

FILE

Ohio

Public Utilities  
Commission

22

Original GAG Case Number	Version
12-2420-EE-GAG	August 2004

**RENEWAL APPLICATION FOR ELECTRIC GOVERNMENTAL AGGREGATORS**

Please print or type all required information. Identify all attachments with an exhibit label and title (Example: Exhibit A-4 Opt-Out Form). All attachments should bear the legal name of the Applicant and should be included on the electronic copy provided. Applicants should file completed applications and all related correspondence with: Public Utilities Commission of Ohio, Docketing Division, 180 East Broad Street, Columbus, OH 43215-3793.

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

**A. RENEWAL INFORMATION**

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

Legal Name Clinton County  
Address 46 S. South Street, Suite 213, Wilmington, OH 45177-2214  
PUCO Certificate # and Date Certified 12-570E; 10/01/2012  
Telephone # (937) 382-2103 Web site address (if any) www.co.clinton.oh.us

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

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

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

PUCO

2016 AUG 15 PM 1:36

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

Technician DMF Date Processed AUG 15 2016

A-4 **Exhibit A-4 Automatic Aggregation Disclosure-"Opt-out Form"** provide a copy of the disclosures/"opt-out" required by Section 4928.20(D) of the Revised Code, if its aggregation program provides for automatic aggregation in accordance with Section 4928.20(A) of the Revised Code. If the opt-out is in draft form, docket the final opt-out (including beginning and ending dates of the 21-day -out period and the selected CRES supplier) with the Commission within 10 days prior to providing or offering service. See #12 in the attached Affidavit .

A-5 **Contact person for regulatory or emergency matters**

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

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

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

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

Customer Service address 5577 Airport Highway, Suite 101, Toledo, OH 43615  
Toll-free Telephone # (419) 539-9180 Fax # (419) 539-9185  
E-mail address mfrye@palmerenergy.com

 PRESIDENT  
Signature of Applicant & Title

Sworn and subscribed before me this 10<sup>th</sup> day of August, 2016  
Month Year

  
Signature of official administering oath

Diana L. Groves, Clerk  
Print Name and Title

My commission expires on 7-12-2020



DIANA L. GROVES  
Notary Public, State of Ohio  
My Commission Expires 7-12-2020  
Recorded in Clinton County

# **AFFIDAVIT**

State of Ohio :

County of Clinton :

\_\_\_\_\_  
(Town) ss.

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

He/She is the President (Office of Affiant) of Clinton Co. Commission (Name of Applicant);

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

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

11. The Applicant herein, attests that it will inform the Commission of any material change to the information supplied in the renewal application within 30 days of such material change, including any change in contact person for regulatory purposes or contact person for Staff use in investigating customer complaints.
12. The Applicant herein, attests that if the opt-out is in draft form, the Applicant will docket the final opt-out (including beginning and ending dates of the 21-day -out period and the selected CRES supplier) with the Commission within 10 days prior to providing or offering service.

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

*[Signature]* PRESIDENT  
Signature of Affiant & Title

Sworn and subscribed before me this 10<sup>th</sup> day of August, 2016  
Month Year

*Diana L. Groves*  
Signature of official administering oath

Diana L. Groves, Clerk  
Print Name and Title

My commission expires on 7-12-2020



DIANA L. GROVES  
Notary Public, State of Ohio  
My Commission Expires 7-12-2020  
Recorded in Clinton County

**Exhibit A-2**

**CLINTON COUNTY**

**AUTHORIZING  
ORDINANCE**

**BOARD OF COUNTY COMMISSIONERS**  
**CLINTON COUNTY, OHIO**

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August 27, 2012

With no prior discussion on this date, the following action was taken:

**IN THE MATTER**  
**ADOPT CLINTON COUNTY**  
**ELECTRIC POWER AGGREGATION**  
**PLAN OF OPERATION & GOVERNANCE**

**RESOLUTION # 12-903**  
**BY: Curry and Steed**

CERTIFIED COPY  
CLINTON COUNTY COMMISSIONERS  
Resolution # 12-903  
Date Adopted: 8-27-2012  
Danny Brown  
Clerk

Mr. Curry moved the adoption of the following Resolution:

**BE IT RESOLVED**, By this Board of County Commissioners to hereby adopt the following Clinton County Electric Power Aggregation Plan of Operation & Governance:

Mr. Steed seconded the Resolution and roll call resulted as follows:

Mr. Haley: YEA

Mr. Curry: YEA

Mr. Steed: YEA

**RESOLUTION #12-903**

**ADOPTED**

**as of August 27, 2012**

**Exhibit A-3**

**CLINTON COUNTY**

**PLAN OF OPERATION  
AND GOVERNANCE**

# **Clinton County**

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

August 29, 2012

8



## Clinton County Electric Governmental Aggregation Plan of Operation and Governance

- I. **INTRODUCTION.** On November 4, 2003 a majority of voters in the City of Wilmington in Clinton County Ohio approved a referendum that authorized the formation of an "opt-out" governmental aggregation in compliance with Section 4928.20 of the Ohio Revised Code regarding the governmental aggregation of electric service consumers.

These communities decided to utilize their aggregation authority jointly through Clinton County Ohio as permitted under Section 4928.20 (A) of the Ohio Revised Code.

Clinton County ("County" or "Clinton County") anticipates that utilizing its aggregation authority will provide individual residential and small commercial consumers benefits such as price reductions that these consumers are typically unable to obtain since they lack the bargaining power, expertise and the economies of scale enjoyed by larger consumers.

- II. **PROCESS.** Under an opt-out aggregation program, all residential and small business customers in the authorized areas of Clinton County are automatically included as participants in the Aggregation Program unless they opt-out of the program by providing written notice of their intention not to participate. As required by Ohio Law, the various communities jointly participating in the Clinton County governmental aggregation passed a Resolution or Ordinance, which authorized submitting the selection of opt-out aggregation to the community's voters.

In addition to obtaining necessary voter approvals, Clinton County is also required to comply with various PUCO regulations. As required by PUCO regulations the County will file an application with the PUCO for certification as a Government Aggregator after the County Approves this Aggregation Plan of Operations and Governance ("Plan" or "Aggregation Plan"). As required by regulations, the County advertised public hearing dates to discuss the Plan and held two hearings on the Plan.

The County anticipates selection of a Provider prior to or shortly after receiving approval from the PUCO as a governmental aggregator. Upon Provider selection an Opt-out notice for the County's Program will be sent to all eligible electric customers setting forth the rates, terms and conditions of the program. This notice will provide potential Aggregation participants at least 21 days to return an opt-out card or other similar notice.

- III. **CONTRACT.** The supply contract ("Contract") negotiated between the Governmental Aggregator and the selected Provider shall be for firm, full requirements power supply. Each Aggregation participant shall be individually bound by the terms and conditions found in the opt-out notice and the Contract and shall be solely responsible for payment and performance. The power supply charges for Aggregation participants shall be negotiated and included in the Contract. These charges shall take the form of either a fixed price or a price representing a percentage below the electric distribution utility's ("EDU") avoidable costs ("Avoidable") or

Price to compare ("PTC"). These charges will be fully and prominently disclosed in the consumer opt-out materials provided to potential Aggregation participants and available by calling the Provider's toll free customer service telephone number.

The County's Retail Electric Generation Provider shall meet each of the following requirements:

- Has sufficient power supplies arranged and structure in place to provide retail firm power to the Members.
- Has a Federal Power Marketer license with the Federal Energy Regulatory Commission.
- Is certified as a CRES by the PUCO.
- Registered as a generation supplier with the EDU prior to flowing power to Members.
- Has appropriate Transmission Service agreement(s) in place to serve the Members.
- Has or has arranged for an Electronic Data Interchange computer network that is capable of handling the County's Members requirements with the EDU.
- Has the ability to educate Members on the County's Aggregation Program.
- Has or has arranged for a call center capable of handling the County's Aggregation Group customer calls.
- Has a toll-free number as required by the PUCO for customer service inquiries and potential complaints related to the County Program.
- Will hold the County financially harmless from any financial obligations arising from supplying power to the Members.
- Satisfies the EDU's and County's credit requirements.
- Will assist the County and its consultant in filing reports required by the PUCO and Sections 4805.10(A), 4911.18(A) and 4928.06(F) of the Ohio Revised Code.

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

"Aggregation Program" or "Program" means the program developed by the County, as a Government Aggregator under Section 4928.20 Ohio Revised Code, to provide eligible residential and small business consumers with retail electric generation services.

"Government Aggregator" means Clinton County using its legislative authority to act 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" or "Aggregation Participant" means a person or consumer enrolled in the Clinton County Program 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 County 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.

- V. **GOVERNMENTAL AGGREGATION SERVICES.** Government aggregation, the combining of multiple electric loads by a governmental entity, provides a means for residential consumers and small commercial consumers in the County to obtain economic benefits from Ohio's competitive retail electric market. The County Aggregation Program combines the electric loads of residential customers and small commercial consumers into a buying group ("Aggregation Group"). The County will act as Purchasing Agent for the Aggregation Group. This means that the County will be a Governmental Aggregator, as defined by Ohio law and the rules established by the PUCO, and shall act on behalf of eligible residential and small commercial consumers in the County to: 1) select a Retail Electric Generation Provider ("Provider") to supply the Aggregation Group; 2) negotiate the terms of supply between the Provider and each Aggregation participant; and 3) oversee the enrollment procedures administered by the Provider.
- A. **Provider:** The County will use its Provider to perform and manage aggregation services for its Members. 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 County or its authorized consultant, if requested, an electronic file containing the Members usage, and charges. Upon request this information shall be sent to the County or its authorized consultant within 30 days. The Provider must have local and/or a toll free number for Members to call.
- B. **Database:** The Retail Electric Generation Provider will build and maintain a database of all Members. The database will include all necessary information for the provider and the County to serve the Aggregation. This information includes but is not limited to the name, address, account number or other EDU identifying number(s), 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 and provided to the County and/or its consultant at least quarterly. Accordingly, the Provider will implement a process to accommodate at Members that: 1) leave the program due to relocation, opting out, etc.; 2) decide to enter or opt-into the Program; 3) relocate within eligible areas within the County; and 4) move into the County and desire to enter or opt-in to the Program. This database shall also be capable of removing 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.
- C. **Member Education:** The Provider will develop, with the assistance of the County and its authorized consultant, 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 County or the Provider.

- D. Customer Service: The will administer a customer service process that, at a minimum, will accommodate: 1) Member inquiries and complaints about billing; and 2) answer questions regarding the Program in general. This process will, at a minimum, include 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.
- E. Billing: The County will use the Provider, or its designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, the EDU will render the billing statement, which should be consistent with all applicable guidelines issued by the PUCO. As this market develops, the County may, at its option and in consultation with the Provider, change this function to the Retail Electric Generation Provider or a billing agency.
- F. Compliance Process: The Provider will have internal controls and processes that ensure the County remains in good standing as a Government Aggregator and that it complies with all laws, rules and regulations surrounding the same, as they may be amended from time to time. The Provider will deliver periodic reports to the County and its consultant 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 Provider will also develop a process to monitor and provide notification to the County of any changes in laws, rules or regulations.
- G. Notification to EDU: The County's potential Aggregation participants that do not opt-out of the Aggregation Group will be enrolled automatically in the Aggregation Program. Members in the Aggregation Group will not be asked to take other affirmative steps in order to be included in the Group. To the extent that the EDU requires notification of participation, the County will coordinate with its Provider to provide such notice to the EDU. The Provider will inform the EDU of any individuals who may have been permitted to join the Aggregation Group after the expiration of the enrollment period.
- H. Activation of Service. After a notice is sent out to all electric customers in the County providing 21 days to opt out of the Program, all customers who do not opt out will be automatically enrolled in the Program. During this opt-out period eligible consumers may opt-out of the County's Aggregation Group without fees charged by the Provider or the County. 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.
- I. Changes, Extension or Renewal of Service. At least every three years all consumers eligible to participate in the County's Program 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 EDU's Standard Service Offer.

- J. Termination of Service. In the event that the Contract 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 Contract 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 the EDU's Standard Service Offer upon termination.
- K. Opt-In Procedures. Eligible consumers may request to join the Aggregation Group after the expiration of any enrollment period by contacting the Provider. The Contract shall determine whether the Provider accepts them into the Program, and, if so, at what rate. The agreed upon policy in the Contract shall be consistent with the EDU's service activation requirements. Aggregation Group participants who move from one location to another within eligible areas of the County shall retain their participant status.
- L. Opt-out Outside Enrollment Period. Members 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 may be charged a switching fee in an amount and method determined by the Contract. 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. Members who opt-out of the Aggregation Group will default to the EDU's Standard Service Offer, until the consumer selects an alternate generation supplier.
- M. Eligibility. Only non-mercantile consumers shall be eligible for the Program through the opt-out process. Other eligibility restrictions such as peak demand or use may be negotiated within the Contract.

## VI. MISCELLANEOUS GOVERNANCE GUIDELINES

- A. The Board of County Commissioners of Clinton County shall approve through Resolution or Ordinance the Plan of Operation and Governance for the Aggregation program and any Amendments thereto.
- B. The County will require any Provider to disclose any subcontractors that it uses in fulfillment of the services described above.
- C. The County will require the Provider to maintain either a toll free telephone number, or a telephone number that is local to County Program Members.
- VII. LIABILITY. THE COUNTY SHALL NOT BE LIABLE TO MEMBERS IN THE AGGREGATION GROUP FOR ANY CLAIMS WHATSOEVER ARISING OUT OF THE AGGREGATION PROGRAM OR THE PROVISION OF AGGREGATION SERVICES BY THE COUNTY OR THE PROVIDER. AGGREGATION GROUP MEMBERS SHALL

ASSERT ANY SUCH CLAIMS SOLELY AGAINST THE PROVIDER PURSUANT TO THE POWER SUPPLY AGREEMENT, UNDER WHICH SUCH PARTICIPANTS ARE EXPRESS THIRD-PARTY BENEFICIARIES.

VIII. INFORMATION AND COMPLAINT NUMBERS

Potential participants can receive more information about the program or Copies of this Plan from the County free of charge by calling 937-382-2103.

Any electric customer, including any participant in the County'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 EDU. The PUCO may be reached toll free at 1-800-686-7826.

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

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

1. Each eligible consumer within the County limits will receive via U.S. Mail notification of: what government aggregation means, their membership in the government aggregation program, the procedure which must be followed in order to opt out of the program, the price that they can expect to receive as a member of the program, and the deadline for returning the opt out form. See the attached letter.
2. The Provider will work with the County to provide opportunities for educating eligible County consumers about the Program and their rights under the law, PUCO rules and this Program. In addition, the Provider and County 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.

# **Exhibit A-4**

## **CLINTON COUNTY**

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





# CLINTON COUNTY COMMISSIONERS

Clinton County Courthouse  
46 S. South Street, Suite 213  
Wilmington, Ohio 45177



August 24, 2015

<First> <Last>  
<Mailing address>  
<Mailing City>, <Mailing State> <Mailing Zip>

**IMPORTANT INFORMATION FROM**  
Clinton County and AEP Energy  
regarding your electricity service at  
<S Address>

Dear <First> <Last>:

## CLINTON COUNTY SETS AN ELECTRIC PRICE OF 6.45 CENTS PER KWH FOR A POTENTIAL SAVINGS OF UPTO 33%<sup>1</sup> OFF THE CURRENT DP&L UTILITY RATE.

We are pleased to announce that Clinton County is providing its residents, residing in the unincorporated areas and townships, with an opportunity to save money on their electricity supply. Under this arrangement, AEP Energy has been selected as Clinton County's preferred electricity supply provider. This special offer is exclusive for eligible residents of the County because through the power of volume buying, AEP Energy is able to secure electricity at competitive prices. AEP Energy is an Ohio-based company and a subsidiary of American Electric Power (AEP).

Through the County Electric Aggregation Program, originally formed in December 2014, eligible residents residing in the unincorporated areas and townships, starting with the September 2015 billing cycle (depending on your meter-read date), will receive the price of 6.45 cents per kWh for a period of thirty-one (31) months.<sup>2</sup>

You will be automatically enrolled in the program unless you choose NOT to participate by "opting-out" by September 8, 2015. If you do NOT wish to participate in this program, you must follow the "opt-out" instructions. If you do not respond to this letter, the local utility will complete the enrollment process. As a part of the enrollment process, you will also receive a notice from your local utility, DP&L, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Village Electric Aggregation Plan, then you are all set.

### The County Electric Aggregation Program is a Smart Choice:

- **It's Easy to Participate.** You don't have to do anything to enroll. All eligible residents residing in the unincorporated areas and townships will be automatically enrolled in the program unless you choose to "opt-out."
- **Potentially Save Money with a Low Price.** Clinton County has ensured that, beginning with the September 2015 billing cycle, you will receive a price of 6.45 cents per kWh for a period of thirty-one (31) months, for your electricity supply service. There is no cost to enroll in this exclusive program.
- **Continue to Receive One Bill.** Your local utility will continue to send you one monthly electricity bill. You can continue to remit one payment to your local utility for AEP Energy charges. Also, your local utility will continue to provide service for any emergency or maintenance issues.

If you do not wish to participate in this program, you must "opt-out." There are two ways to opt-out; by calling the AEP Energy Customer Care Team toll free at 1-877-726-0214, Monday - Friday from 8:00 am to 7:00 pm EST and Saturday from 9:00 am to 1:00 pm EST or by completing the Electric Aggregation "Opt-Out" Election Form below. Your "Opt-Out" Election Form must be returned by September 8, 2015.

You will find additional details of this program in the Frequently Asked Questions and Terms & Conditions on the back of this letter.

Respectfully,

Patrick Haley  
President  
Clinton County Board of Commissioners

Scott D. Slusher  
President, Residential Business  
AEP Energy



AEP Energy is a competitive retail electric service provider. While it is an affiliate of AEP Ohio, AEP Energy is not soliciting on behalf of and is not an agent for AEP Ohio. DP&L customers do not need to purchase any competitive retail electric service from AEP Energy to receive or to continue to receive non-competitive retail electric service from the utility.



### Clinton County Electric Aggregation Opt-Out Election Form

Please print clearly.

<First> <Last> Account Number: <Account Number>  
<Service Address>  
<Service City>, <Service State> <Service Zip>

Account Holder's Name: (Print)

Phone: (\_\_\_\_) \_\_\_\_\_

Account Holder's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

This form must be postmarked no later than September 8, 2015 for your "opt-out" to be effective.

☒ **I elect NOT to participate in the County Electric Aggregation Program with AEP Energy.**  
Customer Code <Customer Code>

**IMPORTANT NOTICE:** By returning this signed form, I affirmatively elect NOT to participate in the County Electric Aggregation Program. By electing not to participate, I understand from the accompanying materials that I will forego the benefits of this program. I understand that if I choose to "opt-out" of the County Electric Aggregation Program, I must complete this form and mail it to AEP Energy or call AEP Energy toll free at 1-877-726-0214, to "opt-out" no later than September 8, 2015. If this form is not postmarked or I do not call by the specified date, I understand that I will be automatically enrolled in the County Electric Aggregation Program. I assume all responsibility to send the "Opt-Out" Election Form or to call AEP Energy.

### Complete form and mail to:

AEP Energy  
Attn: County Electric Aggregation Program  
PO Box 3489  
Chicago, IL 60654



# CLINTON COUNTY COMMISSIONERS

Clinton County Courthouse  
46 S. South Street, Suite 213  
Wilmington, Ohio 45177



August 24, 2015

<First> <Last>  
<Mailing address>  
<Mailing City>, <Mailing State> <Mailing Zip>

**IMPORTANT INFORMATION FROM**  
Clinton County and AEP Energy  
regarding your electricity service at  
<S Address>

Dear <First> <Last>:

## CLINTON COUNTY SETS AN ELECTRIC PRICE OF 6.45 CENTS PER KWH FOR A POTENTIAL SAVINGS OF UP TO 33% OFF THE CURRENT DP&L UTILITY RATE.

We are pleased to announce that Clinton County is providing its residents, residing in the City of Wilmington, with an opportunity to save money on their electricity supply. Under this arrangement, AEP Energy has been selected as Clinton County's preferred electricity supply provider. This special offer is exclusive for eligible residents of the County because through the power of volume buying, AEP Energy is able to secure electricity at competitive prices. AEP Energy is an Ohio-based company and a subsidiary of American Electric Power (AEP).

Through the County Electric Aggregation Program, originally formed in December 2014, eligible residents residing in the City of Wilmington, starting with the September 2015 billing cycle (depending on your meterread date), will receive the price of 6.45 cents per kWh for a period of thirty-one (31) months.<sup>2</sup>

You will be automatically enrolled in the program unless you choose NOT to participate by "opting-out" by September 8, 2015. If you do NOT wish to participate in this program, you must follow the "opt-out" instructions. If you do not respond to this letter, the local utility will complete the enrollment process. As a part of the enrollment process, you will also receive a notice from your local utility, DP&L, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Village Electric Aggregation Plan, then you are all set.

### The County Electric Aggregation Program is a Smart Choice:

- **It's Easy to Participate.** You don't have to do anything to enroll. All eligible residents residing in the City of Wilmington will be automatically enrolled in the program unless you choose to "opt-out."
- **Opportunity to Save Money with a Low Price.** Clinton County has ensured that, beginning with the September 2015 billing cycle, you will receive a price of 6.45 cents per kWh for a period of thirty-one (31) months, for your electricity supply service. There is no cost to enroll in this exclusive program.
- **Continue to Receive One Bill.** Your local utility will continue to send you one monthly electricity bill. You can continue to remit one payment to your local utility for AEP Energy charges. Also, your local utility will continue to provide service for any emergency or maintenance issues.

If you do not wish to participate in this program, you must "opt-out." There are two ways to opt-out; by calling the AEP Energy Customer Care Team toll free at 1-877-726-0214, Monday - Friday from 8:00 am to 7:00 pm EST and Saturday from 9:00 am to 1:00 pm EST or by completing the Electric Aggregation "Opt-Out" Election Form below. Your "Opt-Out" Election Form must be returned by September 8, 2015.

You will find additional details of this program in the Frequently Asked Questions and Terms & Conditions on the back of this letter.

Respectfully,

Kerry R. Steed  
President  
Clinton County Board of Commissioners

Scott D. Slusher  
President, Residential Business  
AEP Energy



AEP Energy is a competitive retail electric service provider. While it is an affiliate of AEP Ohio, AEP Energy is not soliciting on behalf of and is not an agent for AEP Ohio. DP&L customers do not need to purchase any competitive retail electric service from AEP Energy to receive or to continue to receive non-competitive retail electric service from the utility.



### Clinton County Electric Aggregation Opt-Out Election Form

Please print clearly.

<First> <Last> Account Number: <Account Number>  
<Service Address>  
<Service City>, <Service State> <Service Zip>

Account Holder's Name: (Print)

Phone: (\_\_\_\_) \_\_\_\_\_

Account Holder's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

This form must be postmarked no later than September 8, 2015 for your "opt-out" to be effective.

☒ I elect NOT to participate in the County Electric Aggregation Program with AEP Energy.  
Customer Code <Customer Code>

**IMPORTANT NOTICE:** By returning this signed form, I affirmatively elect NOT to participate in the County Electric Aggregation Program. By electing not to participate, I understand from the accompanying materials that I will forego the benefits of this program. I understand that if I choose to "opt-out" of the County Electric Aggregation Program, I must complete this form and mail it to AEP Energy or call AEP Energy toll free at 1-877-726-0214, to "opt-out" no later than September 8, 2015. If this form is not postmarked or I do not call by the specified date, I understand that I will be automatically enrolled in the County Electric Aggregation Program. I assume all responsibility to send the "Opt-Out" Election Form or to call AEP Energy.

#### Complete form and mail to:

AEP Energy  
Attn: County Electric Aggregation Program  
PO Box 3489  
Chicago, IL 60654

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**CLINTON COUNTY COMMISSIONERS**  
Clinton County Courthouse  
46 S. South Street, Suite 213  
Wilmington, Ohio 45177



August 24, 2015

<First> <Last>  
<Mailing address>  
<Mailing City>, <Mailing State> <Mailing Zip>

**IMPORTANT INFORMATION FROM**  
Clinton County and AEP Energy  
regarding your electricity service at  
<S Address>

Dear <First> <Last>:

**CLINTON COUNTY SETS A SECURE ELECTRIC PRICE OF 6.45 CENTS PER KWH  
FOR YOUR ELECTRICITY SUPPLY CHARGES.**

We are pleased to announce that Clinton County is providing its residents, residing in the unincorporated areas and townships and the Village of Midland, with an opportunity to receive price protection on their electricity supply. Under this arrangement, AEP Energy has been selected as Clinton County's preferred electricity supply provider. This special offer is exclusive for eligible businesses of the County because through the power of volume buying, AEP Energy is able to secure electricity at competitive prices. AEP Energy is an Ohio-based company and a subsidiary of American Electric Power (AEP).

Through the Clinton County Electric Aggregation Program, originally formed in December 2014, eligible residents residing in the unincorporated areas and townships and the Village of Midland, starting with the September 2015 billing cycle (depending on your meter-read date), will receive the price of 6.45 cents per kWh for a period of thirty-one (31) months.<sup>1</sup>

You will be automatically enrolled in the program unless you choose NOT to participate by "opting-out" by September 8, 2015. If you do NOT wish to participate in this program, you must follow the "opt-out" instructions. If you do not respond to this letter, the local utility will complete the enrollment process. As a part of the enrollment process, you will also receive a notice from your local utility, Duke Energy Ohio, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Village Electric Aggregation Plan, then you are all set.

**The County Electric Aggregation Program is a Smart Choice:**

- **It's Easy to Participate.** You don't have to do anything to enroll. All eligible businesses located in the unincorporated areas and townships will be automatically enrolled in the program unless you choose to "opt-out."
- **Receive Price Protection with a Secure Price.** Clinton County has ensured that, beginning with the September 2015 billing cycle, you will receive a price of 6.45 cents per kWh for a period of thirty-one (31) months for your electricity supply service. There is no cost to enroll in this exclusive program.
- **Continue to Receive One Bill.** Your local utility will continue to send you one monthly electricity bill. You can continue to remit one payment to your local utility for AEP Energy charges. Also, your local utility will continue to provide service for any emergency or maintenance issues.

If you do not wish to participate in this program, you must "opt-out." There are two ways to opt-out; by calling the AEP Energy Customer Care Team at toll free 1-877-726-0214, Monday - Friday from 8:00 am to 7:00 pm EST and Saturday from 9:00 am to 1:00 pm EST or by completing the Electric Aggregation "Opt-Out" Election Form below. Your "Opt-Out" Election Form must be returned by September 8, 2015.

You will find additional details of this program in the Frequently Asked Questions and Terms & Conditions on the back of this letter.

Respectfully,

Patrick Haley  
President  
Clinton County Board of Commissioners

Scott D. Slisner  
President, Residential Business  
AEP Energy



AEP Energy is a competitive retail electric service provider. While it is an affiliate of AEP Ohio, AEP Energy is not soliciting on behalf of and is not an agent for AEP Ohio. Duke Energy Ohio customers do not need to purchase any competitive retail electric service from AEP Energy to receive or to continue to receive non-competitive retail electric service from the utility.



**Clinton County Electric Aggregation Opt-Out Election Form**  
Please print clearly.

☒ **I elect NOT to participate in the County Electric Aggregation Program with AEP Energy.**  
Customer Code <Customer Code>

<First> <Last> Account Number: <Account Number>  
<Service Address>  
<Service City>, <Service State> <Service Zip>

Account Holder's Name: (Print)

Phone: (\_\_\_\_) \_\_\_\_\_

Account Holder's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Email Address: \_\_\_\_\_

This form must be postmarked no later than September 8, 2015 for your "opt-out" to be effective.

**IMPORTANT NOTICE:** By returning this signed form, I affirmatively elect NOT to participate in the County Electric Aggregation Program. By electing not to participate, I understand from the accompanying materials that I will forego the benefits of this program. I understand that if I choose to "opt-out" of the County Electric Aggregation Program, I must complete this form and mail it to AEP Energy or call AEP Energy toll free at 1-877-726-0214, to "opt-out" no later than September 8, 2015. If this form is not postmarked or I do not call by the specified date, I understand that I will be automatically enrolled in the County Electric Aggregation Program. I assume all responsibility to send the "Opt-Out" Election Form or to call AEP Energy.

**Complete form and mail to:**

AEP Energy  
Attn: County Electric Aggregation Program  
PO Box 3489  
Chicago, IL 60654

## FREQUENTLY ASKED QUESTIONS

### What is the County Electric Aggregation Program?

Under the County Electric Aggregation Program, the County acts on behalf of its electricity consumers to select an electricity supply provider who, through the power of volume buying, is able to secure electricity at competitive prices. The Public Utilities Commission of Ohio ("PUCO") has taken steps to ensure that Ohio's competitive electricity environment is consumer-friendly. Voters in the County approved this aggregation program and the County passed an ordinance adopting the Electric Aggregation program.

The County has selected AEP Energy as their preferred electricity supply provider to serve their residents beginning with the September 2015 billing cycle for a period of thirty-one (31) months.

### Who is AEP Energy?

AEP Energy is a certified Competitive Retail Electric Service (CRES) provider and a subsidiary of American Electric Power Company, Inc. (AEP). With an office located in Columbus, Ohio, AEP Energy sells electricity supply to customers at market-based prices rather than regulated rates offered by your local utility.

### How do I enroll?

You don't have to do anything to enroll. All eligible customers will be automatically included in the program unless you choose to "opt-out." If you "opt-out," you will continue to be served by your local electric utility's standard service offer or until you choose an alternative electric service provider. However, if you do not respond to this letter, the utility will complete the enrollment process. As a part of the enrollment process, you will also receive a notice from your local utility, DPEL, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the Village Electric Aggregation Plan, then you are all set. No deposits are required to enroll.

### When will this program start?

The County Electric Aggregation Program will begin with the September 2015 billing cycle.

### What is my price?

Clinton County has ensured that, beginning with the September 2015 billing cycle, depending on your meter-read date, you will receive an electricity generation price of 6.49 cents per kWh for a period of thirty-one (31) months.

### How do I estimate my savings?

To estimate when your savings per kilowatt-hour (kWh) will be through this program, locate your "Price to Compare" on your electricity bill. This is the price you pay for electric generation service from the utility. Take your "Price to Compare" and subtract the offer price. This equates to your savings per kWh. Multiply your savings (if any) per kWh by your monthly usage (kWh) to determine your savings amount per month. The utility distribution and transmission charges and other utility charges and fees are not included in the savings calculation and will continue to be assessed by the local utility. (Any estimate of savings is not a guarantee of savings.)

Unless you affirmatively "opt-out" by September 8, 2015, you will be automatically enrolled if you: a) have an eligible residence located in the specified county receiving electric service from AEP Ohio or AEP Energy and b) are not enrolled in the PIP program. Participation in the program is subject to the Terms & Conditions of the Agreement between the County and AEP Energy. Estimated savings apply to the generation service portion of your electricity bill and are based on an average residential customer, using 750 kWh of electricity on a monthly basis with a weighted average DPEL Price to Compare of \$0.0979 as of August 2015 compared to the price of 6.49 cents per kWh. AEP Energy's price includes utility distribution and transmission charges and other utility charges and fees. There is no guarantee of savings under the Aggregation Program. You may terminate your agreement easily without penalty. For more information, call 1-877-726-0214, write to: AEP Energy, PO Box 3089, Chicago, IL 60654, or visit [aepenergy.com](http://aepenergy.com).

### Where do I send payment?

You will continue to receive one bill each month from your local utility. The amount that you owe to AEP Energy will be stated separately on your bill and you will continue to send payments to your local utility only.

### Can I remain on budget billing?

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

### Can I cancel at any time?

Yes, you may cancel without penalty and switch to another provider or revert back to DPEL, the local utility. Should you cancel your service with AEP Energy and return to standard offer service with your local utility, you may not be served under the same rates, terms, and conditions that apply to other utility customers.

### What happens at the end of the program?

As the program draws to a close, the County can choose to seek bids from electricity providers in order to negotiate a new contract on behalf of eligible households. If at that time, the program has not produced the savings originally anticipated for customers, the County can also choose to end the program, at which time participants would be notified of their options for continuing in a different program with AEP Energy, switching to another provider, or reverting back to the local utility.

### Why is this an "opt-out" program?

It enables AEP Energy to offer a lower group rate based on the County's size.

### Why did the County select AEP Energy as its provider?

The County selected AEP Energy because they were able to propose a program that represented the best overall value for eligible households.

### If I opt-out initially, can I choose to join the program at a later date?

If you opt-out initially, unfortunately, you will not be able to join the program at a later date.

### What happens if my family moves to another home?

If you move to another home location within Clinton County, you will be able to continue participating in the program. If you leave Clinton County, you will no longer be eligible to participate.



If you have any additional questions, please contact the AEP Energy Customer Care Team  
toll free at 1-877-726-0214, Monday - Friday from 8 am to 7 pm and Saturday from 9 am to 1 pm EST



**RESIDENTIAL & SMALL COMMERCIAL  
TERMS & CONDITIONS ("Agreement")**

TERM	GENERATION SERVICE CHARGES	CANCELLATION FEE	CONTRACT RENEWAL
Through the April 2018 billing cycle ("Term").	<b>Residential Customers: 6.450¢ per kWh.</b> <b>Small Commercial Customers: 6.450¢ per kWh.</b> Price is for Generation Service. Price excludes taxes, utility Distribution Service charges, Transmission Service and other non-bypassable utility charges and fees.	You may cancel at any time during the Term without penalty. See Section 6 for details.	Your Agreement will terminate after the initial term. See Section 8 for details.

**CONDITIONS.** These Terms and Conditions (this "Agreement") are your agreement for Generation Service and applicable Transmission Services with AEP Energy, Inc. ("AEP Energy"). Please keep a copy of this Agreement for your records. AEP Energy is certified by the Public Utilities Commission of Ohio ("PUCO") to offer and supply Generation Service in Ohio. As a Competitive Retail Electric Service ("CRES") provider, AEP Energy will supply the electric generation and provide applicable transmission services to your Electric Distribution Utility ("EDU") based on your usage. Your EDU then distributes or delivers the electricity to you. Your Distribution Service will remain with your current EDU, which is regulated by the PUCO.

**DEFINITIONS:** "Competitive Retail Electric Service Provider" or "CRES" provider means, as defined by Chapter 4901:1-21 of the Substantive Rules applicable to electric service providers, an entity that sells electric energy to retail customers in Ohio. "Generation Service" means the production of electricity. "Generation-Related Charges" means those charges or costs associated with the production, procurement and supply of electricity. "Non-bypassable utility charges and fees" means those EDU charges and fees payable by you regardless of whether the EDU or a CRES provides Generation Service. "Transmission Service" means moving high voltage electricity from a generation facility to the distribution lines of an EDU. "Distribution Service" means the physical delivery of electricity to customers by the EDU.

**RIGHT OF RESCISSION.** Once you have been enrolled to receive Generation Service from AEP Energy, your EDU will send you a confirmation letter. You have the right to rescind your enrollment without penalty within seven (7) calendar days following the postmark date of the confirmation letter by contacting your EDU and following the instructions contained in the letter. The Right of Rescission only applies when you initially switch to AEP Energy and not upon renewal. Your EDU will not send a confirmation notice upon any renewal of this Agreement.

**TERMS AND CONDITIONS OF SERVICE**

**1. Eligibility.** Residential customer accounts that are on residential rates codes and are not enrolled in the Percentage of Income Plan Program (PIPP) and non-national account small commercial customers with annual usage less than 700,000 kWh are eligible for this offer from AEP Energy. AEP Energy reserves the right to refuse enrollment to any customer with an outstanding, unpaid electric bill.

**2. Basic Service Prices.** During the term of this Agreement, you agree to pay AEP Energy a price for all applicable combined Transmission Service, Generation Service and Generation-Related Charges as specified in "Generation Service Charges" listed above including any applicable taxes, if any. For the "Term" listed above, all kilowatt-hours ("kWh") of electric energy metered by the EDU shall be billed at the rate per kWh specified above. In addition to AEP Energy's charges, you will be charged by your EDU for Distribution Service and other EDU charges and fees. An average residential customer, using 750 kWh of electricity on a monthly basis, would incur approximately \$35 to \$40 per month in such EDU charges and fees. Also, AEP Energy will charge you for any and all fees, costs, and obligations for transmission services imposed by a Regional Transmission Organization ("RTO"), such as PJM Interconnection, LLC, or an Independent System Operator (ISO), such as the Midwest Independent Transmission System Operator (MISO) or any successor organizations (collectively, referred to as the RTO), that are not otherwise reimbursed to AEP Energy, regardless of whether such charges are greater than, less than, or equal to the charges you currently pay for these services ("RTO/Transmission and Ancillary Services Charges"). AEP Energy will pass through to you any RTO/Transmission and Ancillary Services Charges, which may be variable, related to AEP Energy's providing electricity to you and any additional or increased fees or charges that are beyond AEP Energy's reasonable control. That could include, but not be limited to, fees for switching, disconnecting, reconnecting or maintaining electric service or equipment, changes to capacity related charges, transmission or transmission-related charges, or changes to retail electric customer access programs, that are imposed by law, rule, regulation or tariff, or PUCO rule or order. These charges or fees will be passed through to you and added to your price.

**3. Length of Agreement.** Your service from AEP Energy will begin with the next available meter-reading following: a) the seven (7) day rescission period; b) the acceptance of the enrollment request by AEP Energy (at its discretion and consistent with Paragraph 7 below), and c) processing of the enrollment by your EDU, and will continue for the Term, unless otherwise terminated or renewed, ending on the meter read for the last month of service.

**4. Billing.** You will continue to receive a single bill from your EDU that will contain both your EDU and AEP Energy charges. AEP Energy does not offer budget billing for AEP Energy's charges. If you do not pay your bill by the due date, AEP Energy may cancel this Agreement after giving you a minimum of fourteen (14) days written notice. Upon cancellation you will be returned to your EDU

as a customer. You will remain responsible to pay AEP Energy for any electricity used before this Agreement is cancelled as well as any late payment charges. Further, your failure to pay EDU charges may result in your electric service being disconnected in accordance with the EDU tariff.

**5. Penalties, Fees and Exceptions.** Your EDU may charge you a switching fee. If you do not pay the full amount owed to AEP Energy by the due date of the bill, AEP Energy may charge a late payment fee up to one and one-half (1.5%) percent of the outstanding balance per month, or the maximum legally allowed interest rate, whichever is lower until such payment is received by AEP Energy. AEP Energy reserves the right to demand adequate assurances from you in the form of prepayment or other form of credit support in the event you fail to make payments in accordance with the terms herein. Customers requiring financial assurance will be required to post that assurance within 3 business days of notice.

**6. Cancellation/Termination Provisions/Failure to Pay.** If this Agreement is not rescinded during the rescission period, enrollment will be sent to your EDU. You may terminate this Agreement, without penalty, if you move outside AEP Energy's service area or into an area where AEP Energy charges a different price, by providing AEP Energy with a thirty (30) day written notice prior to such move. Any failure to pay your bill shall be deemed a breach of this Agreement permitting AEP Energy to terminate this Agreement upon fourteen (14) days advance written notice. There will be a charge as specified in "Cancellation Fee" above if you terminate this Agreement for any other reason, except as expressly provided herein, or breach this Agreement in accordance with the preceding sentence. Should you cancel service with AEP Energy and return to standard offer service with your EDU, you may not be served under the same rates, terms, and conditions that apply to other EDU customers.

**7. Customer Consent and Information Release Authorization.** By accepting this offer from AEP Energy, you understand and agree to the terms and conditions of this Agreement with AEP Energy. You authorize AEP Energy to obtain information from the EDU that includes, but is not limited to: billing history, payment history, historical and expected electricity usage, meter-readings, and characteristics of electricity service. AEP Energy reserves the right to check your credit with a consumer credit reporting agency to determine if your credit standing is satisfactory before accepting your enrollment request. This Agreement shall be considered executed by AEP Energy following: a) acceptance of your enrollment request by AEP Energy; b) the end of the seven (7) day rescission period, and c) acceptance of enrollment by your EDU.

**8. Contract Renewal.** At the end of its term, this Agreement will expire. As prescribed by the PUCO, at least every three years, you will be given the opportunity to "opt-out" of your community program at no cost. You are responsible for arranging your electric supply upon the expiration of the Agreement.

**9. Dispute Procedures.** Contact AEP Energy with any questions concerning the terms of service by phone at 1-866-258-3782 (toll-free) M-F 8AM - 7PM EST or in writing at AEP Energy, PO Box 3489, Chicago, IL 60654. Our web address is AEPenergy.com. If your complaint is not resolved after you have called AEP Energy and/or your EDU, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-

7826 (toll free) or TTY at 1-800-686-1570 (toll free) from 8:00 AM - 5:00 PM EST weekdays or at [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov). Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 AM - 5:00 PM EST weekdays, or [www.pickcoco.org](http://www.pickcoco.org).

**10. Miscellaneous.** You have the right to request from AEP Energy, twice within a 12-month period, up to 24 months of payment history, without charge. AEP Energy is prohibited from disclosing a your social security number and/or account number(s) without your affirmative written consent except for AEP Energy's collections and reporting, participating in programs funded by the universal service fund pursuant to section 4928.54 of the Revised Code, or assigning a your contract to another CRES provider. AEP Energy assumes no responsibility or liability for the following items that are the responsibility of the EDU: operation and maintenance of the EDU's electrical system, any interruption of service, termination of service, or deterioration of the EDU's service. In the event of a power outage, you should contact your local EDU. You are responsible for providing AEP Energy with accurate account information. If said information is incorrect, AEP Energy reserves the right to re-price the applicable account(s). AEP Energy reserves the right to re-price any account(s) or return you to the EDU if your rate code or meter type is changed and/or the account is no longer eligible for this program. Any notice, demand or other communication to be given hereunder, including, without limitation, any renewal or termination notice, shall be in writing and delivered to the address or email address maintained on file for you. You authorize, but do not obligate AEP Energy, to exercise your government aggregation opt-out rights. AEP Energy's environmental disclosure statement is available for viewing on our website at AEPenergy.com. You agree that AEP Energy will make the required quarterly updates to the statement electronically on our website. We will also provide the information to you upon request.

**11. Warranty and Force Majeure.** AEP Energy warrants title and the right to all electricity sold hereunder. THE WARRANTIES SET FORTH IN THIS PARAGRAPH ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE. AEP Energy will make commercially reasonable efforts to provide your electric service, but does not guarantee a continuous supply of electricity. Certain causes and events are out of the reasonable control of AEP Energy and may result in interruptions in service. AEP Energy is not liable for damages caused by acts of God, changes in laws, rules or regulations or other acts of any governmental authority (including the Commission or RTO), accidents, strikes, labor troubles, required maintenance work, inability to access the local distribution utility system, nonperformance by the EDU or any other cause beyond the control of AEP Energy's reasonable control.

**12. REMEDIES, UNLESS OTHERWISE EXPRESSLY PROVIDED HEREIN, ANY LIABILITY UNDER THIS AGREEMENT WILL BE LIMITED TO DIRECT, ACTUAL DAMAGES AS THE SOLE AND EXCLUSIVE REMEDY, AND ALL OTHER REMEDIES OR DAMAGES AT LAW OR IN EQUITY ARE WAIVED. NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY OR ITS AFFILIATES FOR CONSEQUENTIAL,**

**PLEASE KEEP A COPY FOR YOUR RECORDS**