



# Public Utilities Commission

PUCO USE ONLY – Version 1.07		
Date Received	Renewal Certification Number	ORIGINAL GAG Case Number
		14 - 0885 - GA-GAG

## RENEWAL CERTIFICATION APPLICATION OHIO NATURAL GAS GOVERNMENTAL AGGREGATORS

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

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

### SECTION A - APPLICANT INFORMATION

#### A-1 Renewal Applicant information:

Legal Name Village of North Bend  
 Address 21 Taylor Ave. P.O. Box 537 North Bend, OH 45052-0537  
 Telephone No. 513-941-0610 Web site address www.northbend.org  
 Current PUCO Certificate Number 14-359G(2) Effective Dates 6/16/16-6/16/18

#### A-2 Contact person for regulatory or emergency matters:

Name Marilyn Kramer Title Deputy Clerk  
 Business Address 21 Taylor Ave. P.O. Box 537 North Bend, OH 45052-0537  
 Telephone No. 513-941-0610 Fax No. 513-941-1335 Email Address village@fuse.net

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

Name Amy Garrett Title Senior Program Manager  
 Business address 355 E. Campus View Blvd., Suite 150, Columbus, Ohio 43235  
 Telephone No. 614-844-4307 Fax No. 614-844-4305 Email Address amy.garrett@constellation.com

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

Customer service address 355 E. Campus View Blvd., Suite 150, Columbus, Ohio 43235  
 Toll-Free Telephone No. 888-628-1945 Fax No. 614-844-4305 Email Address amy.garrett@constellation.com

**SECTION B - APPLICANT AUTHORITY AND AGGREGATION PROGRAM INFORMATION**

PROVIDE THE FOLLOWING AS SEPARATE ATTACHMENTS AND LABEL AS INDICATED

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

Applicant Signature and Title

*[Handwritten Signature]* Mayer

Sworn and subscribed before me this 30 day of March Month 2018 Year

*[Handwritten Signature]*  
Signature of official administering oath

Jeffrey Browning Notary  
Print Name and Title

My commission expires on

4/18/21



JEFFREY LEE BROWNING  
Notary Public, State of Ohio  
My Commission Expires  
April 18, 2021



# The Public Utilities Commission of Ohio

Ohio Natural Gas Governmental Aggregation  
Affidavit Form  
(Version 1.07)

In the Matter of the Application of )

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

Case No. 14-0885 -GA-GAG

County of Hamilton  
State of Ohio

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

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

Affiant Signature & Title

[Signature] Mayor

Sworn and subscribed before me this

30

day of

MARCH

Month

2018

Year

Signature of Official Administering Oath

[Signature]

Print Name and Title

Jeffrey Browning Notary

My commission expires on

4/18/21



JEFFREY LEE BROWNING  
Notary Public, State of Ohio  
My Commission Expires

April 18, 2021

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

**Village of North Bend, Ohio**  
**Natural Gas Governmental Aggregation Certification**  
**Exhibit B-1**  
**Authorization Ordinance**

**CERTIFICATE OF RESULT OF ELECTION ON QUESTION OR ISSUE**  
Revised Code, Section 1561.11

State of Ohio  
County of Hamilton

The Board of Elections of Hamilton County hereby

certifies that at the election held in the Village Of North Bend  
(Name of Subdivision)

on the 5th day of November, 2013, the vote cast on the following issue was as follows:

**Issue:**

Shall the Village of North Bend have the authority to aggregate the retail natural gas loads located in the Village of North Bend, and for that purpose, enter into service agreements to facilitate for those loads the sale and purchase of natural gas, such aggregation to occur automatically except where any person elects to opt out?

Votes, Yes <small>(For, yes, etc. on ballot)</small>	<u>262</u> <small>(Number)</small>
Votes, No <small>(For, against, etc. on ballot)</small>	<u>62</u> <small>(Number)</small>
Total votes cast for issue:	<u>324</u> <small>(Number)</small>

IN WITNESS WHEREOF, we have hereunto set our hand and official seal, Cincinnati

Ohio, this 21st day of November, 2013

Thomas M. Evans  
Charles H. Ackmitt Chair  
Carl Fox  
Alvin [Signature]

Attest: Amy L. Sarcy  
Clerk

BOARD OF ELECTIONS

Hamilton County, Ohio

**Cumulative Report -- Official  
HAMILTON COUNTY, OHIO -- GENERAL ELECTION OFFICIAL -- November 05, 2013**

Total Number of Voters : 185,948 of 551,622 = 29.95%



Precinct	Candidate	Early	Election	Total
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YES

NO

**12 PROPOSED NATURAL GAS ADEREGATION VILLAGE OF NORTH BEND, Vote For 1**

	Count	Percentage	Ballots	Registered	Percent	
YES	34	70.07%	228	61,34%	202	60.89%
NO	0	20.53%	53	10.57%	62	19.14%
<b>Cast Votes:</b>	<b>43</b>	<b>67.36%</b>	<b>281</b>	<b>66.49%</b>	<b>324</b>	<b>68.26%</b>
<b>Over Votes:</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>Under Votes:</b>	<b>8</b>	<b>12.24%</b>	<b>33</b>	<b>10.81%</b>	<b>39</b>	<b>10.74%</b>

Precincts			Voters		
Counted	Total	Percent	Ballots	Registered	Percent
1	1	100.00%	383	747	48.97%

**13 PROPOSED TAX LEVY (ADDITIONAL) VILLAGE OF NORTH BEND, Vote For 1**

FOR THE TAX LEVY

AGAINST THE TAX LEVY

	Count	Percentage	Ballots	Registered	Percent	
FOR THE TAX LEVY	29	63.04%	177	58.03%	208	58.69%
AGAINST THE TAX LEVY	17	38.96%	128	41.97%	145	41.31%
<b>Cast Votes:</b>	<b>46</b>	<b>82.00%</b>	<b>305</b>	<b>97.13%</b>	<b>351</b>	<b>98.97%</b>
<b>Over Votes:</b>	<b>1</b>	<b>2.04%</b>	<b>0</b>	<b>0.00%</b>	<b>1</b>	<b>0.28%</b>
<b>Under Votes:</b>	<b>2</b>	<b>4.08%</b>	<b>9</b>	<b>2.87%</b>	<b>11</b>	<b>3.03%</b>

Precincts			Voters		
Counted	Total	Percent	Ballots	Registered	Percent
1	1	100.00%	383	747	48.97%

**14 PROPOSED TAX LEVY (ADDITIONAL) VILLAGE OF TROUSSE PARK, Vote For 1**

FOR THE TAX LEVY

AGAINST THE TAX LEVY

	Count	Percentage	Ballots	Registered	Percent	
FOR THE TAX LEVY	29	68.97%	317	62.99%	337	62.99%
AGAINST THE TAX LEVY	9	31.03%	149	37.36%	188	37.01%
<b>Cast Votes:</b>	<b>29</b>	<b>100.00%</b>	<b>508</b>	<b>98.53%</b>	<b>535</b>	<b>98.97%</b>
<b>Over Votes:</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>
<b>Under Votes:</b>	<b>0</b>	<b>0.00%</b>	<b>6</b>	<b>1.17%</b>	<b>6</b>	<b>1.13%</b>

Precincts			Voters		
Counted	Total	Percent	Ballots	Registered	Percent
2	2	100.00%	641	1,743	31.97%

**Village of North Bend, Ohio**  
**Natural Gas Governmental Aggregation Certification**  
**Exhibit B-2**  
**Operation and Governance Plan**

**PLAN OF OPERATION AND GOVERNANCE**  
**Natural Gas Governmental Aggregation**

**Introduction.** On November 5, 2013, a majority of the voters in the North Bend, Ohio, in the County of Hamilton, approved a referendum that authorized North Bend (the "Village") to pursue Governmental Aggregation. After the Village held two public hearings on the matter, the Village approved this Plan of Operation and Governance, as prescribed by Section 4929.26 of the Ohio Revised Code. The Village has developed this Plan of Operation and Governance ("Plan of Operation") in accordance with the governmental aggregation provisions in Rule 4901:1-28-03 of the Ohio Administrative Code. Once certified as a Governmental Aggregator, the Village will be authorized to combine multiple retail natural gas customer loads within its geographic boundaries (the "Aggregation") for the purpose of facilitating the purchase of natural gas supply through Ohio's competitive retail natural gas market.

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

**The Contract.** The supply contract negotiated by the Governmental Aggregator for the Aggregation (the "Contract") shall be for firm, full-requirements supply. Each Aggregation participant will be individually bound to the Provider by the terms of the Contract, and will be solely responsible for payment and performance. The natural gas supply charges for Aggregation are included in the Contract that will be negotiated by the Governmental Aggregator. The natural gas supply charges will take the form of either a fixed price or a variable price. All natural gas supply charges will be fully and prominently disclosed in consumer enrollment materials (such as the Opt-out Notice), available on the Provider's website, and available by calling the Provider's toll-free customer service telephone number.

**Eligibility, Opt-out Disclosures, and Pooling Accounts.** Ohio law, in Rule 4901:1-29-13 of the Ohio Administrative Code or any successor thereto, requires Duke Energy Ohio, the local natural gas distribution utility (the "Utility"), to provide the Governmental Aggregator with an account list of eligible customers, including the names, service and mailing addresses, load profile reference category, meter read date or schedule, and historical consumption data for all eligible customers residing within the Governmental Aggregator's boundaries. The following customers are not eligible: customers already under contract with a certified, Competitive Retail Natural Gas Service company; customers on the Percentage of Income Payment Plan (PIPP) or any similar or successor program; customers that have past due amounts owing to the Utility and have no existing plan to discharge such amounts; and mercantile customers, as defined by Ohio law. Using this list of eligible accounts, the Provider, with the assistance of the Governmental Aggregator, will review the list to verify that the eligible accounts are located within the geographic boundaries of the Village and that no area within the Village boundaries has been inadvertently omitted from the list. Finally, the Provider will reduce the list by removing those accounts in rate classes that indicate (i) a higher demand than targeted for the Aggregation or (ii) a usage profile that is not consistent with ordinary residential and small commercial use.

Within thirty (30) days of receipt of the list from the Utility, the Provider, with assistance from the Governmental Aggregator, will prepare and mail an "Opt-out Notice" to each account that remains on the eligible list after the list has been reduced as noted above. The Opt-out Notice will inform the eligible account holder that the Governmental Aggregator has formed an automatic (or "Opt-out") aggregation, provide the price for the natural gas supply to the Aggregation and other terms and conditions of service, and explain how the account holder can decline participation in the Aggregation.

As required by Rule 4901:1-28-04 of the Ohio Administrative Code, the Opt-out Notice will indicate that the account holder has 21 days to opt out of the Aggregation by telephoning a toll-free number or returning, to the Provider, a postcard that is included in the Opt-out Notice.



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

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

**Billing.** Aggregation participants will receive a single, monthly bill from the Utility, which will include charges from the Provider for its natural gas supply, as well as the Utility distribution charges. Aggregation participants will be billed according to their Utility billing cycle.

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

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

<u>Nature of Complaint</u>	<u>Contact</u>	<u>Phone Number</u>
Outages/Emergencies	Utility	1-800-544-6900
Service turn on/off	Utility	1-800-544-6900
Billing Disputes	Utility	1-800-544-6900
Price/Joining/Leaving Program	Provider Customer Service	1-877-331-3045
Program Regulatory Questions	Provider Customer Service	1-877-331-3045
Unresolved Disputes	Public Utilities Commission	1-800-686-7826
Unresolved Disputes	Ohio Consumers' Counsel	1-877-742-5622

The Provider will attempt to resolve all customer complaints in a timely and good faith manner. The Provider shall investigate and provide a status report to the customer when the complaint is made directly to the Provider and/or the Governmental Aggregator, within three (3) business days following Provider's receipt of the complaint. In the case of a Public Utilities Commission of Ohio ("PUCO") complaint, the Provider will investigate and provide a status report to the customer and PUCO staff within three (3) business days following the Provider's receipt of the complaint, or such other period of time as may be required by the PUCO. If an investigation into a complaint received from the customer or a complaint referred by the PUCO is not completed within ten (10) business days, then a status report will be given to the customer, and, if applicable, the PUCO. These status reports will be given every three (3) business days until the investigation is complete, unless the action that must be taken takes longer than three (3) business days and the customer has been notified. Final results of a PUCO-referred complaint will be provided to the PUCO either orally (telephone) or in writing (e-mail, written correspondence), no more than three (3) business days after the investigation is completed. The final results will be provided in writing to the customer no later than three (3) business days after the investigation is completed. Customers retain the right to contact the PUCO regarding complaints and disputes. All customers have the right to contact the PUCO by writing to Public Utilities Commission of Ohio, 180 E. Broad St., Columbus, OH 43215-3793; by fax to (614) 752-8351; through the PUCO website at [www.puc.state.oh.us](http://www.puc.state.oh.us); or by calling toll free (800) 686-7826. Records of customer complaints will be retained for two (2) years after the occurrence of the complaint. A copy of the complaint record will be provided to the PUCO within three (3) business days, if requested.

**Moving within the Village.** An aggregation participant who moves from one location to another within the Village boundaries and retains the same account number will remain an Aggregation participant and will receive the same price it would have received if its location had not moved.

An aggregation participant who moves from one location to another within the Village boundaries and is assigned a new account number may enroll its new account in the Aggregation and receive the same price it would have received if its location had not moved, provided the new account is eligible for Aggregation. An aggregation participant who moves within the Village and receives a new account number may be dropped from the Aggregation by the Utility, but it will not be charged an early termination fee from the Provider. If a participant is dropped from the Aggregation due to a move within the Village, the participant must contact the Provider to be re-enrolled, within 60 days of being dropped.

**Moving outside of the Village.** An aggregation participant who moves out of the Village boundaries will no longer be eligible to participate in the Aggregation, but it will not be charged an early termination fee by the Provider.

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

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

**VILLAGE OF NORTH BEND – HAMILTON COUNTY**  
**EXHIBIT B-3 and B-4**  
**AUTOMATIC AGGREGATION DISCLOSURE NOTIFICATION/OPT-OUT NOTICE**

**OPT OUT LETTER, TERMS & CONDITIONS AND FAQs– 6 PAGES**



### Welcome to the Village of North Bend Aggregation Program.

**DO NOT DISCARD:**  
Important Natural Gas Aggregation Information Enclosed.

**This notification is in regards to your gas service at:**

IIC 0 iE mllllllllll  
<<OEL(1)>>

<<PREPKGTRY(1)>><<PREPKGTRY1(1)>><<SERVLINE1(1)>>  
<<SERVLINE2(1)>>  
<<SERVICECITY(1)>>, <<SERVICESTATE(1)>> <<SERVICEZIP(1)>>

<<BUSNAME(1)>>  
<<MAILLINE1(1)>>  
<<MAILLINE2(1)>>  
<<MAILCITY(1)>>, <<MAILSTATE(1)>> <<MAILZIP(1)>>

September 22, 2017

Dear <<BUSNAME(1)>>,

In November 2013, Village of North Bend voters authorized the creation of a natural gas aggregation program. Your community has again selected Constellation NewEnergy-Gas Division, LLC ("Constellation") as the preferred supplier for service beginning with your **November 2017** meter read cycle through your **October 2018** meter read cycle.

**You have the following rate options which can be cancelled at any time:**

**Option 1: Locked-In Price with Flex Down Opportunity Rate (Current Default Rate):** This option includes the ability for the Village to lock in a price cap; if the Village locks in a price cap, your price will not exceed the price cap during the established capped period. If market prices dictate, your monthly price could also decrease. If a capped rate is established, Constellation will notify you in writing the price of the cap and the duration of the capped period. Because the Village has not locked in a price cap at this time, **you will pay a monthly variable rate**, which may change monthly based on supply costs including commodity, transportation and balancing risk components, plus a margin, unless and until the Village and Constellation agree to implement a price cap for applicable months. **For natural gas supplied in November 2017, the Monthly Variable Rate will be \$0.4875 per Ccf.**

**Option 2: Monthly Variable Rate:** This rate option may change on a monthly basis based on supply costs including commodity, transportation and balancing risk components, plus a margin. **For natural gas supplied in November 2017, the Monthly Variable Rate will be \$0.4875 per Ccf.** If you wish to participate in this option and for your monthly supply rate to remain variable, you must contact Constellation at the number listed below.

For either option, please see the enclosed FAQs and Terms and Conditions for full details regarding the rate options and other terms of the program. If at any time the Township changes the Current Default Rate to a different pricing option, an opt-out notification will be sent to all program participants

**You Are Automatically Enrolled in Option 1:** There is no cost to enroll. Enrollment in Option 1 is automatic for those who are eligible, unless you opt out of the program or call and request Option 2.

**How To Opt-Out**

If you do not want to be automatically enrolled in the aggregation program, please respond with one of the options below by October 13, 2017:

- 1. Mail:** Return the form below in the pre-addressed stamped envelope
- 2. Phone:** Call Constellation at 855-628-5487
- 3. Web:** Visit [www.constellation.com/oh-northbend](http://www.constellation.com/oh-northbend)

We look forward to providing this program.

Sincerely,

Kevin Klages  
SVP, Mass Markets  
Constellation

Village of North Bend

The rate provided will NOT include taxes, Duke distribution or other Duke fees, charges or credits. If you are already enrolled with another natural gas supplier, a cancellation fee may apply to end your agreement with that supplier. The General Terms and Conditions govern your participation in the Program. Please do not contact the community. If you have additional questions about this offer, contact Constellation. Ohio Supplier License #10-186G(4).



<<BUSNAME(1)>>  
<<MAILLINE1(1)>>  
<<MAILLINE2(1)>>  
<<MAILCITY(1)>>, <<MAILSTATE(1)>> <<MAILZIP(1)>>



I do not want to participate in the Village of North Bend Natural Gas Aggregation Program.

Phone Number  Cell  Work  Home

Opt-Out Code

**Service Address:**  
<<MAILCITY(1)>>  
<<SERVLINE2(1)>>  
<<SERVICECITY(1)>>, <<SERVICESTATE(1)>> <<SERVICEZIP(1)>>

Duke Account Number  
  
Signature   
Date

## GENERAL TERMS AND CONDITIONS

Generally the words "you" and "your" refer to the Customer and the words "we" and "us" refer to Constellation, unless the context clearly requires otherwise.

**1. Purchase and Sale of Natural Gas.** If you do not "opt-out" by October 13, 2017 pursuant to these General Terms and Conditions (the "Agreement"), you will purchase from us on an exclusive basis, and we will take all reasonable action to supply or cause to be supplied, all of your natural gas requirements at the price and for your accounts ("Account(s)"). Pursuant to the Agreement, you authorize us to (i) enroll your Account(s) with your Utility so that we can supply the Account(s), (ii) aggregate your Account(s) with those of other customers of Constellation or its affiliates, (iii) request and receive usage and other information from your Utility with respect to the Account(s) and (iv) enter into agreements with your Utility as necessary under the Utility's tariff to facilitate supply of the Account(s). You agree to cooperate with Constellation to ensure enrollment of your Account(s) in a timely manner. You give us the authority to choose the source of your natural gas supply. Your Utility will continue to deliver your natural gas and provide billing and other services to you. You acknowledge that such transportation service is subject to regulations set forth in your Utility's tariff. **Supply of natural gas under this Agreement is conditioned upon (1) our verification of the accuracy of all information that you provide to us, including information regarding your natural gas usage and the Account(s) and (2) acceptance of enrollment of your Account(s) by the Utility.**

**2. Term.** This term of the Agreement is effective when enrollment occurs with the Utility with Constellation as your natural gas supplier, subject to your rescission right set forth under "Customer's Rescission Right" below. Subject to successful enrollment of your Account(s), we will supply the Account(s) with natural gas from the first regularly scheduled Utility meter read date after your Utility switches you to Constellation ("Start Date"), which we estimate will be in the month of November, 2017 (December, 2017 billing cycle). We will supply your Account(s) through the month of October, 2018 (November, 2018 billing cycle). If the Village of North Bend Natural Gas Aggregation Program continues beyond October, 2018 with Constellation as the supplier, Constellation will send you a notice of renewal including, but not limited to, notice of the new Village of North Bend Natural Gas Aggregation Program, notice of your right to opt-out of the Village of North Bend Natural Gas Aggregation Program, and any other changes. The opt-out mailing shall include a provision for return of a post card or similar notice to Constellation, to be returned no later than twenty-one (21) days from the post-marked date, and receipt of the opt-out mailing post-marked before the opt-out deadline has elapsed shall count as timely sent. You are entitled to opt-out of Village of North Bend's Natural Gas Aggregation Program at least every two years from the Start Date of the Village of North Bend Natural Gas Aggregation Program, without a penalty. If for any reason you do not wish to continue, you may cancel this Agreement as provided in Section 4 below. If you do not cancel, this Agreement will renew, and any changes to the General Terms and Conditions will become effective for the term provided in the renewal notice.

**3. Village of North Bend Natural Gas Aggregation Program.** Through October, 2018 (November, 2018 billing cycle), you have the following rate options.

**Option 1: Locked-In Price with Flex Down Opportunity<sup>SM</sup> Rate (Current Default Rate):** Under this rate option, you will receive a Monthly Variable Rate as described below unless Village of North Bend and Constellation agree to implement a price cap for certain months. **This will be the default option unless you call Constellation at the toll free number listed below in Section 8 to indicate that you would like**

**Option 2.** For any month that a cap is in place, your price will not exceed the price cap and, based on Constellation's assessment of natural gas market trends, the monthly price could decrease below the cap if market prices also decrease during the capped period. If the Village of North Bend implements a price cap, a notification will be sent to you.

**Option 2: Monthly Variable Rate:** The Monthly Variable Rate may change for each calendar month. The Monthly Variable Rate will be set in Constellation's discretion and may vary from month to month based on Constellation's assessment of applicable market conditions, historic and projected supply and hedging costs, prior months pricing and balancing costs, projected average customer bill amounts and Utility pricing. The Monthly Variable Rate may include the following additional costs: balancing costs, transportation costs, line loss costs, storage costs, pooling charges, credit costs, broker fees, and a profit margin determined in Constellation's discretion that may vary from month to month. If the utility pro-rates between months, and if a billing cycle spans across multiple calendar months, the Utility will apply the applicable Monthly Variable Rates pro-rated based on the Utility's billing methodology. The Monthly Variable Rate may be higher or lower than the price offered in the initial or any prior month. If you wish to participate in this option, you must contact Constellation at the number listed in Section 8. Customer Service, below.

**IN THIS PROGRAM, YOU HEREBY APPOINT THE VILLAGE OF NORTH BEND AS YOUR AGENT FOR NATURAL GAS SUPPLY PRICING DECISIONS AND AGREE THAT THE VILLAGE OF NORTH BEND HAS THE EXCLUSIVE RIGHT TO MAKE NATURAL GAS SUPPLY PRICING DECISIONS ON YOUR BEHALF WHILE THIS AGREEMENT REMAINS IN EFFECT.**

If the Village of North Bend chooses to use a pricing option other than the Current Default Rate (Flex Down) or Monthly Variably Rate, an opt-out notice will be sent to program participants.

**Note:** The Locked-In Price, fixed, or variable price includes (i) all related interstate pipeline charges required to deliver gas to the Delivery Point, plus (ii) administrative costs and fees. In addition to the Locked-In Price, fixed or variable price, you will also pay the Utility's service charges.

**4. Termination.** You may terminate this Agreement without penalty at any time for any reason by providing notice to Constellation. Please note that once enrolled, it may take one to two billing cycles beyond the current billing cycle for the cancellation to be effective, as the effective date

of all cancellations are subject to your Utility's guidelines. Should you fail to pay any Utility invoice or fail to meet any agreed-upon payment arrangement, your service and this Agreement may be automatically terminated in accordance with the Utility's tariffs. In addition, this Agreement will terminate if (i) the requested service location is not served by the Utility, (ii) you move outside the Utility's service area or to an area not served by Constellation, (iii) we return you to the Utility's sales service pursuant to any termination of this agreement by us, or (iv) you cancel your enrollment with us pursuant to your rescission right provided below. You may terminate this Agreement without penalty if you relocate outside the service territory of the Utility.

**5. Customer's Rescission Right.** Upon processing your enrollment, the Utility will send you a confirmation letter, which is notice of the transfer of your supply to Constellation. You have a seven (7) business day period from the postmark date of the Utility's confirmation letter during which time you may cancel your enrollment, without penalty, by calling the Utility's toll-free number provided in the confirmation letter or by providing written notice to the Utility, which will be effective as of the postmark date.

**6. Your Invoice.** You will be invoiced by the Utility monthly for all charges applicable to your natural gas usage, including the rates set forth herein, applicable Taxes (which are passed through to you) and all applicable Utility customer charges and franchise fees. You authorize us to act as your payment agent if deemed necessary by us to facilitate consolidated billing. You have the right to request up to twenty-four (24) months of your payment history for services rendered by Constellation without charge.

**7. Switching.** The Utility may charge a switching fee in accordance with its tariff when you change your natural gas supplier to Constellation. If the Utility charges a switching fee when you change your natural gas supplier to Constellation in accordance with this Agreement, Constellation agrees to refund you for any such switching fee. To receive a refund, you must call Constellation at (855) 628-5487. Constellation will not separately charge a switching fee. If you voluntarily return to the Utility after switching to a competitive supplier, you may be charged a price other than the Utility's regulated sales service rate.

**8. Customer Service.** For questions or complaints about our services, contact us at our Customer Care department by calling toll-free (855) 628-5487, 24 hours a day, seven days a week, by e-mail at [VST@constellation.com](mailto:VST@constellation.com), online at [www.constellation.com](http://www.constellation.com), or in writing at Constellation NewEnergy – Gas Division, LLC, 1716 Lawrence Drive, De Pere WI, 54115. If your complaint is not resolved after you have called Constellation, or for general utility information, you may contact the Public Utilities Commission of Ohio ("PUCO") for assistance at (800) 686-7826 (toll free) or for TTY at (800) 686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. 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 (877) 742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**9. Definitions.** "Delivery Point" means any existing and future points of interconnection between your Utility transmission and/or distribution system and those of a third party pipeline supplying natural gas to the Utility. "Taxes" means all taxes, duties, fees, levies, premiums or any other charges of any kind, whether direct or indirect, relating to the sale, purchase or delivery of natural gas, together with all interest, penalties or other additional amounts imposed, including but not limited to gross receipts, sales, consumption, use, value added, per Ccf, commercial activity or other privilege tax, and any other tax (whether in effect as of the effective date of this agreement or thereafter) imposed by any governmental entity. "Utility" means your local natural gas distribution utility owning and/or controlling and maintaining the distribution system required for delivery of natural gas to the Account(s). "Market Price" means the current price at which natural gas can be bought or sold by suppliers. "Market Trend" means the tendency of natural gas market prices to move in a particular direction over time.

**10. Notices.** All notices will be in writing and delivered by hand, first class mail, or by express carrier to our respective business addresses. Either of us can change our address by notice to the other pursuant to this paragraph.

**11. Changes in law, market structure, and/or your natural gas needs or classifications.** If a change in or implementation of law, rule, regulation, ordinance, statute, judicial decision, administrative order, Utility tariffs, or the like causes our costs under this Agreement to increase, we will have the right to pass such increased costs on to you. The changes described in this Section may change any or all the charges described in this Agreement.

**12. Events beyond either of our reasonable control.** If something happens that is beyond either of our reasonable control that prevents either of us from performing our respective obligations under this Agreement, then whichever one of us cannot perform will be relieved from performance until the situation is resolved. Examples of such events include: acts of God, fire, flood, hurricane, war, terrorism; labor disputes; declaration of emergency by a governmental entity or the Utility; curtailment, disruption or interruption of natural gas transmission, distribution or supply; regulatory, administrative, or legislative action, or action or restraint by court order or other governmental entity; and actions taken by third parties not under your or our control, such as the Utility. However, such events shall not in any event excuse any failure to make payments due in a timely manner for natural gas supplied to you. The parties shall notify each other immediately of an operational flow or curtailment order from the applicable pipelines or Utility and shall take all required steps to comply with such orders.

**13. Delivery Point and indemnification obligations.** We will deliver natural gas to the Delivery Point. Title and risk of loss related to the natural gas transfer to you at the Delivery Point, and you are responsible for all transmission, distribution, and other costs (including Taxes and other fees) related to the final delivery to the facilities to which the Account(s) relate as well as your use of the natural gas. While we will arrange for the delivery of natural gas to you by your Utility, we will have no liability or responsibility for matters within the control of the Utility, which include maintenance of pipelines and systems, service interruptions, loss of service, quality of the natural gas, deterioration of services, or meter readings. EACH PARTY (THE "INDEMNIFYING PARTY") WILL DEFEND, INDEMNIFY AND HOLD THE OTHER PARTY HARMLESS FROM ANY AND ALL CLAIMS (INCLUDING CLAIMS FOR PERSONAL INJURY, DEATH, OR PROPERTY DAMAGE), LOSSES, EXPENSES

(INCLUDING REASONABLE ATTORNEYS' FEES), DAMAGES, SUITS, CAUSES OF ACTION AND JUDGMENTS OF ANY KIND ARISING HEREUNDER WHILE TITLE AND RISK OF LOSS ARE VESTED IN THE INDEMNIFYING PARTY.

**14. Limitation on Liability.** IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES, OWNERS, OFFICERS OR DIRECTORS BE LIABLE FOR ANY CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST OPPORTUNITIES OR LOST PROFITS. Each party's total liability related to this Agreement, whether arising under breach of contract, tort, strict liability or otherwise, will be limited to direct, actual damages. Each party agrees to use commercially reasonable efforts to mitigate the damages it may incur. NO WARRANTY, DUTY, OR REMEDY, WHETHER EXPRESSED, IMPLIED OR STATUTORY, ON CONSTELLATION'S PART IS GIVEN OR INTENDED TO ARISE OUT OF THIS AGREEMENT, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A GENERAL OR SPECIFIC PURPOSE OR USE.

**15. Governing Law/Venue.** THIS AGREEMENT WILL BE GOVERNED BY AND INTERPRETED IN ACCORDANCE WITH THE LAWS OF THE STATE OF OHIO WITHOUT GIVING EFFECT TO ANY CONFLICTS OF LAW PROVISIONS. WE ALSO BOTH AGREE IRREVOCABLY AND UNCONDITIONALLY TO WAIVE ANY RIGHT TO A TRIAL BY JURY OR TO INITIATE OR BECOME A PARTY TO ANY CLASS ACTION CLAIMS WITH RESPECT TO ANY ACTION, SUIT OR PROCEEDING DIRECTLY OR INDIRECTLY ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE TRANSACTIONS CONTEMPLATED BY THIS AGREEMENT.

**16. Relationship of Parties.** We are an independent contractor, and nothing in this Agreement establishes a joint venture, fiduciary relationship, partnership or other joint undertaking. You will **not rely, and have not relied,** on us in evaluating the advantages or disadvantages of any specific product or service, predictions about future energy prices, or any other matter under this Agreement. Your decision to enter into this Agreement and any other decisions or actions you may take are and will be based solely upon your own analysis (or that of your advisors) and not on information or statements from us. There is no guarantee that the program you chose will guarantee any price advantage or savings.

**17. Confidentiality.** Consistent with applicable regulatory requirements, we will hold in confidence all information obtained by us from you related to the provision of services under this Agreement and which concern your energy characteristics and use patterns, except that we may disclose such information to our affiliates (excluding Baltimore Gas & Electric, a regulated utility) and such affiliates' employees, agents, advisors, and independent contractors. Other than for operation, maintenance, assignment and transfer of your Account(s), pursuant to a court or PUCO order or pursuant to a PUCO rule, we will not release your account number or, other than for credit checking and credit reporting, if applicable, your social security number, without your prior written consent.

**18. Miscellaneous Provisions.** If in any circumstance we do not provide notice of, or object to, any default on your part, such situation will not constitute a waiver of such default or any future default of any kind. If any of this Agreement is held legally invalid, the remainder will not be affected and will be valid and enforced to the fullest extent permitted by law and equity, and there will be deemed substituted for the invalid provisions such provisions as will most nearly carry out our mutual intent as expressed in this agreement. You may not assign or otherwise transfer any of your rights or obligations under this Agreement without our prior written consent and any such attempted transfer will be void. We may assign our rights and obligations under this Agreement to a qualified natural gas supplier and will provide you with prior written notice of any such assignment. This Agreement contains the entire agreement between both of us, supersedes any other agreements, discussions or understandings (whether oral or written) regarding the subject matter of this agreement, and may not be contradicted by any prior or contemporaneous oral or written agreement. A facsimile copy with your signature will be considered an original for all purposes. No amendment to this Agreement will be valid or given any effect unless signed by both of us. Applicable provisions of this Agreement will continue in effect after termination or expiration of this Agreement to the extent necessary, including those for billing adjustments and payments, indemnification, limitations of liability, and dispute resolution. Constellation shall have the right to set-off and net any amounts owed to Customer against any amounts owed to it by Customer under this Agreement or any other agreement. This Agreement is a "forward contract" and Constellation is a "forward contract merchant" under the U.S. Bankruptcy Code, as amended. Further, we are not providing advice regarding "commodity interests", including futures contracts and commodity options or any other matter, which would cause us to be a commodity trading advisor under the U.S. Commodity Exchange Act, as amended ("CEA"). Customer's purpose in entering into this Agreement is not speculation, but rather price volatility control and/or budget management for procurement of natural gas for one or more of its facilities. Customer represents that it qualifies as an "eligible contract participant" as the same is defined under the CEA. The terms of any purchase order (PO) you send to us or any alterations, additions, or modifications you make to the preprinted terms of this Agreement shall be void and without any effect unless and only to the extent we agree in writing to such alterations, additions, or modifications.

**IN THE EVENT OF AN EMERGENCY OR SERVICE INTERRUPTION, CONTACT YOUR UTILITY AT:**

Utility Name	Utility Abbreviation	Contact Number
Duke Energy Ohio	DUKE	(800) 634-4300



## Natural Gas Aggregation Opt-Out Frequently Asked Questions

**Q: What is aggregation?**

**A:** Under governmental aggregation, local officials bring the community together for group purchasing power. The community benefits by receiving competitively-priced natural gas from a retail natural gas supplier certified by the Public Utilities Commission of Ohio.

**Q: How is my community able to choose a certified natural gas supplier on my behalf?**

**A:** Residents voted to allow the community to negotiate a contract with a natural gas supplier on their behalf.

**Q: How do I enroll?**

**A:** Eligible residential or small business customers will be automatically enrolled.

**Q: Who is eligible for the aggregation program?**

**A:** Most residential and small business customers residing within the community receiving natural gas from the local utility are eligible (local utilities include: Dominion East Ohio Gas, Columbia Gas of Ohio, Vectren Energy Delivery of Ohio, and Duke Energy Ohio).

**Q: Who is not eligible?**

**A:** Residential and business customers who are not eligible for automatic enrollment in the program include:

- A customer that is not located within community boundaries.
- Percentage of Income Payment Program (PIPP) customers.
- A customer who is under contract with another natural gas provider.
- A customer who has a special contract with the natural gas utility company.
- Customers who are behind on their payments to the utility.
- A mercantile customer that has not provided consent to join the program. "Mercantile customer" means a commercial or industrial customer if the natural gas consumed is for non-residential use and the customer consumes more than 500 Mcf per year or is part of a national account involving multiple facilities in one or more states.

**Q: Does it cost to enroll?**

**A:** No. Constellation does not charge any enrollment or switching fees.

**Q: When will I see my new rate?**

**A:** You can expect to see the new rate one to two billing cycles following your enrollment in the program. Please note: supply rates do not include taxes, delivery service charges or other utility fees.

**Q: Who will bill me for natural gas?**

**A:** You will continue to receive one monthly bill from your local utility.

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

**A:** Yes, how you pay your natural gas bill will not change.



**Q: Who is responsible for delivery of natural gas to my home or business?**

**A:** Your local utility company will continue to deliver natural gas to your home or business.

**Q: Who do I call if I have a problem with my natural gas service?**

**A:** To report service problems, a gas leak and for billing questions, contact your local utility company.

**Q: What if I have already selected another supplier?**

**A:** Based on the records provided by the utility, we assumed you are not with another supplier. However, if you recently signed up with a new supplier, carefully review the terms and conditions of that agreement before proceeding as your ability to terminate early with that supplier may be restricted.

**Q: Is there an early termination fee for leaving the program outside of the 21 day opt-out period?**

**A:** No, there is no early termination fee.

**Q: Who do I contact if I have additional questions about this offer?**

**A:** If you have additional questions about the program, please contact Constellation.

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VILLAGE OF NORTH BEND, HAMILTON COUNTY, OHIO

EXHIBIT B-5 "EXPERIENCE"

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## Exhibit B-5 "Experience"

Due to the complexity of Governmental Aggregation, the Governmental Aggregator applicant has entered into a program agreement with Constellation NewEnergy-Gas Division, LLC ("Constellation") to assist us in implementing and maintaining our Natural Gas Governmental Aggregation Program. Constellation is a PUCO certified Natural Gas Aggregator and has experience in managing and supplying more than 50 governmental aggregation programs in the State of Ohio.

A detailed summary of the contract includes, but is not limited to, providing the following services:

- Assist with the preparation of the Plan of Operation and Governance
- Assist with the required legal notice and the required public meetings to review and approve the Plan of Operation and Governance
- Assist with the preparation and submission of the Certification Application for Governmental Aggregators and Re-certification Applications, as well as PUCO annual reporting requirements
- Provide a dedicated Toll Free Number for the program that is fully-staffed and trained and is available 24 hours a day, 7 days a week to respond to all customer questions and complaints
- Provide a dedicated landing page for each governmental aggregation program which provides customer education content, program information and customer service access
- Provide gas supply pricing strategies and provide the gas supply for the chosen strategy(ies)
- Assist in obtaining utility eligible customer lists
- Provide boundary verification services
- Draft, print, docket with the PUCO and mail approved opt-out notices
- Provide billing services through the local distribution utility using their own proprietary billing system
- Maintain a system for tracking and responding to customer inquiries and complaints
- Provide other services necessary to comply with provisions of Section 4929.22 of the Ohio Revised Code and in Chapter 4901:1-29 of the Ohio Administrative Code

As a Certified Gas Aggregator, Constellation (and/or its predecessors) has over 13 years of experience in providing the aforementioned services to governmental aggregators in the State of Ohio as well as providing Customer Choice programs to all four deregulated gas utilities throughout the State. Constellation's ability to successfully serve as a CRNGS provider is amply demonstrated through their past and current performance as a natural gas provider. Their efforts comply with all of the requirements of Commission rules adopted pursuant to the Ohio Revised Code and include such activities as customer enrollment methods, customer service activities and response to customer concerns.

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**Case No(s). 14-0885-GA-GAG**

Summary: Application Renewal application for certification as a Natural Gas Governmental Aggregator electronically filed by Ms. Amy Garrett on behalf of Village of North Bend