They will need to contact the City or its supplier to obtain enrollment information. They will follow an opt-in approach. There is however, no guarantee that customers opting-in at a later date will receive the same price, terms and conditions as did the initial Members. Suppliers are unable to hold price offerings for an unlimited amount of time, and if the community asks for such a requirement, the price offering received from suppliers will be higher to reflect the greater risk. Residents opting-in to the City's program will be responsible for knowing if there is a switching fee for leaving their current supplier.

In the event of a high rate of attrition from the Program or population growth within the City, the City may request the selected CRNGS supplier to conduct a subsequent opt-out campaign during the term of a supply agreement. If this were to occur, the Opt-Out Notice would be sent to newly eligible Members and would not be sent to anyone who had previously opted-out of the current supply agreement.

(C) Availability of Plan of Operation and Governance

The City will maintain a copy of this Plan of Operation and Governance on file at its Administrative office. This Plan will be kept available for public inspection. It will, upon request, be copied for any existing or potential Members of the aggregation in accordance with the City rules for copying public documents.

(D) Altering the Plan of Operation and Governance

The City will not alter its Operation and Governance Plan in any way that would materially affect the customers of the aggregation without first providing notice to all affected Members and providing these Members the opportunity to opt-out of the aggregation according to the procedures established for the initial opt-out disclosure notice set forth in rule 4901:1-28-04 of the Administrative Code. In the event of a material change, the City will provide a notice explaining the changes to the plan, and informing the Members of their right to opt-out of the aggregation without penalty, and identifying the method and time frame for the customer to opt-out.

(E) Certification Prior To Sending Opt-Out Notices

The City will become certified as a Governmental Aggregator of natural gas (by the PUCO) prior to sending opt-out disclosure notices to potential Members of the Aggregation Program.

(F) Opt-out Disclosure Policies

Prior to including a customer's natural gas account or accounts in an aggregation, the City in cooperation with the selected CRNGS supplier, will provide each eligible Member a written Opt-Out Notice conforming to the requirements of Ohio Administrative Code Section 4901:1-21-17.

The City in cooperation with the selected CRNGS supplier will provide each Member the opportunity to leave the program, free of charge, at least once every two years. The notice will follow the format and requirements of the initial opt-out notification and will include any changes to the price or terms and conditions of the program.

(G) Cooperation Between Natural Gas Companies and Governmental Aggregators

The success of the City's Aggregation Program relies in part to the cooperation it receives from DEO. In addition to other tasks, DEO must turn over accurate customer data and perform the customer switching process in a timely manner. The City will comply with O.A.C. section 4901:1-28-05, and will hold DEO to its obligations under the same.

(H) Termination of the Aggregation Program

The Natural Gas Aggregation Program may be terminated upon the termination or expiration of the supply contract without any extension, renewal or subsequent supply contract being negotiated. Each individual Member receiving natural gas supply service under the Program will receive notification 45-90 days prior to termination of the Program. In the event of termination, Members in the City aggregation program would either return to DEO supply service or choose a CRNGS supplier on their own.

If the City is unable to find a satisfactory offer at the end of an existing supply agreement, they have the option of maintaining their status as a Governmental Aggregator while they

continue to seek offers for their Members.

The selected CRNGS suppliers will need to agree to notify the City and negotiate with the City at least 60 days in advance of attempting to terminate the agreement for any reasons other than (i) the scheduled end date or (ii) Force Majeure.

City of North Canton Exhibit B-3 "Automatic Aggregation Disclosure Notification"

Section 4929.26 (D) of the Ohio Revised Code states that "no legislative authority or board, pursuant to an ordinance or resolution under divisions (A) and (B) of this section, shall aggregate any retail natural gas load located within its jurisdiction unless it in advance clearly discloses to the person whose retail natural gas load is to be so aggregated that the person will be enrolled automatically in the aggregation and will remain so enrolled unless the person affirmatively elects by a stated procedure not to be so enrolled. The disclosure shall state prominently the rates, charges, and other terms and conditions of enrollment. The stated procedure shall allow any person enrolled in the aggregation the opportunity to opt out of the aggregation every two years, without paying a switching fee. Any such person that opts out of the aggregation pursuant to the stated procedure shall default to the natural gas company providing distribution service for the person's retail natural gas load, until the person chooses an alternative supplier."

The Opt-Out Notification for North Canton's program will include language similar to the following and proceed as shown below.

City of North Canton officials are acting on behalf of natural gas consumers who are participating in the program to negotiate a gas supply contract with eligible suppliers. Both North Canton and <CRNGS Supplier> are certified by the Public Utilities Commission of Ohio to provide this service. This program has been authorized by our Council through an ordinance and voter approval on 11/2/2004. This phase of our aggregation program will begin with your <Month Year> billing cycle and end with your <Month Year> billing cycle.

You will be automatically enrolled in North Canton's Natural Gas Aggregation Program unless you choose to "opt out" – that is, to not participate. There is no cost for enrollment and you do not need to do anything to be included. If you choose to opt-out of this program, you will revert to service from your local utility (DEO), unless and until you choose another supplier.

If you want to be excluded from the North Canton Natural Gas Aggregation Program you must return the enclosed "Opt-Out" form to the <CRNGS Supplier>. The return form must be postmarked no later than 21 days from the postmark on this notice. You may also opt-out by calling <CRNGS Supplier>, toll free, at 1-XXX-XXX-XXXX. If you do not opt out at this time, you will be enrolled in the program until it expires in <Month Year>. At that time, you will again have the chance to opt out of the program with no penalty. Every participant will be allowed to leave the program at least once every two years without incurring any penalty.

Please note that newly eligible members remaining in the aggregation group will receive a letter from DEO advising you of your impending transfer to <CRNGS Supplier>, and advising you to contact DEO within 7 days if you do not want to be in the Program. Again, if you have not changed your mind about participating in the Aggregation Program, you do not have to do anything with that letter.

Warning: If you are already under contract with a competitive retail natural gas service provider you may incur a contract termination fee or other charges if you fail to opt-out of the aggregation.

Under the opt-out aggregation provisions, all eligible natural gas consumers within the City will be automatically included in the Program. However, such customers will be given prior notice entitling them to affirmatively elect not to be part of the Program.

City of North Canton Exhibit B-3 "Automatic Aggregation Disclosure Notification"

Prior to mailing Opt-Out Notices a thorough review will be performed to see that all ineligible customers are excluded. The review process will include the efforts of numerous parties and utilize a number of resources:

- DEO will query their customer database using best efforts to capture all accounts within the City limits.
- Independent Energy Consultants working with the CRNGS supplier, available City resources and publicly available material shall screen out customers who are not located within the City limits. Those resources may include any or all of the following: Property records, water and/or sewer records, fire and/or police department address records, 911 address records, street listings, City maps, internet maps, county parcel mapping databases, and geographical information systems (GIS).
- Ineligible accounts will be screened out based on codes provided in the DEO data.
- The data shall be reviewed to see that all zip codes have been included, all streets included, all customer classes, all customer rate codes, and finally that an expected total for a community of this population was turned over.

Any potential Member who suspects they were inadvertently omitted from the Program will likely have to contact DEO for an explanation. The DEO customer list provided to the City will not include customers who are already served by a CRNGS supplier, participate in PIPP, are classified as mercantile, are in arrears, or who have opted-off the standard customer information list. Because of this, the City, its consultant, and CRNGS supplier will not be able to determine if a potential Member is ineligible or was inadvertently omitted.

Customers who have opted-off the standard customer information list are required to be included in an opt-out program assuming they meet the other eligibility requirements. If needed, the City will request a separate list of those customers from DEO so they can be given an opportunity to participate in the Program.

Customers who meet the following criteria will receive an Opt-Out Notice and be subsequently enrolled following the opt-out period.

- Have received an offer from the selected CRNGS Supplier;
- Are up to date with their bill payment;
- Have not opted-out of the program;
- Are currently supplied natural gas by DEO or are Members of an existing Program;
- Are not mercantile customers;
- Have not exercised their 7 day right of rescission; and
- Are not part of the Percentage of Income Payment Program (PIPP).



Welcome to the City of North Canton's Natural Gas Governmental Aggregation Program!

October 8, 2018

Dear Natural Gas Consumer,

The City of North Canton has selected Volunteer Energy as its preferred supplier for the next term of its Natural Gas Governmental Aggregation Program. Under this voter approved program, City officials bring together citizens in order to gain buying power for the purchase of natural gas from a retail supplier certified by the Public Utilities Commission of Ohio. As the City of North Canton's selected supplier, Volunteer Energy is pleased to offer natural gas for your home or business at a rate \$3.15 per Mcf for your December 2018 through November 2019 billing cycles. Before the end of your November 2019 bill cycle, your community will determine your rate for the next period of the program.

You are automatically enrolled.

As an eligible City of North Canton resident or small business, you are automatically enrolled and **do not need to take any further steps in order to receive this special rate.** Or, you may choose at this time to opt-out of the program by taking one of the steps outlined below. To learn more about Volunteer Energy and the Governmental Aggregation Program please see the enclosed Terms and Conditions and Frequently Asked Questions (FAQs).

If you choose to opt-out.

You don't need to do anything to get this special rate. However, if you decide not to participate in the program we must receive your opt-out response by October 29, 2018 either by mail or phone.

mail — Return the completed form below to:
City of North Canton Governmental Aggregation Program
 Volunteer Energy
 790 Windmill Drive
 Pickerington, OH 43147

phone — Call 800-977-8374 and speak directly with a Volunteer Energy representative.

Sincerely,

Volunteer Energy



ABOUT THE PROGRAM

- Because of your City's buying power, you will receive a negotiated rate of \$3.15 per Mcf for your 12/18 through 11/19 billing cycles.
- You will still receive one bill from Dominion Energy Ohio. That bill will simply list Volunteer Energy as your natural gas supplier, along with your special rate.
- You will still contact Dominion Energy Ohio for all service calls and emergencies.
- Budget billing and auto payment are still available from Dominion Energy Ohio.

Learn more:

VolunteerEnergy.com/northcanton

The rate provided will NOT include taxes or local utility charges. If you are already enrolled with another natural gas supplier, a cancellation fee may apply if you choose to end your agreement with that supplier. The Terms and Conditions govern your participation in the program. Please do not contact the city. If you have additional questions about this offer, contact Volunteer Energy at 1-800-977-8374. Ohio supplier certification # 02-022G(9).

AGGREGATION PROGRAM OPT-OUT FORM

☐ I do NOT want to participate in the City of North Canton Natural Gas Governmental Aggregation Program.

GAS UTILITY ACCOUNT NUMBER for Dominion Energy Ohio (13 digits):

ACCOUNT HOLDER'S SIGNATURE

SIGNATURE REQUIRED Account Holder

PRINTED NAME

DATE

EMAIL ADDRESS

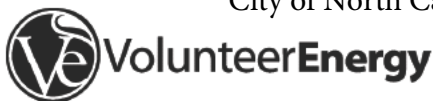
PHONE



service address:

<First Name> <Last Name>
 <Address Line 1>
 <Address Line 2>
 <City>, <ST> <Zip>

☐ Check here if any of the information above is incorrect. Please make corrections on the back of this form.



UTILITY	Dominion Energy Ohio
RATE PLAN	City of North Canton Aggregation Rate
INITIAL RATE & TERMS	\$3.15 per Mcf December 2018 through November 2019 billing cycles
CANCELLATION FEE	None

These ENERGY SUPPLY TERMS AND CONDITIONS have important information you need to know before you commit to natural gas service from Volunteer Energy Services, Inc. ("VESI"). VESI is an Ohio corporation whose customers include a variety of Ohio natural gas end users. As a supply customer of VESI, you agree to the Terms and Conditions of VESI's natural gas supply contract.

Service Arrangement: VESI's energy supply will be delivered to your residence or facility via the utility's pipeline on a month to month basis. Upon acceptance by the utility company Dominion Energy Ohio will continue to deliver VESI-supplied natural gas to your home at the agreed upon rate.

Term: The term of this Agreement shall commence when accepted by VESI and shall continue through your November, 2020 billing cycle unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by Dominion Energy Ohio. You may terminate this Agreement with VESI by providing a 30-day notice in writing to VESI or by telephone.

Rate: Beginning with the December 2018 billing cycle through the November 2019 billing cycle. Your rate shall be 3.15 per Mcf which does not include applicable sales tax or NGDC transportation and other charges.

Renewal: If the City of North Canton Aggregation Program continues beyond the November 2020 billing cycle, City of North Canton or its supplier shall provide notice of the new terms and conditions and your right to opt-out without penalty.

Office Locations and Hours: VESI's offices are located at 790 Windmill Drive, Pickerington, Ohio 43147 and are open from 9:00 a.m. to 4:30 p.m. E.S.T., Monday through Friday. VESI can be reached by telephone at (614) 856-3128 or toll free at 800-977-8374. Telephone service hours are from 9:00 A.M. to 5:00 P.M. E.S.T., Monday through Friday. E-mail address is sraffeld@volunteerenergy.com

Bill Payment Process: Dominion Energy Ohio will continue to bill you monthly for their delivery services and also for VESI's natural gas supplies. Should you fail to pay the bill or fail to meet any agreed upon payment arrangement, Dominion Energy Ohio may terminate your service in accordance with its company tariffs, and this agreement with VESI may be automatically terminated. If VESI is providing billing services, VESI may terminate this agreement with fourteen (14) days' notice for failure to pay the bill or failure to meet any agreed upon payment arrangements.

Complaint Dispute Resolution: If you have any complaints regarding your natural gas service or your monthly bill, please contact us at 1-800-977-8374. Upon request, VESI will provide to you up to twenty-four months of your payment history without charge. If your complaint is not resolved after you have called VE, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). Additionally, the Ohio Consumers' Council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.occ.ohio.gov>.

Amendment to Agreement: VESI may amend VESI's Supply Agreement from time to time upon approval from the City of North Canton. Any amendments made would not take effect for a minimum of thirty (30) days and you will receive thirty (30) days written notice at members service address.

Emergency Service Problems: If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact the utility at the number listed on your gas bill.

Termination/Rescission of Agreement: You may rescind your natural gas supply enrollment with Dominion Energy Ohio within seven (7) days of the post mark date of the confirmation notice from Dominion Energy Ohio. After the initial seven (7) day period, either you or VESI may terminate the contract at any time by providing the non-terminating party thirty (30) days written notice or by telephone of such termination, without penalty. You will remain responsible for all natural gas consumed by you prior to the actual cessation of services. If your supply contract with VESI is terminated, your natural gas supply will automatically be provided by the utility under its standard tariff unless or until you choose another supplier. If you voluntarily terminate participation in City of North Canton's natural gas governmental aggregation program, you may be charged a price other than the Dominion Energy Ohio regulated sales service rate. There will be no early termination fees associated with the City of North Canton program. This agreement will automatically terminate upon the occurrence of any of the following: (1) the requested service location is not served by Dominion Energy Ohio; (2) you move outside the Dominion Energy Ohio service area or to an area not served by VESI; or (3) VESI terminates your supply agreement and returns you to the incumbent natural gas company. You have the right to terminate this agreement, without penalty, for any reason at any time.

Program Compliance: The utility's deregulation program is subject to the ongoing jurisdiction of the PUCO. If the PUCO cancels the program, this contract is rendered void with no penalty to either party. The laws of the State of Ohio will govern this agreement.

Eligibility: VESI's aggregation program rate excludes utility charges and taxes. Service is subject to enrollment processing timelines as determined by your local utility and VESI's aforementioned Terms and Conditions of Service. To be eligible to participate in the aggregation, you must: (1) have a residence or business located in the City of North Canton; (2) be eligible to receive natural gas from Dominion Energy Ohio; (3) meet Ohio non-mercantile requirements; (4) be current with your natural gas payments or payment arrangements; and (5) not be enrolled in the PIPP program. If you believe you received this letter in error, please contact VESI to remove your account from our aggregation list.

790 Windmill Dr. · Pickerington, OH 43147 · p. 800.977.8374 · volunteerenergy.com

PLEASE COMPLETE IF THE INFORMATION ON THE FRONT OF THIS FORM IS INCORRECT

NAME as it appears on your utility bill

SERVICE ADDRESS as it appears on your utility bill

CITY

STATE

ZIP



How is the City able to choose a natural gas supplier on the community’s behalf? Who is eligible?

Residents in the City of North Canton voted to give City officials the ability to negotiate a natural gas supplier contract on behalf of the community.

If you are a current participant in the aggregation program, you will receive notice of the new program rate, term, and conditions and will continue to be eligible. Newly eligible residents or businesses must receive an opt-out notice from Volunteer Energy and meet the following requirements:

1. You must not already be enrolled with a natural gas supplier on your own.
2. You must not be a PIPP (Percentage of Income Payment Program) customer.
3. You must not be in arrears on your bill payment.
4. Your service address must be located within the city limits.
5. Your utility company must be Dominion East Ohio Gas.
6. You must not be a commercial customer (business customer using over 500 Mcf/year).

What is Governmental Aggregation?

Under governmental aggregation, local officials are able to act on behalf of the community to negotiate a competitively priced natural gas rate from a certified natural gas supplier.



Corporate Office:

790 Windmill Drive Pickerington, OH 43147
Phone 800.977.8374 | Fax 614.856.3301

VolunteerEnergy.com

Governmental Aggregation Program FAQs

YOUR CHOICE FOR ENERGY COST CONTROL.



VolunteerEnergy

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Volunteer Energy is a Midwestern based natural gas and electricity supplier whose outstanding reputation is rooted in long term customer relationships. Founded on the bedrock principals of integrity and trust, Volunteer Energy provides residents and businesses across the region with a reliable way to control energy costs.

•••••

CALL 800.977.8374
VISIT VolunteerEnergy.com/NorthCanton

City of North Canton Exhibit B-4 “Opt-Out Notice”

What does “opt-out” mean?

“Opt-Out” means that you choose not to participate in the City’s Natural Gas Governmental Aggregation Program. You can opt-out by returning the opt-out form included in your mailer, or by calling the phone number provided. If you opt-out, you will not be enrolled as a natural gas customer with Volunteer Energy and will not receive the City of North Canton’s negotiated natural gas rate.

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

If you do not return the opt-out form or call the phone number by the designated deadline, you will be automatically included in the City of North Canton’s Natural Gas Governmental Aggregation Program and receive the City’s negotiated rate for natural gas from Volunteer Energy.

As a program participant, you will continue to receive your billing from your local utility. Volunteer Energy will simply be listed on the bill as your natural gas supplier along with your aggregation program rate.

Are there fees to enroll or cancel?

Enrollment in the program is free for eligible participants. Once enrolled in the program, you can cancel your agreement at any time without any fee.

Can I join the program after the initial enrollment period?

Yes. The City has secured the same natural gas supply rate, terms and conditions for eligible customers who wish to join its Governmental Aggregation Program after the initial enrollment period. This includes customers who move into the City, customers who were with another supplier and wish to switch into the program, or customers who initially opted-out and want to join at a later date.

What if I’m with another supplier and want to join the aggregation program?

If you recently signed up with a natural gas supplier or if you believe you are on an older contract, carefully review the terms and conditions of that agreement before proceeding, as your ability to terminate early with that supplier may be restricted and could include cancellation fees.

What happens at the end of the term?

At the end of the term, the City will rebid the term and rate on behalf of residents. You will be notified of the outcome by the City and/or supplier of the new term.

Contact your utility —

For emergencies, service calls and billing questions.
Dominion East Ohio Gas: 1-800-362-7557

City of North Canton Exhibit B-5 "Experience"

The City of North Canton is well versed in negotiating, contracting and providing for common services to City residents. Some examples of experience as a service provider are:

1. Police Service
2. Fire Service
3. Parks and Recreation
4. Public Works

The Mayor, City Council and City Staff routinely negotiate for services and supplies that benefit the residents of North Canton. However, due to the complexity of Governmental Aggregation, the City has hired Independent Energy Consultants, Inc. (Ordinance 47-08) to assist them in designing, implementing and maintaining the Program. Independent Energy Consultants are:

- Certified Electric Aggregators and Brokers #04-116(8) in the State of Ohio.
- Certified Natural Gas Aggregators and Brokers #04-078(8) in the State of Ohio.
- Licensed Electric and Natural Gas Aggregators and Brokers #A-17 in the State of Virginia.
- Registered Aggregators #80252 in the State of Texas.
- Licensed Agent/Broker/Consultant in the State of Illinois.

Independent Energy Consultants, Inc. has designed, implemented and administered numerous opt-in and opt-out Governmental Aggregation Programs in Ohio. Contact information for Independent Energy Consultants is:

Independent Energy Consultants, Inc.
215 W Garfield Road, Suite 210
Aurora, Ohio 44202
Phone: 330 995-2675
Fax: 800-574-4508
Email: info@naturalgas-electric.com
www.naturalgas-electric.com

Among other services, Independent Energy Consultants, Inc. will:

- Draft and assist in maintaining the Plan of Operation and Governance.
- Lead any required Public Hearings and attend City Council meetings upon request.
- Assist the City in 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.

City of North Canton Exhibit B-5 “Experience”

- Review customer data provided by the local utility (DEO) that would serve as the basis for an Opt-Out Notice.
- Write/prepare reports on a quarterly/annual basis to the City, PUCO, and the Ohio Consumers’ Counsel.

The City of North Canton will not take title to natural gas, issue bills, read meters or staff a call center for complaints. Those functions will be provided by DEO and the selected CRNGS supplier as detailed in Section 7 of its Plan of Operation and Governance. The City will comply with its responsibilities as a Governmental Aggregator (ORC 4929.20) and will respond to questions concerning the Aggregation Program.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

2/22/2019 8:26:48 AM

in

Case No(s). 05-0254-GA-GAG

Summary: Application for certification renewal as a Governmental Aggregator of Natural Gas.
electronically filed by Andrew M Burns on behalf of City of North Canton