

FILE

**FirstEnergy**  
Solutions

341 White Pond Dr., Bldg B-3  
Akron, OH 44320

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PUCO

June 9, 2010

Ms. Renee Jenkins  
Public Utilities Commission of Ohio  
Docketing Division  
13<sup>th</sup> Floor  
180 East Broad Street  
Columbus, OH 43215-3793

**Re: Marlboro Township Certification**

Dear Ms. Jenkins:

Please find enclosed the original and ten copies of the Application for Certification for the Marlboro Township. FirstEnergy Solutions is providing aggregation services to Marlboro Township and, in this capacity, are filing this application on their behalf.

Should there be any questions and/or additional information needs, please contact: Emily Ochsenhirt, Government Aggregation Representative, FirstEnergy Solutions, 330-315-6733 or through e-mail at [eoachsenhirt@fes.com](mailto:eoachsenhirt@fes.com).

Thank You,

*Emily Ochsenhirt*

Emily Ochsenhirt  
FirstEnergy Solutions  
330-315-6733  
[eoachsenhirt@fes.com](mailto:eoachsenhirt@fes.com)

enclosures

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*The Public Utilities Commission of Ohio*

PUCO USE ONLY		
Date Received	Case Number	Version
	10-799-EL-GAG	June 2002

## CERTIFICATION APPLICATION FOR 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

Name Marlboro Township  
Address 7344 Edison Street, NE, Hartsville, OH 44632  
Telephone Number (330) 935-2830  
Web site address (if any) n/a

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

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 Brenda Fargo

Title Government Aggregation Manager

Business address 341 White Pond Dr., Akron, OH 44320

Telephone number (330 ) - 315 - 6898 Fax # (330 ) - 436 - 1906

E-mail address fargo@fes.com

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

Name Arland Smith

Title Customer Care Manager

Business address 341 White Pond Dr., Akron, OH 44320

Telephone number (330 ) 315 - 6909 Fax # (330 ) - 436 - 1906

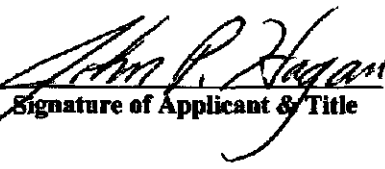
E-mail address smitha@fes.com

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

Address FirstEnergy Solutions, 341 White Pond Dr., Akron, OH 44320

Toll-free telephone number (866 ) - 636 - 3749

Fax # (330 ) - 436 - 1906

  
Signature of Applicant & Title

*President Board of Trustees*

Sworn and subscribed before me this 8th day of JUNE, 2010  
Month Year

  
Signature of official administering oath

LINDA L. MARX  
Print Name and Title NOTARY PUBLIC

My commission expires on 8-19-12

# **AFFIDAVIT**

State of Ohio :

County of Stark :

Marlboro Twp. ss. - Hartsville  
(Town)

John P. Hagan

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

He/She is the President/Trustees (Office of Affiant) of Marlboro Township (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.

Robert P. Hagan  
Signature of Affiant & Title

President Board of Trustees

Sworn and subscribed before me this 8th day of JUNE, 2010  
Month Year

Linda L. Marx  
Signature of official administering oath

LINDA L. MARX NOTARY PUBLIC  
Print Name and Title

My commission expires on 8-19-12

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**Submitted to:  
The Public Utilities Commission of Ohio**

**CERTIFICATION APPLICATION  
FOR A GOVERNMENTAL  
AGGREGATOR**

**Marlboro Township, Ohio**

**Marlboro Township  
7344 Edison St. NE  
Hartville, OH 44632**

**330-935-2830**

**June 9, 2010**

# **Exhibit A-2**

# **Authorizing Ordinance**



**JOHN D. FERRERO**  
**STARK COUNTY PROSECUTING ATTORNEY**

Stark County Office Building,  
110 Central Plaza South, Suite 510  
Canton, Ohio 44702  
330-451-7897 • Fax 330-451-7965  
Website: [www.prosecutor.co.stark.oh.us](http://www.prosecutor.co.stark.oh.us)

John L. Kurtzman  
Chief Counsel

Kent B. Smith II  
Operations Director

**ASSISTANTS:**

**CIVIL DIVISION:**

Ross A. Rhodes  
Chief  
Deborah A. Dawson  
Assistant Chief  
David M. Bridenstine  
Senior Assistant  
Gerard T. Yost  
Lisa J. Barr  
Amy A. Sabino  
John F. Anthony  
Michael S. Bickis

**CRIMINAL DIVISION:**

Dennis E. Barr  
Chief  
**Trial Section:**  
Chryssa N. Hartnett  
Assistant Chief  
Jennifer L. Dava  
Senior Assistant  
Joseph E. Vance  
Frederic R. Scott  
Toni B. Schnellinger  
Lori A. Curd  
Kristen L. Milnar  
Hope S. Konovsky  
Lewis D. Guarnieri  
Katie W. Chawla

**Appellate Section:**

Ronald Mark Caldwell  
Kathleen O. Tatarsky  
Renee M. Watson

**INVESTIGATOR:**

Michael M. Kakoules

**JUVENILE DIVISION:**

Michelle L. Cordova  
Chief  
Darci M. Knight  
Aaron P. Howell  
Jill A. Kaminski  
Timothy G. Andrews  
Jamila M. Harris

**VICTIM-WITNESS**

**DIVISION:**

Paula M. Smith  
Director  
Carla F. D'Antonio  
Linda K. Desiato  
Carol A. Mann  
Nikki M. Stoffer  
James N. Knight  
Staci L. Manfull  
Dianne K. Hammer  
Christa R. Hatfield

**OFFICE MANAGER:**

Patty J. Knepper

February 5, 2010

Marlboro Township Board of Trustees  
7344 Edison Street, N.E.  
Hartville, Ohio 44632

Re: Energy Aggregation Proposal  
Our File No. M138.00068

Dear Board:

At your request, I have reviewed the proposed electric aggregation resolution and find that it is not fully sufficient for its intended purpose. Inasmuch as it includes references to "ordinances," "emergency measures," the "clerk," and the "Delaware Board of Elections," it seems prudent to redraft it in accordance with your specific needs. Toward that end, I have enclosed the draft of a resolution which we have prepared and approved for this purpose.

I trust this answers your questions. If I may be of further service, please do not hesitate to call.

Very truly,

David M. Bridenstine  
Assistant Prosecuting Attorney

DMB:dmb



Distribution  
Journal  
Pros. M138.00068  
File

RESOLUTION AUTHORIZING ALL ACTION NECESSARY TO  
EFFECT A GOVERNMENT ELECTRICITY AGGREGATION  
PROGRAM WITH OPT-OUT PROVISIONS, PURSUANT TO OHIO  
REVISED CODE § 4928.20 AND DIRECTING THE STARK  
COUNTY BOARD OF ELECTIONS TO SUBMIT A BALLOT  
QUESTION TO THE ELECTORS OF MARLBORO TOWNSHIP

The board of trustees of Marlboro Township, Stark County, Ohio, met in REGULAR session on the 8<sup>th</sup> day of FEBRUARY, 2010, with the following members present.

JOHN P. HAGAN

KENNETH EDDLEMAN

WAYNE C. SCHILLIG

MR. SCHILLIG moved the adoption of the following resolution:

WHEREAS, the Ohio General Assembly has enacted electric deregulation legislation (Am. Sub. S.B. No. 3) which authorizes townships, among others, to aggregate the retail electrical loads located in their respective jurisdictions and to enter into service agreements to facilitate for those loads the purchase and sale of electricity; and,

WHEREAS, the township may exercise such authority jointly with other authorized counties, townships, or municipal corporations; and,

WHEREAS, this board seeks to establish a governmental aggregation program with opt-out provisions pursuant to R.C. § 4928.20 (the Aggregation Program), for residents, business and other electric consumers in the township 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 RESOLVED by the board of trustees of Marlboro Township, Stark County, Ohio, that:

1. This board finds, and hereby determines, that it is in the best interests of the township, its residents, individual, business, and other electric consumers located within the township to establish the Aggregation Program in the township.

2. Provided that this resolution and the aggregation program is approved by the electors of the township pursuant to Section 3 of this resolution, the township is hereby authorized to aggregate in accordance with R.C. § 4928.20, the retail electric loads located within the township, and, for that purpose, to enter into service agreements to

facilitate for those loads the sale and purchase of electricity. This board may exercise such authority jointly with any other municipal corporation, township or county or other political subdivision of the state of Ohio to the full extent permitted by law. The aggregation will occur automatically for each person owning, occupying, controlling, or using an electric load center proposed to be aggregated and will provide for the opt-out rights described in Section 4 of this resolution.

3. The Board of Elections of Stark County, Ohio is hereby directed to submit the following question to the electors of the township at the primary election on May 4, 2010.

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

The fiscal officer is instructed to file forthwith a certified copy of this resolution with the Stark County Board of Elections not less than seventy-five days prior to the primary election. The aggregation program shall not take effect unless approved by a majority of the electors voting upon this resolution and the aggregation program provided for herein at the election held pursuant to this Section 3 and R.C. § 4928.20.

4. Upon approval of a majority of the electors voting on the ballot question at the primary election provided for in Section 3 of this resolution, this board, singly, or jointly with any other political subdivision, may develop a plan of operation and governance for the aggregation program. Before adopting such plan, this board shall hold at least two public hearings on the plan. Before the first hearing, notice of the hearings shall be published once a week for two consecutive weeks in a newspaper of general circulation in the township. The notice shall summarize the plan and state the date, time, and location of each hearing. No plan adopted by this board shall aggregate the electric load of any electric load center within the township unless it in advance clearly discloses to the person owning, occupying, controlling, or using the load center that the person will be enrolled automatically in the aggregation program and will remain so enrolled unless the person affirmatively elects by a stated procedure not to be so enrolled. The disclosure shall state prominently the rates, charges, and other terms and conditions of enrollment. The stated procedure shall allow any person enrolled in the aggregation program the opportunity to opt out of the program every two years, without paying a switching fee. Any such person who opts out of the aggregation program pursuant to the stated procedure shall default to the standard service offer provided under division (A) of R.C. § 4928.14 or division (D) of R.C. § 4928.35 until the person chooses an alternative supplier.

5. It is hereby found and determined that all formal actions of the board concerning and relating to the passage of this resolution were taken in an open meeting of the board of trustees of Marlboro Township, Stark County, Ohio, and that all deliberations of this board and any of its committees that resulted in such formal action were meetings open to the public in compliance with law.

Mr. EDDLESON seconded the motion.

Upon role call the vote was as follows:

Mr. Eddleman YES

Mr. Hagan YES

Mr. Schillig YES

ADOPTED: FEBRUARY 8, 2010

\*\*\*\*\*


STATE OF OHIO :

:ss

CERTIFICATE

STARK COUNTY :

I, Peter R. Brelish, fiscal officer of the board of trustees of Marlboro Township, Stark County, Ohio, do hereby certify that the foregoing resolution is a true and accurate copy of the same as adopted by the board.

  
Peter R. Brelish, Fiscal Officer

# **Exhibit A-3**

# **Operation**

# **and**

# **Governance**

# **Plan**

## RESOLUTION 10-33

Trustee Hagan moved that the Board adopt the following resolution.

WHEREAS the electorate of Marlboro Township has previously authorized the Township Trustees to determine the best policy for the community's residents relating to electric power aggregation; and

WHEREAS, the Board of Trustees of Marlboro Township has previously authorized an agreement with First Energy Solutions to provide a contract for electric services and has held two public hearings on the Plan of Operation and Governance;

BE IT HEREBY RESOLVED by the Board of Trustees of Marlboro Township, Stark County, Ohio that:

Section 1: The Board of Trustees of Marlboro Township hereby adopts an Electric Power Aggregation Plan of Operation and Governance for the Township of Marlboro, pursuant to PUCO regulations.

Section 2: A copy of said plan is hereby attached and marked as "Exhibit A" and is made part of this resolution.

Section 3: This resolution is hereby declared to be an emergency measure necessary for the immediate preservation of public peace, health, safety and welfare for the reason that immediately adopting the Marlboro Township Electric Aggregation Plan of Operation and Governance will allow consumers to reduce their electric bills at the earliest possible time, and provided the resolution receives the affirmative vote of two-thirds of the members elected to the Board of Trustees, it shall take effect and be in force from and after the earliest time allowed by law.

Trustee Schillig seconded the motion, and the roll call went as follows:

Trustee Hagan,	Yes
Trustee Schillig,	Yes
Trustee Eddleman	Yes

## CERTIFICATION

I, P. R. Brelish, Clerk of Marlboro Township Board of Trustees do hereby certify that the above resolution was passed at the regular public meeting of the Marlboro Township Board of Trustees on the 29th day of May, 2010.

Signature: \_\_\_\_\_

*Peter R. Brelish*

## **Public Hearing Notice**

**Published in the Alliance Review on May 19, 2010 and May 26, 2010**

### **NOTICE OF PUBLIC HEARINGS**

NOTICE is hereby given that pursuant O.R.C. Section 4928.20 (C) that Marlboro Township will hold two separate public hearings on the Marlboro Township Electric Power Aggregation Plan of Operation and Governance on May 29, 2010 at 7:00 a.m. and 11:30 a.m. at the Marlboro Township Hall.

The Marlboro Township Electric Power Aggregation Plan of Operation and Governance describes the policies and procedures by which Marlboro Township will carry out its municipal electric aggregation program, including those policies and procedures, which relate to rates and customer service.

If you have any questions you may call the Township Office between the hours of 8:00 a.m. and 4:00 p.m. at (330) 935-2830.

Trustees  
Marlboro Township

Published in The Review on May 19 and May 26, 2010.

# **Marlboro Township**

## **Electric Power Aggregation Plan of Operation and Governance**

**May 29, 2010**

# **Marlboro Township Electric Power Aggregation Plan of Operation and Governance**

## **I. INTRODUCTION**

Amended Substitute Senate Bill 3 ("S.B. 3") opened Ohio's retail electric market as of January 1, 2001. S.B. 3 authorizes customer choice in the selection of suppliers of retail electric generation and declares electric generation service, aggregation service, power marketing, and power brokering as competitive retail electric services. The legislation gave the Public Utilities Commission of Ohio ("PUCO") authority to adopt rules regarding the development of a competitive retail electric market in Ohio and authority to promulgate rules on governmental aggregation.

Large industrial and commercial consumers with sophisticated electric operations use their size and expertise to obtain lower electric power rates. Individual residential and small commercial consumers are typically unable to obtain significant price reductions since they lack the bargaining power, expertise and the economies of scale enjoyed by larger consumers. Aggregation, the combining of multiple electric loads, provides the benefits of retail electric competition for consumers with lower electric demands.

Government aggregation, the combining of multiple electric loads by a municipality, provides the means through which Marlboro Township residential consumers may obtain the economic benefits of Ohio's competitive retail electric market. The Marlboro Township Aggregation Program combines the electric loads of residential customers to form a buying group ("Aggregation Group"). Marlboro Township will act as Purchasing Agent for the Aggregation Group. This means that Marlboro Township will be a Governmental Aggregator, as defined by Ohio law and the rules established by the PUCO, and shall act on behalf of Ohio Edison (OE) customers in the Township to obtain the best electric generation rate for consumers who participate in the Aggregation Group.

## **II. PROCESS**

On May 4, 2010, Marlboro Township voters approved the development of a form of government electric aggregation known as "opt-out" aggregation. Under the opt-out program, all OE residential and business customers in the Township are automatically included as participants in the program unless they opt-out of the program by providing written notice of their intention not to participate. As required by state law, the Township Trustee's passed an Ordinance, which authorized submitting the selection of opt-out aggregation to the Township's voters.

In addition to obtaining necessary Township Trustee's approval, the Township is also required to comply with various PUCO regulations. The Township will file an



application with the PUCO for certification as a Government Aggregator as soon as the Township Trustees approve the Plan, on or about May 29, 2010. As required by the regulations, the Township developed this Aggregation Plan of Operation and Governance ("Plan"). On May 19, 2010, and May 26, 2010, the Township advertised the Public hearing dates to discuss the Plan in The Alliance Review. As required by the PUCO's regulations, two hearings were conducted on May 29, 2010. The Opt-out notice for the Township's Program will be sent to all eligible electric customers in the Township upon approval of this Plan, setting forth the rates, terms and conditions of the program, and giving 21 days to opt out of the Program.

By vote of the Marlboro Township Trustee's on May 29, 2010 the Township selected FirstEnergy Solutions, Inc. (FES), a subsidiary of FirstEnergy Corp., as its Retail Electric Generation Provider, to provide the electric power for the Marlboro Township Aggregation Program at this time. Under this program, Ohio Edison (OE) will still deliver the electricity purchased from the Township's provider, FES, to customers, customers will receive only one bill (from OE), and all metering, repairs and emergency service will continue to be provided by OE.

### III. DEFINITIONS

In order to clarify certain terminology, the following terms shall have the meanings set forth below:

"Aggregation Program" means the program developed by Marlboro Township, as a Government Aggregator under Section 4928.20 Ohio Revised Code, to provide OE customers in the Township with retail electric generation services.

"Government Aggregator" means the Township and its legislative authority acting as an aggregator for the provision of a competitive retail electric service under the authority conferred under Section 4928.20 of the Ohio Revised Code.

"Member" means a person enrolled in the Marlboro Township government Aggregation Group for competitive retail electric services.

"Retail Electric Generation Provider" ("Provider") means an entity certified by the Public Utilities Commission of Ohio ("PUCO") to provide competitive retail electric service(s), and which is chosen by the Township to be the entity responsible to provide the required service related to "Government Aggregation" as defined in Section 4928.20 of the Ohio Revised Code and applicable provisions of the rules of the PUCO.

"Competitive Retail Electric Service" ("CRES") means a component of electric retail service that is deemed competitive pursuant to the Ohio Revised Code or pursuant to an order of the PUCO.

### IV. OPERATIONAL PLAN:

**A. Aggregation Services**

1. **Provider:** Marlboro Township will use a contractor ("Retail Electric Generation Provider") to perform and manage aggregation services for its Members. The Township has selected FES to be its Provider at this time. The Provider shall provide adequate, accurate, and understandable pricing terms and conditions of service, including any switching fees and the conditions under which a Member may rescind a contract without penalty. The Provider must provide the Township, if requested, an electronic file containing the Members usage, and charges. The Provider must have a local phone number or a toll free number for Members to call.

2. **Database:** The Retail Electric Generation Provider will build and maintain a database of all Members. The database will include the name, address, Ohio Edison account number, and Retail Electric Generation Provider's account number of the Member, and other pertinent information such as rate code, rider code (if applicable), most recent 12 months of usage and demand, and meter read cycle. This database will be updated at least quarterly. Accordingly, the Retail Electric Generation Provider will develop a process to be implemented that will be able to accommodate at a minimum Members who (i) leave the program due to relocation, opting out, etc. (ii) decide to enter the Program; (iii) relocate within the Township, and (iv) move into the Township and desire to enter the Program. This database shall also be capable of eliminating PIPP customers from the Program, should that be necessary, and those who have opted out. The Retail Electric Generation Provider will use this database to perform bill audits for clerical and mathematical accuracy of Member bills.

3. **Member Education:** The Retail Electric Generation Provider will develop, with the assistance of the Township, an educational program that generally explains the Aggregation Program to Members, provides updates and disclosures mandated by Ohio law and PUCO rules, and implements a process to deal with allowing any person enrolled in the Aggregation Program the opportunity to opt out of the program at least every three years, without paying a switching fee to the Township or the Provider. See Appendix A for a detailed description of the Education Process.

4. **Customer Service:** The Retail Electric Generation Provider will develop and administer a customer service process, that at a minimum will be able to accommodate (i) Member inquiries and complaints about billing; and (ii) answer questions regarding the program in general. This process will include at a minimum a description of how telephone inquiries will be handled, either internally or externally, how invoices will be prepared, how remittance of payment will be dealt with, and how collections for delinquent accounts will be addressed. See Appendix B for a detailed description of the Customer Service Plan.

6. **Billing:** Marlboro Township will use the Retail Electric Generation Provider, or it's designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, Ohio Edison will render the billing statement, which should be consistent with all applicable guidelines issued by the PUCO. As this market develops, Marlboro Township may, at

its option and in consultation with the Provider, change this function to the Retail Electric Generation Provider or a billing agency.

7. **Compliance Process:** The Retail Electric Generation Provider will develop internal controls and processes to ensure that the Township remains in good standing as a Government Aggregator that complies with all laws, rules and regulations surrounding the same, as they may be amended from time to time. It will be the Retail Electric Generation Provider's responsibility to deliver periodic reports that will include at a minimum (i) the number of Members participating in the Program; and (ii) a savings estimate or increase from the previous year's baseline. The Retail Electric Generation Provider will also develop a process to monitor and provide notification of any changes in laws, rules or regulations.

8. **Notification to Ohio Edison:** The Township's OE consumers that do not opt-out of the Township's Aggregation Group will be enrolled automatically in the Aggregation Program. Participants in the Township's Aggregation Group will not be asked to take other affirmative steps in order to be included in the Group. To the extent that OE requires notification of participation, the Township will coordinate with its Provider to provide such notice to OE. The Provider will inform OE of any individuals who may have been permitted to join the Aggregation Group after the expiration of the enrollment period.

**B. Power Supply Agreement**

**The Power Supply Agreement will provide for the Provider to serve the Township's Government Aggregation Group. Under the Agreement, the term for power supply to Members will be for nine years from the beginning of service.**

**C. Marlboro Township's Retail Electric Generation Provider - FirstEnergy Solutions, Inc. (FES)**

FES satisfies each of the following requirements:

- Has sufficient sources of power to provide retail firm power to the residents of Marlboro Township.
- Is a licensed Federal Power Marketer with the Federal Energy Regulatory Commission.
- Is certified as a CRES by the PUCO.
- Is registered as a generation supplier with OE.
- Has a Service Agreement for Network Integration Transmission Service under FirstEnergy's Open Access Transmission Tariff.
- Has a Service Agreement under FirstEnergy's Market-based Rate Tariff.
- Has the corporate structure to sell retail firm power to the OE customers in the Township.
- Its Electronic Data Interchange computer network is fully functional and capable of handling the OE retail electric customers in Marlboro Township.

- Has the marketing ability to reach all OE retail electric customers to educate them on the Township's Aggregation Program.
- Has a call center capable of handling the Township's Aggregation Group customer calls.
- Has a toll-free number as required by the PUCO for customer service and complaints related to the Township's aggregation program.
- Will hold the Township financially harmless from any financial obligations arising from supplying power to the OE retail electric customers in the Township.
- Satisfies the State of Ohio's, FirstEnergy's and the Township's credit requirements.
- Will execute the Power Supply Agreement.
- Will assist the Township in filing the annual reports required by the PUCO and Section 4805.10(A), Section 4911.18(A) and Section 4928.06(F) of the Ohio Revised Code.
- Will assist the Township in developing a Consumer Education Plan.

D. Activation of Service

After a notice is sent out to all electric customers in the Township providing 21 days to opt out of the Program, all customers who do not opt out will be automatically enrolled in the Program. Generation service activation will occur thereafter without consumer action beginning on the customer's normal meter read date within the month when power deliveries begin under the Aggregation Program.

E. Changes, Extension or Renewal of Service

The current Agreement for power supply service with FES will provide service for nine years beginning upon activation of service. If the Agreement is extended or renewed, Members will be notified as required by law and the rules of the PUCO as to any change in rates or service conditions. At least every three years all OE customers in the Township will be given an opportunity to opt into or out of the Program, and reasonable notice will be provided as required by law and PUCO rules. Participants will also be notified of their right to select an alternate generation supplier and of their ability to return to OE's Standard Service Offer.

F. Termination of Service

In the event that the Power Supply Agreement is terminated prior to the end of the term, each individual Member of the Aggregation Group will receive written notification of the termination of the Program at least sixty (60) days prior to termination of service. If the Agreement is not extended or renewed, Members will be notified as required by law and the CRES rules of the PUCO in advance of the end of service. Members will also be notified of their right to select an alternate generation supplier and of their ability to return to OE's Standard Service Offer upon termination.

G. Opt-In Procedures

OE customers will be automatically enrolled in the Program after a 21 day opt out period, unless they return the form to be provided, notifying the Provider that they do not want to participate. OE consumers in the Township may request to join the Aggregation Group after the expiration of the enrollment period by contacting the Provider, who shall determine whether to accept them into the Program, and at what rate, subject to written policies mutually agreed upon by the Township and the Provider. The agreed upon policy shall be consistent with OE's service activation requirements. Aggregation Group participants who move from one location to another within the corporate limits of the Township shall retain their participant status.

#### H. Opt-out Procedures

OE consumers may opt-out of the Township's Aggregation Group at any time during the opt-out period without additional fees charged by the Provider or the Township. Aggregation Group participants who switch to a different generation supplier after the expiration of the Opt-out period will be allowed to do so in correlation with the consumer's next scheduled meter read date but will be charged a switching fee (\$25 for Residential and \$50 for Small Commercial) to be billed on their final bill from the Provider. Switching to a different generation supplier on the next meter read date, however, will occur when the next meter read date is twelve (12) business days or more from the date of the consumer's notice of intent to opt-out of the Aggregation Group. Notification of intent to opt-out of the Aggregation Group may be made by contacting the Provider by telephone or in writing. Consumers who opt-out of the Aggregation Group will default to OE's Standard Service Offer, until the consumer selects an alternate generation supplier.

#### I. Rates

### **July 2010 – May 2019\*:**

#### **Rate RS – Standard Residential Rate**

2010 – at least 6% Discount  
 2011 – at least 6% Discount  
 2012 – at least 6% Discount  
 2013 – at least 6% Discount  
 2014 – at least 6% Discount  
 2015 – at least 6% Discount  
 2016 – at least 6% Discount  
 2017 – at least 6% Discount  
 2018 – at least 6% Discount  
 Thru May 2019 – at least 6% Discount

#### **Rate GS – General Secondary to 399 KWd**

2010 – at least 4% Discount  
 2011 – at least 4% Discount  
 2012 – at least 4% Discount  
 2013 – at least 4% Discount  
 2014 – at least 4% Discount  
 2015 – at least 4% Discount  
 2016 – at least 4% Discount  
 2017 – at least 4% Discount  
 2018 – at least 4% Discount  
 Thru May 2019 – at least 4% Discount

National accounts (e.g. McDonald's, BP, Dollar General) as well as eligible commercial accounts with annual usage over 700,000 will be offered the discounts in either plan selected but they must "opt-in" to the program.

**\*For the term referenced above, the generation pricing under this Agreement will be calculated as the specified percentage off the generation, generation related and transmission charge (Rider Gen) as set forth in the EDU's applicable tariff. FES reserves the right to terminate service and return members to standard offer service for the period June 2011 – May 2019 if the EDU standard service offer pricing and or tariff structure is modified. As described above, no discount will be given on transmission and ancillary services if they are identified in a separate tariff approved by the PUCO.**

**J. Universal Service and Low Income Customer Assistance**

The Ohio Department of Development (ODOD), under the electric restructuring law, will provide one-stop shopping for low-income assistance programs. There are five low-income assistance programs: 1) Percentage of Income Payment Plan (PIPP); 2) the Home Energy Assistance Program; 3) the Home Weatherization Assistance Program; 4) the Ohio Energy Credit Program; and 5) the Targeted Energy Efficiency and Weatherization Program. Ohio law allows the Director of the Ohio Department of Development to aggregate consumers that participate in PIPP and to competitively auction the generation supply for PIPP customers. Accordingly, PIPP customers may be included in the State's PIPP customer aggregation. To the extent permitted by Ohio law and the PUCO, PIPP customers will be included in the Township's aggregation unless they choose to opt out.

**V. MISCELLANEOUS GOVERNANCE GUIDELINES**

- A. Township Trustee's shall approve through Resolution or Ordinance the Plan of Operation and Governance for the Aggregation program and any Amendments thereto.
- B. The Township shall contract with only Retail Electric Generation Providers certified by the  
Public Utilities Commission of Ohio for the provision of Competitive Retail Electric Service to the Aggregation Program Members.
- C. The Township will require any Provider to disclose any subcontractors that it uses in fulfillment of the services described above.
- D. The Township will require the Provider to maintain either a toll free telephone number, or a telephone number that is local to Township residents who are Members.

**VI. LIABILITY**

THE TOWNSHIP SHALL NOT BE LIABLE TO PARTICIPANTS IN THE AGGREGATION GROUP FOR ANY CLAIMS, HOWEVER STYLED, ARISING OUT OF THE AGGREGATION PROGRAM OR THE PROVISION OF AGGREGATION SERVICES BY THE TOWNSHIP OR THE PROVIDER. PARTICIPANTS IN THE AGGREGATION GROUP SHALL ASSERT ANY SUCH CLAIMS SOLELY AGAINST THE PROVIDER PURSUANT TO THE POWER SUPPLY AGREEMENT, UNDER WHICH SUCH PARTICIPANTS ARE EXPRESS THIRD-PARTY BENEFICIARIES.

VII. INFORMATION AND COMPLAINT NUMBERS

Copies of this Plan are available from Marlboro Township free of charge. Call the Township at 330-935-2830 for a copy or for more information.

**Any electric customer, including any participant in the Township's Aggregation Program, may contact the Public Utilities Commission of Ohio (PUCO) for information, or to make a complaint against the Program, the Provider or OE. The PUCO may be reached toll free at 1-800-686-7826.**

## **Appendix A -- Education Process**

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

1. Each residence within the limits of the Township 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 Township to provide opportunities for educating residents in the Township about the Program and consumer rights under the law, PUCO rules and this Program. In addition, the Provider and Township 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.



July 1, 2010

Dear Marlboro Township Resident,

Marlboro Township is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where Township 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. Marlboro Township voters approved this program in May 2010.

After researching competitive electricity pricing options for you, we have chosen FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., to provide you with savings on your electric generation through May 2013. 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, you are guaranteed to save 6 percent off 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 multiply by 0.06 (6%) to determine your savings per KWH. Multiply that number by your total monthly usage. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from FirstEnergy Solutions 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 Marlboro Township's electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – Ohio Edison– you have until July 22, 2010 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 \$25 cancellation fee from FirstEnergy Solutions – and you might not be served under the same rates, terms and conditions that apply to other customers served by Ohio Edison.

After you become a participant in this governmental aggregation program, Ohio Edison will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain in the Township's governmental aggregation program, you don't need to take any action when this letter arrives.

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

If you have any questions, please call FirstEnergy Solutions toll-free at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call Marlboro Township with aggregation program questions.

Sincerely,

Marlboro Township

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 Township'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.

By returning this signed form, you will be EXCLUDED from the opportunity to join with other residents in the Marlboro Township Electric Governmental Aggregation Program.

☐

I wish to opt out of the Marlboro Township Electric Governmental Aggregation Program. (Check box to opt out.)

Service address (City, state and zip): \_\_\_\_\_

Phone number: \_\_\_\_\_

Account holder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Mail by July 22, 2010 to Marlboro Township Electric Governmental Aggregation Program, 341 White Pond Drive, Bldg. B-3, Akron, Ohio 44320

## **Appendix B --- Customer Service Plan**

### **A. Member Access:**

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

**FirstEnergy Solutions Corp.  
341 White Pond Dr., Bldg B-3  
Akron, Ohio 44320  
Toll-free telephone number: 1-866-636-3749  
Hours: M-F, 8:00 a.m.- 5:00 p.m.**

3. FES shall provide a 24-hour automated telephone message instructing callers to report any service interruptions or electrical emergencies to Ohio Edison.

### **B. Member Complaints:**

1. FES shall investigate Member complaints (including Member complaints referred by Ohio Edison) and provide a status report within five calendar days following receipt of the complaint to:
  - a. The consumer, when the complaint is made directly to FES; or
  - b. The consumer and The Public Utilities Commission of Ohio Staff ("Commission Staff"), when a complaint is referred to FES by the Commission Staff.
2. If an investigation is not completed within 14 calendar days, FES shall provide status reports to the consumer and the Township, or if applicable, to the consumer, the Township and the Commission Staff. Such status reports shall be provided at five-day intervals until the investigation is complete, unless the action that must be taken will require more than five days and the Member has been so notified.
3. FES shall inform the consumer, or the consumer, the Township 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 Township, or Commission Staff may request the report in writing.
4. If a residential consumer disputes the FES report, FES shall inform the consumer that the Commission Staff is available to help resolve informal complaints. FES shall provide the consumer with the current address, local/toll

free telephone numbers, and TDD/TTY telephone numbers of the Commission's consumer services department.

5. FES shall retain records of Member complaints, investigations, and complaint resolutions for one year after the occurrence of such complaints, and shall provide such records to the commission staff within five calendar days of request.

6. FES shall make good faith efforts to resolve disputes.

C. Member Billing and Payments

1. FES shall arrange for Ohio Edison or its agent to bill Members for such services according to a tariff approved by the commission. Residential Member bills issued by or for FES shall be accurate and understandable, be rendered at intervals consistent with those of Ohio Edison, and contain sufficient information for Members to compute and compare the total cost of competitive retail electric service (s). Such bills shall also include:

- a. The Member's name, billing address, service address, the Member's EDU account number, and if applicable, FES account number;
- b. The dates of service covered by the bill, an itemization of each type of competitive service covered by the bill, any related billing components, the charge for each type of service, and any other information the Member would need to recalculate the bill for accuracy;
- c. The applicable billing determinants, including beginning meter reading, ending meter reading(s), demand meter reading(s), multipliers, consumption(s), and demands;
- d. For Member-generators with net metering contracts, a statement of the net metered generation;
- e. The unit price per kWh charged for competitive service, as calculated by dividing current-period competitive service charges by the current-period consumption;
- f. An identification of the provider of each service appearing on the bill;
- g. The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the Member's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable.

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

- a. Fourteen days after the postmark date on the bill for residential Member;

and Twenty-one days after the postmark date or the bill for nonresidential Members;

- b. Current balance of the account, if a residential Member is billed according to a budget plan;
  - c. Options and instructions on how Members may make their payments;
  - d. For each provider whose charges appear on the bill, a listing of the provider's toll-free telephone number and address for Member billing questions or complaints;
  - e. A listing of the toll-free consumer assistance telephone numbers and available hours for applicable state agencies, such as the commission, the Ohio Consumers' Counsel, and the Ohio Attorney General's office;
  - f. The Ohio Edison 24-hour local/toll-free telephone number for reporting service emergencies;
  - g. Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and
  - h. An explanation of any codes and abbreviations used.
3. If applicable, FES will, upon request, provide Members with the name and street address/location of the nearest payment center and/or authorized payment agent.
  4. If applicable, when a Member pays the bill at a payment center or to an authorized payment agent, such payment shall be credited to the Member's account as of the day such payment center or agent receives it.
  5. The Township and FES shall establish policies and procedures for handling billing disputes and requests for payment arrangements.

D. Collections for delinquent accounts:

1. Collections for delinquent accounts shall be the responsibility of FES or its agent.
2. The Township shall approve the Collections process utilized by FES.
4. Failure of Members to pay charges for Competitive Retail Electric Services may result in loss of those products and service; and
5. Failure to pay charges for Competitive Retail Electric Services may result in cancellation of the Member's contract with FES, and return the Member to Ohio Edison's Standard Offer.

# **Exhibit A-4**

## **Automatic Aggregation Disclosure & Customer Education**

## Opt- Out Letter

July XX, 20XX

Dear Marlboro Township Resident,

Marlboro Township is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where Township 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. Marlboro Township voters approved this program in May 2010.

After researching competitive electricity pricing options for you, we have chosen FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., to provide you with savings on your electric generation through May XXXX. 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, you are guaranteed to save 6 percent off 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 multiply by 0.06 (6%) to determine your savings per KWH. Multiply that number by your total monthly usage. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from FirstEnergy Solutions 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 Marlboro Township's electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – Ohio Edison– you have until July XX, 20XX 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 \$25 cancellation fee from FirstEnergy Solutions – and you might not be served under the same rates, terms and conditions that apply to other customers served by Ohio Edison.

After you become a participant in this governmental aggregation program, Ohio Edison will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain in the Township's governmental aggregation program, you don't need to take any action when this letter arrives.

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

If you have any questions, please call FirstEnergy Solutions toll-free at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call the Marlboro Township with aggregation program questions.

Sincerely,

Marlboro Township

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 Township's electric governmental aggregation program.

**OPT-OUT FORM – MARLBORO TOWNSHIP RESIDENTIAL ELECTRIC GOVERNMENTAL AGGREGATION PROGRAM**

<b>Option 1: Do nothing and save.</b> If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.	<b>OR</b>	<b>Option 2: Opt out by returning this form.</b> If you do not want to participate in this program, you must return this form before the due date.
------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	-------------------------------------------------------------------------------------------------------------------------------------------------------

By returning this signed form, you will be EXCLUDED from the opportunity to join with other residents in the Marlboro Township Electric Governmental Aggregation Program.

☐ I wish to opt out of the Marlboro Township Electric Governmental Aggregation Program. (Check box to opt out.)

Service address (City, state and zip): \_\_\_\_\_

Phone number: \_\_\_\_\_

Account holder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Mail by July XX, 20XX to: Marlboro Township Electric Governmental Aggregation Program, 341 White Pond Drive,  
Bldg. B-3, Akron, Ohio 44320**



## **Marlboro Township Electric Governmental Aggregation Program Frequently Asked Questions**

### **What is aggregation?**

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

### **How is the Township able to choose a certified electric generation supplier on my behalf?**

In May 2010, Marlboro Township residents voted to allow the Township to contract for an electric generation supplier on their behalf.

### **How will I know if I can save money under the Township's electric governmental aggregation program?**

Under the Township's governmental aggregation program, the price you pay for electric generation supply is guaranteed to be 6 percent lower. In other words, each month, you'll pay 6 percent less for the generation portion of your electric supply than if you had not joined the Township's governmental aggregation program.

### **What do I need to do if I want to be included in this government aggregation?**

You do not need to do anything to receive the discounted generation pricing under this program. You may choose to remain in the aggregation group and begin receiving your 6-percent discount by simply not returning the opt out form.

### **If I join the Township's electric aggregation program, who will deliver my power, read my meter and respond to emergencies, such as power outages?**

Your local electric company will be responsible for the delivery of power to your home or business. Since your local electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage.

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

In this program, the discount you will receive is fixed, so each month you will save 6 percent off the generation portion of your bill. Since the actual price per KWH charged by the utility may change each month based on the season and your usage, the price per KWH from FirstEnergy Solutions will also change each month. Regardless, you are guaranteed to save 6 percent off the competitive portion of your electric bill.

### **What does "opt out" mean?**

"Opt out" means that you can decide not to participate in the Township's electric governmental aggregation program. By returning the opt-out form, which is included in this mailing, by the due date you will not be enrolled as an electric generation customer with FirstEnergy Solutions, the Township's competitive electric generation supplier, and you will not receive the 6-percent discount.

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

If you do not return the opt-out form postmarked by the due date, you will be included in the Township's governmental aggregation program and will begin receiving competitively priced electricity from FirstEnergy Solutions.

**Can I opt out over the phone?**

No, if you want to opt out, you must mail in your completed opt-out form and it must be postmarked by the due date.

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

Yes, but you will be subject to a \$25 cancellation fee from FirstEnergy Solutions if you cancel for any other reason but moving. However, you will be sent a notice at least every three years asking if you wish to remain in the program. At that point, you may opt out at no cost.

**What are my energy supply choices if I decide to opt out?**

You can stay with your current electric utility, which will continue to supply your electricity as it always has, or you can shop for an alternative generation supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices is available by calling 1-800-686-PUCO (1-800-686-7826).

**If I join the aggregation, can I stay on budget billing?**

Yes, you can remain on budget billing; however, the budget billing program does not apply to your charges from FirstEnergy Solutions – only to charges from the electric utility. Your total charges from FirstEnergy Solutions will fluctuate from month to month according to your usage.

**Can I still have my payment automatically deducted from my checking account as I do now?**

Yes. How you pay your electric bill will not change.

**Who is FirstEnergy Solutions?**

FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., offers a wide range of energy and related products and services, including the generation and sale of electricity and energy planning and procurement. FirstEnergy Solutions is a leading competitive supplier of energy to residential and commercial and industrial customers in Ohio, Pennsylvania, New Jersey, Maryland, Illinois and Michigan.

**What is the toll-free number for questions?**

For answers to your questions, please call 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m.

# **Exhibit A-5**

# **Experience**

## **Applicant's Experience and Plan for Providing Aggregation Services:**

The Applicant Marlboro Township (the "Township") has contracted with FirstEnergy Solutions Inc. ("FES") to provide administrative and retail generation supply services for the Township's Aggregation Group, which is comprised of all eligible OE customers located in the Township who do not opt out of the Group.

FES has extensive experience, through its affiliation with FirstEnergy Corp., in providing retail generation supply services and in responding to customer inquiries and complaints. FES has been approved as a Certified Supplier with the PUCO. FES is already providing power supply services for residential and other customers under the State's Electric Choice Program. FES is well versed in S.B. 3 and the rules adopted by the PUCO, and is thus in a position to ensure compliance with all applicable provisions of Section 4928.10 of the Revised Code, and the rules adopted by the Commission pursuant thereto.

FES has an experienced call center to provide services of a call center for consumers in the Township to call for information during the 21-day enrollment and opt out period for the Township's Aggregation Program.

The billing of customers for the retail generation supply will be provided through the electric distribution utility, Ohio Edison (OE), and the billing process will be coordinated with OE by FES for the Aggregation Group.



*The Public Utilities Commission of Ohio*

PUCO USE ONLY		
Date Received	Case Number	Version
	- EL-GAG	June 2002

## **CERTIFICATION APPLICATION FOR 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**

Name Marlboro Township  
Address 7344 Edison Street, NE, Hartsville, OH 44632  
Telephone Number (330) 935-2830  
Web site address (if any) n/a

**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

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 Brenda Fargo

Title Government Aggregation Manager

Business address 341 White Pond Dr., Akron, OH 44320

Telephone number (330 ) - 315 - 6898 Fax # (330 ) - 436 - 1906

E-mail address fargob@fes.com

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

Name Arland Smith

Title Customer Care Manager

Business address 341 White Pond Dr., Akron, OH 44320

Telephone number (330 ) 315 - 6909 Fax # (330 ) - 436 - 1905

E-mail address smithaj@fes.com

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

Address FirstEnergy Solutions, 341 White Pond Dr., Akron, OH 44320

Toll-free telephone number (866 ) - 636 - 3749

Fax # (330 ) - 436 - 1905

  
Signature of Applicant & Title

*President Board of Trustees*

Sworn and subscribed before me this 8th day of JUNE, 2010  
Month Year

  
Signature of official administering oath

LINDA L. MARX  
Print Name and Title NOTARY PUBLIC

My commission expires on 8-19-12

# **AFFIDAVIT**

State of Ohio :

Marlboro Twp. ss. - Hartsville  
(Town)

County of Stark :

John P. Hagan, Affiant, being duly sworn/affirmed according to law, deposes and says that:

He/She is the President of Trustees (Office of Affiant) of Marlboro Township (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.

John P. Hagan President Board of Trustees  
Signature of Affiant & Title

Sworn and subscribed before me this 8th day of JUNE, 2010  
Month Year

Linda L. Mary  
Signature of official administering oath

LINDA L. MARY NOTARY PUBLIC  
Print Name and Title

My commission expires on 8-19-12

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**Submitted to:  
The Public Utilities Commission of Ohio**

**CERTIFICATION APPLICATION  
FOR A GOVERNMENTAL  
AGGREGATOR**

**Marlboro Township, Ohio**

**Marlboro Township  
7344 Edison St. NE  
Hartville, OH 44632**

**330-935-2830**

**June 9, 2010**

# **Exhibit A-2**

# **Authorizing Ordinance**



# JOHN D. FERRERO

## STARK COUNTY PROSECUTING ATTORNEY

Stark County Office Building,  
110 Central Plaza South, Suite 510  
Canton, Ohio 44702  
330-451-7897 • Fax 330-451-7965  
Website: [www.prosecutor.co.stark.oh.us](http://www.prosecutor.co.stark.oh.us)

John L. Kurtzman  
Chief Counsel

Kent B. Smith II  
Operations Director

**ASSISTANTS:**  
**CIVIL DIVISION:**  
Ross A. Rhodes  
Chief  
Deborah A. Dawson  
Assistant Chief  
David M. Bridenstine  
Senior Assistant  
Gerard T. Yost  
Lisa J. Barr  
Amy A. Sabino  
John F. Anthony  
Michael S. Biddis

**CRIMINAL DIVISION:**  
Dennis E. Barr  
Chief  
**Trial Section:**  
Chryssa N. Hartnett  
Assistant Chief  
Jennifer L. Dave  
Senior Assistant  
Joseph E. Vance  
Frederic R. Scott  
Toni S. Schnellinger  
Lori A. Curd  
Kristen L. Milnar  
Hope S. Konovsky  
Lewis D. Guarnieri  
Katie W. Chawla

**Appellate Section:**  
Ronald Mark Caldwell  
Kathleen O. Tatarsky  
Renee M. Watson

**INVESTIGATOR:**  
Michael M. Kakoules

**JUVENILE DIVISION:**  
Michelle L. Cordova  
Chief  
Darc M. Knight  
Aaron P. Howell  
Jill A. Kaminski  
Timothy G. Andrews  
Jamila M. Harris

**VICTIM-WITNESS  
DIVISION:**  
Paula M. Smith  
Director  
Carla F. D'Antonio  
Linda K. Desiato  
Carol A. Mann  
Nikki M. Stoffer  
James N. Knight  
Staci L. Manfull  
Dianne K. Hammer  
Christa R. Hatfield

**OFFICE MANAGER:**  
Patty J. Knepper

February 5, 2010

Marlboro Township Board of Trustees  
7344 Edison Street, N.E.  
Hartville, Ohio 44632

Re: Energy Aggregation Proposal  
Our File No. M138.00068

Dear Board:

At your request, I have reviewed the proposed electric aggregation resolution and find that it is not fully sufficient for its intended purpose. Inasmuch as it includes references to "ordinances," "emergency measures," the "clerk," and the "Delaware Board of Elections," it seems prudent to redraft it in accordance with your specific needs. Toward that end, I have enclosed the draft of a resolution which we have prepared and approved for this purpose.

I trust this answers your questions. If I may be of further service, please do not hesitate to call.

Very truly,

David M. Bridenstine  
Assistant Prosecuting Attorney

DMB:dmb

Distribution  
Journal  
Pros. M138.00068  
File

RESOLUTION AUTHORIZING ALL ACTION NECESSARY TO  
EFFECT A GOVERNMENT ELECTRICITY AGGREGATION  
PROGRAM WITH OPT-OUT PROVISIONS, PURSUANT TO OHIO  
REVISED CODE § 4928.20 AND DIRECTING THE STARK  
COUNTY BOARD OF ELECTIONS TO SUBMIT A BALLOT  
QUESTION TO THE ELECTORS OF MARLBORO TOWNSHIP

The board of trustees of Marlboro Township, Stark County, Ohio, met in REGULAR session on the 8<sup>TH</sup> day of FEBRUARY, 2010, with the following members present:

JOHN P. HAGAN

KENNETH EDDLEMAN

WAYNE C. SCHILLIG

MR. SCHILLIG moved the adoption of the following resolution:

WHEREAS, the Ohio General Assembly has enacted electric deregulation legislation (Am. Sub. S.B. No. 3) which authorizes townships, among others, to aggregate the retail electrical loads located in their respective jurisdictions and to enter into service agreements to facilitate for those loads the purchase and sale of electricity; and,

WHEREAS, the township may exercise such authority jointly with other authorized counties, townships, or municipal corporations; and,

WHEREAS, this board seeks to establish a governmental aggregation program with opt-out provisions pursuant to R.C. § 4928.20 (the Aggregation Program), for residents, business and other electric consumers in the township 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 RESOLVED by the board of trustees of Marlboro Township, Stark County, Ohio, that:

1. This board finds, and hereby determines, that it is in the best interests of the township, its residents, individual, business, and other electric consumers located within the township to establish the Aggregation Program in the township.

2. Provided that this resolution and the aggregation program is approved by the electors of the township pursuant to Section 3 of this resolution, the township is hereby authorized to aggregate in accordance with R.C. § 4928.20, the retail electric loads located within the township, and, for that purpose, to enter into service agreements to

facilitate for those loads the sale and purchase of electricity. This board may exercise such authority jointly with any other municipal corporation, township or county or other political subdivision of the state of Ohio to the full extent permitted by law. The aggregation will occur automatically for each person owning, occupying, controlling, or using an electric load center proposed to be aggregated and will provide for the opt-out rights described in Section 4 of this resolution.

3. The Board of Elections of Stark County, Ohio is hereby directed to submit the following question to the electors of the township at the primary election on May 4, 2010.

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

The fiscal officer is instructed to file forthwith a certified copy of this resolution with the Stark County Board of Elections not less than seventy-five days prior to the primary election. The aggregation program shall not take effect unless approved by a majority of the electors voting upon this resolution and the aggregation program provided for herein at the election held pursuant to this Section 3 and R.C. § 4928.20.

4. Upon approval of a majority of the electors voting on the ballot question at the primary election provided for in Section 3 of this resolution, this board, singly, or jointly with any other political subdivision, may develop a plan of operation and governance for the aggregation program. Before adopting such plan, this board shall hold at least two public hearings on the plan. Before the first hearing, notice of the hearings shall be published once a week for two consecutive weeks in a newspaper of general circulation in the township. The notice shall summarize the plan and state the date, time, and location of each hearing. No plan adopted by this board shall aggregate the electric load of any electric load center within the township unless it in advance clearly discloses to the person owning, occupying, controlling, or using the load center that the person will be enrolled automatically in the aggregation program and will remain so enrolled unless the person affirmatively elects by a stated procedure not to be so enrolled. The disclosure shall state prominently the rates, charges, and other terms and conditions of enrollment. The stated procedure shall allow any person enrolled in the aggregation program the opportunity to opt out of the program every two years, without paying a switching fee. Any such person who opts out of the aggregation program pursuant to the stated procedure shall default to the standard service offer provided under division (A) of R.C. § 4928.14 or division (D) of R.C. § 4928.35 until the person chooses an alternative supplier.

5. It is hereby found and determined that all formal actions of the board concerning and relating to the passage of this resolution were taken in an open meeting of the board of trustees of Marlboro Township, Stark County, Ohio, and that all deliberations of this board and any of its committees that resulted in such formal action were meetings open to the public in compliance with law.

Mr. EDDLESON seconded the motion.

RESOLUTION AUTHORIZING ELECTRIC AGGREGATION AND SUBMITTING  
BALLOT ISSUE TO THE ELECTORS

PAGE 3

Upon role call the vote was as follows:

Mr. Eddleman YES

Mr. Hagan YES

Mr. Schillig YES

ADOPTED: FEBRUARY 8, 2010

\*\*\*\*\*

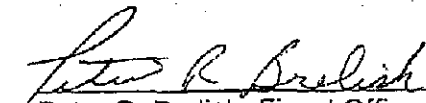
STATE OF OHIO :

:ss

CERTIFICATE

STARK COUNTY :

I, Peter R. Brelish, fiscal officer of the board of trustees of Marlboro Township, Stark County, Ohio, do hereby certify that the foregoing resolution is a true and accurate copy of the same as adopted by the board.

  
Peter R. Brelish, Fiscal Officer

# **Exhibit A-3**

# **Operation**

# **and**

# **Governance**

# **Plan**

## RESOLUTION 10-33

Trustee Hagan moved that the Board adopt the following resolution.

WHEREAS the electorate of Marlboro Township has previously authorized the Township Trustees to determine the best policy for the community's residents relating to electric power aggregation; and

WHEREAS, the Board of Trustees of Marlboro Township has previously authorized an agreement with First Energy Solutions to provide a contract for electric services and has held two public hearings on the Plan of Operation and Governance;

BE IT HEREBY RESOLVED by the Board of Trustees of Marlboro Township, Stark County, Ohio that:

Section 1: The Board of Trustees of Marlboro Township hereby adopts an Electric Power Aggregation Plan of Operation and Governance for the Township of Marlboro, pursuant to PUCO regulations.

Section 2: A copy of said plan is hereby attached and marked as "Exhibit A" and is made part of this resolution.

Section 3: This resolution is hereby declared to be an emergency measure necessary for the immediate preservation of public peace, health, safety and welfare for the reason that immediately adopting the Marlboro Township Electric Aggregation Plan of Operation and Governance will allow consumers to reduce their electric bills at the earliest possible time, and provided the resolution receives the affirmative vote of two-thirds of the members elected to the Board of Trustees, it shall take effect and be in force from and after the earliest time allowed by law.

Trustee Schillig seconded the motion, and the roll call went as follows:

Trustee Hagan,	Yes
Trustee Schillig,	Yes
Trustee Eddleman	Yes

## CERTIFICATION

I, P. R. Brelish, Clerk of Marlboro Township Board of Trustees do hereby certify that the above resolution was passed at the regular public meeting of the Marlboro Township Board of Trustees on the 29th day of May, 2010.

Signature: \_\_\_\_\_

*P. R. Brelish*



## Public Hearing Notice

Published in the Alliance Review on May 19, 2010 and May 26, 2010

### NOTICE OF PUBLIC HEARINGS

NOTICE is hereby given that pursuant O.R.C. Section 4928.20 (C) that Marlboro Township will hold two separate public hearings on the Marlboro Township Electric Power Aggregation Plan of Operation and Governance on May 29, 2010 at 7:00 a.m. and 11:30 a.m. at the Marlboro Township Hall.

The Marlboro Township Electric Power Aggregation Plan of Operation and Governance describes the policies and procedures by which Marlboro Township will carry out its municipal electric aggregation program. Including those policies and procedures, which relate to rates and customer service.

If you have any questions you may call the Township Office between the hours of 8:00 a.m. and 4:00 p.m. at (330) 935-2830.

Trustees  
Marlboro Township

Published in The Review on May 19 and May 26, 2010.

# **Marlboro Township**

## **Electric Power Aggregation Plan of Operation and Governance**

**May 29, 2010**

# **Marlboro Township Electric Power Aggregation Plan of Operation and Governance**

## **I. INTRODUCTION**

Amended Substitute Senate Bill 3 ("S.B. 3") opened Ohio's retail electric market as of January 1, 2001. S.B. 3 authorizes customer choice in the selection of suppliers of retail electric generation and declares electric generation service, aggregation service, power marketing, and power brokering as competitive retail electric services. The legislation gave the Public Utilities Commission of Ohio ("PUCO") authority to adopt rules regarding the development of a competitive retail electric market in Ohio and authority to promulgate rules on governmental aggregation.

Large industrial and commercial consumers with sophisticated electric operations use their size and expertise to obtain lower electric power rates. Individual residential and small commercial consumers are typically unable to obtain significant price reductions since they lack the bargaining power, expertise and the economies of scale enjoyed by larger consumers. Aggregation, the combining of multiple electric loads, provides the benefits of retail electric competition for consumers with lower electric demands.

Government aggregation, the combining of multiple electric loads by a municipality, provides the means through which Marlboro Township residential consumers may obtain the economic benefits of Ohio's competitive retail electric market. The Marlboro Township Aggregation Program combines the electric loads of residential customers to form a buying group ("Aggregation Group"). Marlboro Township will act as Purchasing Agent for the Aggregation Group. This means that Marlboro Township will be a Governmental Aggregator, as defined by Ohio law and the rules established by the PUCO, and shall act on behalf of Ohio Edison (OE) customers in the Township to obtain the best electric generation rate for consumers who participate in the Aggregation Group.

## **II. PROCESS**

On May 4, 2010, Marlboro Township voters approved the development of a form of government electric aggregation known as "opt-out" aggregation. Under the opt-out program, all OE residential and business customers in the Township are automatically included as participants in the program unless they opt-out of the program by providing written notice of their intention not to participate. As required by state law, the Township Trustee's passed an Ordinance, which authorized submitting the selection of opt-out aggregation to the Township's voters.

In addition to obtaining necessary Township Trustee's approval, the Township is also required to comply with various PUCO regulations. The Township will file an

application with the PUCO for certification as a Government Aggregator as soon as the Township Trustees approve the Plan, on or about May 29, 2010. As required by the regulations, the Township developed this Aggregation Plan of Operation and Governance ("Plan"). On May 19, 2010, and May 26, 2010, the Township advertised the Public hearing dates to discuss the Plan in The Alliance Review. As required by the PUCO's regulations, two hearings were conducted on May 29, 2010. The Opt-out notice for the Township's Program will be sent to all eligible electric customers in the Township upon approval of this Plan, setting forth the rates, terms and conditions of the program, and giving 21 days to opt out of the Program.

By vote of the Marlboro Township Trustee's on May 29, 2010 the Township selected FirstEnergy Solutions, Inc. (FES), a subsidiary of FirstEnergy Corp., as its Retail Electric Generation Provider, to provide the electric power for the Marlboro Township Aggregation Program at this time. Under this program, Ohio Edison (OE) will still deliver the electricity purchased from the Township's provider, FES, to customers, customers will receive only one bill (from OE), and all metering, repairs and emergency service will continue to be provided by OE.

### III. DEFINITIONS

In order to clarify certain terminology, the following terms shall have the meanings set forth below:

"Aggregation Program" means the program developed by Marlboro Township, as a Government Aggregator under Section 4928.20 Ohio Revised Code, to provide OE customers in the Township with retail electric generation services.

"Government Aggregator" means the Township and its legislative authority acting as an aggregator for the provision of a competitive retail electric service under the authority conferred under Section 4928.20 of the Ohio Revised Code.

"Member" means a person enrolled in the Marlboro Township government Aggregation Group for competitive retail electric services.

"Retail Electric Generation Provider" ("Provider") means an entity certified by the Public Utilities Commission of Ohio ("PUCO") to provide competitive retail electric service(s), and which is chosen by the Township to be the entity responsible to provide the required service related to "Government Aggregation" as defined in Section 4928.20 of the Ohio Revised Code and applicable provisions of the rules of the PUCO.

"Competitive Retail Electric Service" ("CRES") means a component of electric retail service that is deemed competitive pursuant to the Ohio Revised Code or pursuant to an order of the PUCO.

### IV. OPERATIONAL PLAN:

A. Aggregation Services

1. Provider: Marlboro Township will use a contractor ("Retail Electric Generation Provider") to perform and manage aggregation services for its Members. The Township has selected FES to be its Provider at this time. The Provider shall provide adequate, accurate, and understandable pricing terms and conditions of service, including any switching fees and the conditions under which a Member may rescind a contract without penalty. The Provider must provide the Township, if requested, an electronic file containing the Members usage, and charges. The Provider must have a local phone number or a toll free number for Members to call.

2. Database: The Retail Electric Generation Provider will build and maintain a database of all Members. The database will include the name, address, Ohio Edison account number, and Retail Electric Generation Provider's account number of the Member, and other pertinent information such as rate code, rider code (if applicable), most recent 12 months of usage and demand, and meter read cycle. This database will be updated at least quarterly. Accordingly, the Retail Electric Generation Provider will develop a process to be implemented that will be able to accommodate at a minimum Members who (i) leave the program due to relocation, opting out, etc. (ii) decide to enter the Program; (iii) relocate within the Township, and (iv) move into the Township and desire to enter the Program. This database shall also be capable of eliminating PIPP customers from the Program, should that be necessary, and those who have opted out. The Retail Electric Generation Provider will use this database to perform bill audits for clerical and mathematical accuracy of Member bills.

3. Member Education: The Retail Electric Generation Provider will develop, with the assistance of the Township, an educational program that generally explains the Aggregation Program to Members, provides updates and disclosures mandated by Ohio law and PUCO rules, and implements a process to deal with allowing any person enrolled in the Aggregation Program the opportunity to opt out of the program at least every three years, without paying a switching fee to the Township or the Provider. See Appendix A for a detailed description of the Education Process.

4. Customer Service: The Retail Electric Generation Provider will develop and administer a customer service process, that at a minimum will be able to accommodate (i) Member inquiries and complaints about billing; and (ii) answer questions regarding the program in general. This process will include at a minimum a description of how telephone inquiries will be handled, either internally or externally, how invoices will be prepared, how remittance of payment will be dealt with, and how collections for delinquent accounts will be addressed. See Appendix B for a detailed description of the Customer Service Plan.

6. Billing: Marlboro Township will use the Retail Electric Generation Provider, or it's designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, Ohio Edison will render the billing statement, which should be consistent with all applicable guidelines issued by the PUCO. As this market develops, Marlboro Township may, at

its option and in consultation with the Provider, change this function to the Retail Electric Generation Provider or a billing agency.

7. **Compliance Process:** The Retail Electric Generation Provider will develop internal controls and processes to ensure that the Township remains in good standing as a Government Aggregator that complies with all laws, rules and regulations surrounding the same, as they may be amended from time to time. It will be the Retail Electric Generation Provider's responsibility to deliver periodic reports that will include at a minimum (i) the number of Members participating in the Program; and (ii) a savings estimate or increase from the previous year's baseline. The Retail Electric Generation Provider will also develop a process to monitor and provide notification of any changes in laws, rules or regulations.

8. **Notification to Ohio Edison:** The Township's OE consumers that do not opt-out of the Township's Aggregation Group will be enrolled automatically in the Aggregation Program. Participants in the Township's Aggregation Group will not be asked to take other affirmative steps in order to be included in the Group. To the extent that OE requires notification of participation, the Township will coordinate with its Provider to provide such notice to OE. The Provider will inform OE of any individuals who may have been permitted to join the Aggregation Group after the expiration of the enrollment period.

**B. Power Supply Agreement**

**The Power Supply Agreement will provide for the Provider to serve the Township's Government Aggregation Group. Under the Agreement, the term for power supply to Members will be for nine years from the beginning of service.**

**C. Marlboro Township's Retail Electric Generation Provider - FirstEnergy Solutions, Inc. (FES)**

FES satisfies each of the following requirements:

- Has sufficient sources of power to provide retail firm power to the residents of Marlboro Township.
- Is a licensed Federal Power Marketer with the Federal Energy Regulatory Commission.
- Is certified as a CRES by the PUCO.
- Is registered as a generation supplier with OE.
- Has a Service Agreement for Network Integration Transmission Service under FirstEnergy's Open Access Transmission Tariff.
- Has a Service Agreement under FirstEnergy's Market-based Rate Tariff.
- Has the corporate structure to sell retail firm power to the OE customers in the Township.
- Its Electronic Data Interchange computer network is fully functional and capable of handling the OE retail electric customers in Marlboro Township.

- Has the marketing ability to reach all OE retail electric customers to educate them on the Township's Aggregation Program.
- Has a call center capable of handling the Township's Aggregation Group customer calls.
- Has a toll-free number as required by the PUCO for customer service and complaints related to the Township's aggregation program.
- Will hold the Township financially harmless from any financial obligations arising from supplying power to the OE retail electric customers in the Township.
- Satisfies the State of Ohio's, FirstEnergy's and the Township's credit requirements.
- Will execute the Power Supply Agreement.
- Will assist the Township in filing the annual reports required by the PUCO and Section 4805.10(A), Section 4911.18(A) and Section 4928.06(F) of the Ohio Revised Code.
- Will assist the Township in developing a Consumer Education Plan.

D. Activation of Service

After a notice is sent out to all electric customers in the Township providing 21 days to opt out of the Program, all customers who do not opt out will be automatically enrolled in the Program. Generation service activation will occur thereafter without consumer action beginning on the customer's normal meter read date within the month when power deliveries begin under the Aggregation Program.

E. Changes, Extension or Renewal of Service

The current Agreement for power supply service with FES will provide service for nine years beginning upon activation of service. If the Agreement is extended or renewed, Members will be notified as required by law and the rules of the PUCO as to any change in rates or service conditions. At least every three years all OE customers in the Township will be given an opportunity to opt into or out of the Program, and reasonable notice will be provided as required by law and PUCO rules. Participants will also be notified of their right to select an alternate generation supplier and of their ability to return to OE's Standard Service Offer.

F. Termination of Service

In the event that the Power Supply Agreement is terminated prior to the end of the term, each individual Member of the Aggregation Group will receive written notification of the termination of the Program at least sixty (60) days prior to termination of service. If the Agreement is not extended or renewed, Members will be notified as required by law and the CRES rules of the PUCO in advance of the end of service. Members will also be notified of their right to select an alternate generation supplier and of their ability to return to OE's Standard Service Offer upon termination.

G. Opt-In Procedures

OE customers will be automatically enrolled in the Program after a 21 day opt out period, unless they return the form to be provided, notifying the Provider that they do not want to participate. OE consumers in the Township may request to join the Aggregation Group after the expiration of the enrollment period by contacting the Provider, who shall determine whether to accept them into the Program, and at what rate, subject to written policies mutually agreed upon by the Township and the Provider. The agreed upon policy shall be consistent with OE's service activation requirements. Aggregation Group participants who move from one location to another within the corporate limits of the Township shall retain their participant status.

#### H. Opt-out Procedures

OE consumers may opt-out of the Township's Aggregation Group at any time during the opt-out period without additional fees charged by the Provider or the Township. Aggregation Group participants who switch to a different generation supplier after the expiration of the Opt-out period will be allowed to do so in correlation with the consumer's next scheduled meter read date but will be charged a switching fee (\$25 for Residential and \$50 for Small Commercial) to be billed on their final bill from the Provider. Switching to a different generation supplier on the next meter read date, however, will occur when the next meter read date is twelve (12) business days or more from the date of the consumer's notice of intent to opt-out of the Aggregation Group. Notification of intent to opt-out of the Aggregation Group may be made by contacting the Provider by telephone or in writing. Consumers who opt-out of the Aggregation Group will default to OE's Standard Service Offer, until the consumer selects an alternate generation supplier.

#### I. Rates

### **July 2010 – May 2019\*:**

Rate RS – Standard Residential Rate	Rate GS – General Secondary to 399 KWd
2010 – at least 6% Discount 2011 – at least 6% Discount 2012 – at least 6% Discount 2013 – at least 6% Discount 2014 – at least 6% Discount 2015 – at least 6% Discount 2016 – at least 6% Discount 2017 – at least 6% Discount 2018 – at least 6% Discount Thru May 2019 – at least 6% Discount	2010 – at least 4% Discount 2011 – at least 4% Discount 2012 – at least 4% Discount 2013 – at least 4% Discount 2014 – at least 4% Discount 2015 – at least 4% Discount 2016 – at least 4% Discount 2017 – at least 4% Discount 2018 – at least 4% Discount Thru May 2019 – at least 4% Discount



National accounts (e.g. McDonald's, BP, Dollar General) as well as eligible commercial accounts with annual usage over 700,000 will be offered the discounts in either plan selected but they must "opt-in" to the program.

\*For the term referenced above, the generation pricing under this Agreement will be calculated as the specified percentage off the generation, generation related and transmission charge (Rider Gen) as set forth in the EDU's applicable tariff. FES reserves the right to terminate service and return members to standard offer service for the period June 2011 – May 2019 if the EDU standard service offer pricing and or tariff structure is modified. As described above, no discount will be given on transmission and ancillary services if they are identified in a separate tariff approved by the PUCO.

J. Universal Service and Low Income Customer Assistance

The Ohio Department of Development (ODOD), under the electric restructuring law, will provide one-stop shopping for low-income assistance programs. There are five low-income assistance programs: 1) Percentage of Income Payment Plan (PIPP); 2) the Home Energy Assistance Program; 3) the Home Weatherization Assistance Program; 4) the Ohio Energy Credit Program; and 5) the Targeted Energy Efficiency and Weatherization Program. Ohio law allows the Director of the Ohio Department of Development to aggregate consumers that participate in PIPP and to competitively auction the generation supply for PIPP customers. Accordingly, PIPP customers may be included in the State's PIPP customer aggregation. To the extent permitted by Ohio law and the PUCO, PIPP customers will be included in the Township's aggregation unless they choose to opt out.

V. MISCELLANEOUS GOVERNANCE GUIDELINES

- A. Township Trustee's shall approve through Resolution or Ordinance the Plan of Operation and Governance for the Aggregation program and any Amendments thereto.
- B. The Township shall contract with only Retail Electric Generation Providers certified by the Public Utilities Commission of Ohio for the provision of Competitive Retail Electric Service to the Aggregation Program Members.
- C. The Township will require any Provider to disclose any subcontractors that it uses in fulfillment of the services described above.
- D. The Township will require the Provider to maintain either a toll free telephone number, or a telephone number that is local to Township residents who are Members.

VI. LIABILITY

THE TOWNSHIP SHALL NOT BE LIABLE TO PARTICIPANTS IN THE AGGREGATION GROUP FOR ANY CLAIMS, HOWEVER STYLED, ARISING OUT OF THE AGGREGATION PROGRAM OR THE PROVISION OF AGGREGATION SERVICES BY THE TOWNSHIP OR THE PROVIDER. PARTICIPANTS IN THE AGGREGATION GROUP SHALL ASSERT ANY SUCH CLAIMS SOLELY AGAINST THE PROVIDER PURSUANT TO THE POWER SUPPLY AGREEMENT, UNDER WHICH SUCH PARTICIPANTS ARE EXPRESS THIRD-PARTY BENEFICIARIES.

VII. INFORMATION AND COMPLAINT NUMBERS

Copies of this Plan are available from Marlboro Township free of charge. Call the Township at 330-935-2830 for a copy or for more information.

**Any electric customer, including any participant in the Township's Aggregation Program, may contact the Public Utilities Commission of Ohio (PUCO) for information, or to make a complaint against the Program, the Provider or OE. The PUCO may be reached toll free at 1-800-686-7826.**

## **Appendix A -- Education Process**

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

1. Each residence within the limits of the Township 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 Township to provide opportunities for educating residents in the Township about the Program and consumer rights under the law, PUCO rules and this Program. In addition, the Provider and Township 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.

July 1, 2010

Dear Marlboro Township Resident,

Marlboro Township is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where Township 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. Marlboro Township voters approved this program in May 2010.

After researching competitive electricity pricing options for you, we have chosen FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., to provide you with savings on your electric generation through May 2013. 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, you are guaranteed to save 6 percent off 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 multiply by 0.06 (6%) to determine your savings per KWH. Multiply that number by your total monthly usage. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from FirstEnergy Solutions 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 Marlboro Township's electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – Ohio Edison – you have until July 22, 2010 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 \$25 cancellation fee from FirstEnergy Solutions – and you might not be served under the same rates, terms and conditions that apply to other customers served by Ohio Edison.

After you become a participant in this governmental aggregation program, Ohio Edison will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain in the Township's governmental aggregation program, you don't need to take any action when this letter arrives.

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

If you have any questions, please call FirstEnergy Solutions toll-free at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call Marlboro Township with aggregation program questions.

Sincerely,

Marlboro Township

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 Township'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.

By returning this signed form, you will be EXCLUDED from the opportunity to join with other residents in the Marlboro Township Electric Governmental Aggregation Program.

☐ I wish to opt out of the Marlboro Township Electric Governmental Aggregation Program. (Check box to opt out.)

Service address (City, state and zip): \_\_\_\_\_

Phone number: \_\_\_\_\_

Account holder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Mail by July 22, 2010 to Marlboro Township Electric Governmental Aggregation Program, 341 White Pond Drive, Bldg. B-3, Akron, Ohio 44320**

## **Appendix B    --    Customer Service Plan**

### **A.    Member Access:**

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

**FirstEnergy Solutions Corp.  
341 White Pond Dr., Bldg B-3  
Akron, Ohio 44320  
Toll-free telephone number: 1-866-636-3749  
Hours: M-F, 8:00 a.m.- 5:00 p.m.**

3.    FES shall provide a 24-hour automated telephone message instructing callers to report any service interruptions or electrical emergencies to Ohio Edison.

### **B.    Member Complaints:**

1.    FES shall investigate Member complaints (including Member complaints referred by Ohio Edison) and provide a status report within five calendar days following receipt of the complaint to:
  - a. The consumer, when the complaint is made directly to FES; or
  - b. The consumer and The Public Utilities Commission of Ohio Staff ("Commission Staff"), when a complaint is referred to FES by the Commission Staff.
2.    If an investigation is not completed within 14 calendar days, FES shall provide status reports to the consumer and the Township, or if applicable, to the consumer, the Township and the Commission Staff. Such status reports shall be provided at five-day intervals until the investigation is complete, unless the action that must be taken will require more than five days and the Member has been so notified.
3.    FES shall inform the consumer, or the consumer, the Township 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 Township, or Commission Staff may request the report in writing.
4.    If a residential consumer disputes the FES report, FES shall inform the consumer that the Commission Staff is available to help resolve informal complaints. FES shall provide the consumer with the current address, local/toll

free telephone numbers, and TDD/TTY telephone numbers of the Commission's consumer services department.

5. FES shall retain records of Member complaints, investigations, and complaint resolutions for one year after the occurrence of such complaints, and shall provide such records to the commission staff within five calendar days of request.

6. FES shall make good faith efforts to resolve disputes.

**C. Member Billing and Payments**

1. FES shall arrange for Ohio Edison or its agent to bill Members for such services according to a tariff approved by the commission. Residential Member bills issued by or for FES shall be accurate and understandable, be rendered at intervals consistent with those of Ohio Edison, and contain sufficient information for Members to compute and compare the total cost of competitive retail electric service (s). Such bills shall also include:

- a. The Member's name, billing address, service address, the Member's EDU account number, and if applicable, FES account number;
- b. The dates of service covered by the bill, an itemization of each type of competitive service covered by the bill, any related billing components, the charge for each type of service, and any other information the Member would need to recalculate the bill for accuracy;
- c. The applicable billing determinants, including beginning meter reading, ending meter reading(s), demand meter reading(s), multipliers, consumption(s), and demands;
- d. For Member-generators with net metering contracts, a statement of the net metered generation;
- e. The unit price per kWh charged for competitive service, as calculated by dividing current-period competitive service charges by the current-period consumption;
- f. An identification of the provider of each service appearing on the bill;
- g. The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the Member's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable.

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

- a. Fourteen days after the postmark date on the bill for residential Member;

and Twenty-one days after the postmark date or the bill for nonresidential Members;

- b. Current balance of the account, if a residential Member is billed according to a budget plan;
  - c. Options and instructions on how Members may make their payments;
  - d. For each provider whose charges appear on the bill, a listing of the provider's toll-free telephone number and address for Member billing questions or complaints;
  - e. A listing of the toll-free consumer assistance telephone numbers and available hours for applicable state agencies, such as the commission, the Ohio Consumers' Counsel, and the Ohio Attorney General's office;
  - f. The Ohio Edison 24-hour local/toll-free telephone number for reporting service emergencies;
  - g. Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and
  - h. An explanation of any codes and abbreviations used.
3. If applicable, FES will, upon request, provide Members with the name and street address/location of the nearest payment center and/or authorized payment agent.
  4. If applicable, when a Member pays the bill at a payment center or to an authorized payment agent, such payment shall be credited to the Member's account as of the day such payment center or agent receives it.
  5. The Township and FES shall establish policies and procedures for handling billing disputes and requests for payment arrangements.

D. Collections for delinquent accounts:

1. Collections for delinquent accounts shall be the responsibility of FES or its agent.
2. The Township shall approve the Collections process utilized by FES.
4. Failure of Members to pay charges for Competitive Retail Electric Services may result in loss of those products and service; and
5. Failure to pay charges for Competitive Retail Electric Services may result in cancellation of the Member's contract with FES, and return the Member to Ohio Edison's Standard Offer.



# **Exhibit A-4**

## **Automatic Aggregation Disclosure & Customer Education**

## Opt- Out Letter

July XX, 20XX

Dear Marlboro Township Resident,

Marlboro Township is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where Township 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. Marlboro Township voters approved this program in May 2010.

After researching competitive electricity pricing options for you, we have chosen FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., to provide you with savings on your electric generation through May XXXX. 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, you are guaranteed to save 6 percent off 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 multiply by 0.06 (6%) to determine your savings per KWH. Multiply that number by your total monthly usage. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from FirstEnergy Solutions 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 Marlboro Township's electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – Ohio Edison – you have until July XX, 20XX 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 \$25 cancellation fee from FirstEnergy Solutions – and you might not be served under the same rates, terms and conditions that apply to other customers served by Ohio Edison.

After you become a participant in this governmental aggregation program, Ohio Edison will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain in the Township's governmental aggregation program, you don't need to take any action when this letter arrives.

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

If you have any questions, please call FirstEnergy Solutions toll-free at 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m. Please do not call the Marlboro Township with aggregation program questions.

Sincerely,

Marlboro Township

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 Township's electric governmental aggregation program.

**OPT-OUT FORM – MARLBORO TOWNSHIP RESIDENTIAL 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.**

By returning this signed form, you will be **EXCLUDED** from the opportunity to join with other residents in the Marlboro Township Electric Governmental Aggregation Program.

☐ **I wish to opt out of the Marlboro Township Electric Governmental Aggregation Program. (Check box to opt out.)**

Service address (City, state and zip): \_\_\_\_\_

Phone number: \_\_\_\_\_

Account holder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Mail by July XX, 20XX to: Marlboro Township Electric Governmental Aggregation Program, 341 White Pond Drive, Bldg. B-3, Akron, Ohio 44320**

## **Marlboro Township Electric Governmental Aggregation Program Frequently Asked Questions**

### **What is aggregation?**

Under governmental aggregation, local officials bring citizens together to gain group buying power for the purchase of competitively priced electricity from a retail electric generation supplier certified by the Public Utilities Commission of Ohio.

### **How is the Township able to choose a certified electric generation supplier on my behalf?**

In May 2010, Marlboro Township residents voted to allow the Township to contract for an electric generation supplier on their behalf.

### **How will I know if I can save money under the Township's electric governmental aggregation program?**

Under the Township's governmental aggregation program, the price you pay for electric generation supply is guaranteed to be 6 percent lower. In other words, each month, you'll pay 6 percent less for the generation portion of your electric supply than if you had not joined the Township's governmental aggregation program.

### **What do I need to do if I want to be included in this government aggregation?**

You do not need to do anything to receive the discounted generation pricing under this program. You may choose to remain in the aggregation group and begin receiving your 6-percent discount by simply not returning the opt out form.

### **If I join the Township's electric aggregation program, who will deliver my power, read my meter and respond to emergencies, such as power outages?**

Your local electric company will be responsible for the delivery of power to your home or business. Since your local electric utility still owns the wires and poles that deliver power to you, it will continue to read your meter and restore power after an outage.

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

In this program, the discount you will receive is fixed, so each month you will save 6 percent off the generation portion of your bill. Since the actual price per KWH charged by the utility may change each month based on the season and your usage, the price per KWH from FirstEnergy Solutions will also change each month. Regardless, you are guaranteed to save 6 percent off the competitive portion of your electric bill.

### **What does "opt out" mean?**

"Opt out" means that you can decide not to participate in the Township's electric governmental aggregation program. By returning the opt-out form, which is included in this mailing, by the due date you will not be enrolled as an electric generation customer with FirstEnergy Solutions, the Township's competitive electric generation supplier, and you will not receive the 6-percent discount.

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

If you do not return the opt-out form postmarked by the due date, you will be included in the Township's governmental aggregation program and will begin receiving competitively priced electricity from FirstEnergy Solutions.

**Can I opt out over the phone?**

No, if you want to opt out, you must mail in your completed opt-out form and it must be postmarked by the due date.

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

Yes, but you will be subject to a \$25 cancellation fee from FirstEnergy Solutions if you cancel for any other reason but moving. However, you will be sent a notice at least every three years asking if you wish to remain in the program. At that point, you may opt out at no cost.

**What are my energy supply choices if I decide to opt out?**

You can stay with your current electric utility, which will continue to supply your electricity as it always has, or you can shop for an alternative generation supplier. A list of competitive electric suppliers certified by the Public Utilities Commission of Ohio and their current prices is available by calling 1-800-686-PUCO (1-800-686-7826).

**If I join the aggregation, can I stay on budget billing?**

Yes, you can remain on budget billing; however, the budget billing program does not apply to your charges from FirstEnergy Solutions – only to charges from the electric utility. Your total charges from FirstEnergy Solutions will fluctuate from month to month according to your usage.

**Can I still have my payment automatically deducted from my checking account as I do now?**

Yes. How you pay your electric bill will not change.

**Who is FirstEnergy Solutions?**

FirstEnergy Solutions Corp., a subsidiary of FirstEnergy Corp., offers a wide range of energy and related products and services, including the generation and sale of electricity and energy planning and procurement. FirstEnergy Solutions is a leading competitive supplier of energy to residential and commercial and industrial customers in Ohio, Pennsylvania, New Jersey, Maryland, Illinois and Michigan.

**What is the toll-free number for questions?**

For answers to your questions, please call 1-866-636-3749, Monday through Friday, 8 a.m. to 5 p.m.

# **Exhibit A-5**

# **Experience**

## **Applicant's Experience and Plan for Providing Aggregation Services:**

The Applicant Marlboro Township (the "Township") has contracted with FirstEnergy Solutions Inc. ("FES") to provide administrative and retail generation supply services for the Township's Aggregation Group, which is comprised of all eligible OE customers located in the Township who do not opt out of the Group.

FES has extensive experience, through its affiliation with FirstEnergy Corp., in providing retail generation supply services and in responding to customer inquiries and complaints. FES has been approved as a Certified Supplier with the PUCO. FES is already providing power supply services for residential and other customers under the State's Electric Choice Program. FES is well versed in S.B. 3 and the rules adopted by the PUCO, and is thus in a position to ensure compliance with all applicable provisions of Section 4928.10 of the Revised Code, and the rules adopted by the Commission pursuant thereto.

FES has an experienced call center to provide services of a call center for consumers in the Township to call for information during the 21-day enrollment and opt out period for the Township's Aggregation Program.

The billing of customers for the retail generation supply will be provided through the electric distribution utility, Ohio Edison (OE), and the billing process will be coordinated with OE by FES for the Aggregation Group.