

December 11, 2018

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

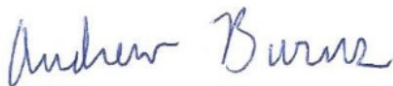
**RE: Electric Governmental Aggregator Certification Application for the Village of Silverton (Case Number 14-2294-EL-GAG).**

Attached please find a copy of the application for certification renewal as a Governmental Aggregator of Electricity for the Village of Silverton.

Independent Energy Consultants, Inc. is providing aggregation consulting services to the Village of Silverton and is filing this certification on their behalf.

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

Thank you for your assistance.



Andrew Burns  
Government Aggregation Manager

Enclosures



## Public Utilities Commission

Original GAG Case Number	Version
14 - 2294 -EL-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 Village of Silverton

Address 6943 Montgomery Road, Silverton, OH 45236

PUCO Certificate # and Date Certified 15-918E (2) Certified 1/19/2017

Telephone # (513) 792-6560 Web site address (if any) www.silvertonohio.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

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. Burns  
Title President, Independent Energy Consultants, Inc.  
Business address 215 W. Garfield Road, Suite 210, Aurora OH 44202  
Telephone # (330) 995-2675 Fax # (800) 574-4508  
E-mail address mburns@naturalgas-electric.com

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

Name Mark R. Burns  
Title President, Independent Energy Consultants, Inc.  
Business address 215 W. Garfield Road, Suite 210, Aurora OH 44202  
Telephone # (330) 995-2675 Fax # (800) 574-4508  
E-mail address mburns@naturalgas-electric.com

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

Customer Service address 215 W. Garfield Road, Suite 210, Aurora OH 44202  
Toll-free Telephone # (888) 862-6060 Fax # (800) 574-4508  
E-mail address info@naturalgas-electric.com

Tom M. Carr Village Manager  
Signature of Applicant & Title

Sworn and subscribed before me this 6 day of Nov, 2018  
Month Year

Meredith L. George  
Signature of official administering oath

Meredith George, Notary Public  
Print Name and Title

My commission expires on



Meredith L. George  
Notary Public, State of Ohio  
My Commission Expires 01-13-2020



# **AFFIDAVIT**

State of Ohio :

Village of Silverton ss.  
(Town)

County of Hamilton :

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

He/She is the Village Manager (Office of Affiant) of Village of Silverton (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.

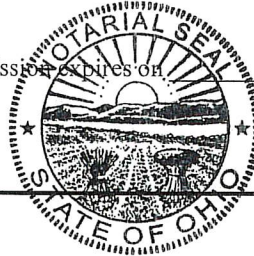
*Tim M. E...*, Village Manager  
Signature of Affiant & Title

Sworn and subscribed before me this 6 day of Nov, 2018  
Month Year

*Meredith L. George*  
Signature of official administering oath

Meredith George, Notary Public  
Print Name and Title

My commission expires on



**Meredith L. George**  
Notary Public, State of Ohio  
My Commission Expires 01-13-2020

**ORDINANCE NUMBER 14-3428**

**AN ORDINANCE ACKNOWLEDGING THE AUTHORIZATION  
ESTABLISHMENT OF A GOVERNMENT AGGREGATION PROGRAM WITH OPT-  
OUT PROVISIONS PURSUANT TO SECTION 4928.20 OF THE OHIO REVISED  
CODE (THE "AGGREGATION PROGRAM") FOR THE RESIDENTS, BUSINESSES  
AND OTHER ELECTRIC CONSUMERS IN THE VILLAGE OF SILVERTON AND  
DECLARING AN EMERGENCY**

**WHEREAS**, on November 4, 2014, Silverton residents voted in favor of the Village having the authority to aggregate the retail electric loads located in the Village and to enter into service agreements to facilitate for those loads the sale and purchase of electricity pursuant to Sections 4928.20 of the Ohio Revised Code; and

**WHEREAS**, after the passage of the ballot, the Village Council held two public hearings as required by Revised Code 4928.20(c) to explain customer rights in an "opt-out" aggregation and to adopt a Plan of Operations and Governance for its electric governmental aggregation program.

**NOW, THEREFORE**, be it ordained by the Council of the Village of Silverton, County of Hamilton, State of Ohio:

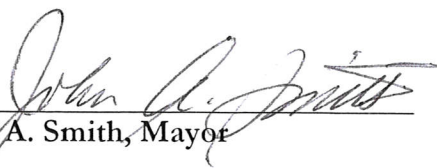
**SECTION 1:** That the Village Council of Silverton acknowledges the affirmative vote of the electorate on November 4, 2014, thereby granting authority to the Village of Silverton to establish an electric aggregation program.

**SECTION 2:** That this Council hereby adopts the Village of Silverton' Plan of Operation and Governance, (attached hereto and incorporated herein by reference as Exhibit A) for the implementation and administration of the Village's electric aggregation program in accordance with Revised Code 4928.20(c).

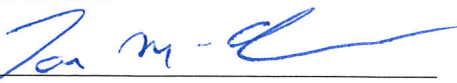
**SECTION 3:** That it is found and determined that all formal actions of this Council concerning and relating to the adoption of this Ordinance were adopted in an open meeting of this Council, and that all deliberations of this Council and any of its committees that resulted in such formal action, were in meetings open to the public, in compliance with all legal requirements, including section 121.22 of the Ohio Revised Code.

**SECTION 4.** This Ordinance is declared to be an emergency measure necessary for the immediate preservation of the public health, safety and welfare of the Village, and for the further reason that this Ordinance is required to be immediately effective in order to begin realizing the savings sought by the Electric Aggregation Program. This Ordinance shall be in full force and effect immediately upon its adoption and approval by the Village Manager.

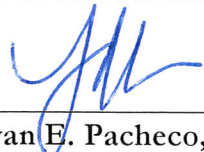
*Passed this 18<sup>th</sup> of December, 2014.*

  
John A. Smith, Mayor

ATTEST:

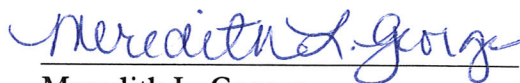
  
Thomas M. Carroll, Village Manager

Approved as to form:

  
Bryan E. Pacheco, Village Solicitor

**CERTIFICATION:**

I, Meredith L. George, Clerk of Council of the Village of Silverton, County of Hamilton, State of Ohio; do hereby certify that there is no newspaper published in said municipality and that publication of the foregoing Ordinance No. 14-3428 has been duly made by posting true copies in three (3) of the most public places in said municipality, as determined by Council as follows: 1) Silverton Municipal Building; 2) Parkview Ave at the Train Depot; 3) Silverton's Official Website. Said posting was for a period of fifteen days commencing Dec 19, 2014.

  
Meredith L. George  
Clerk of Council of Silverton, Ohio



COUNCIL OF THE VILLAGE OF SILVERTON

STATE OF OHIO

OFFICE OF THE CLERK OF COUNCIL

I **HEREBY CERTIFY** that the foregoing transcript is correctly copied from the books, papers and journals of the Village of Silverton, State of Ohio, kept under authority and by the direction of the Council thereof.

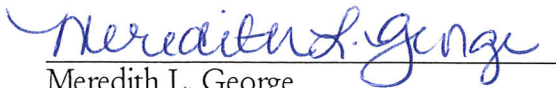
ORDINANCE 14-3428 passed by the Council of the Village of Silverton at their session on December 18, 2014 entitled:

**AN ORDINANCE ACKNOWLEDGING THE AUTHORIZATION ESTABLISHMENT OF  
A GOVERNMENT AGGREGATION PROGRAM WITH OPT-OUT PROVISIONS PURSUANT  
TO SECTION 4928.20 OF THE OHIO REVISED CODE (THE "AGGREGATION PROGRAM")  
FOR THE RESIDENTS, BUSINESSES AND OTHER ELECTRIC CONSUMERS IN THE  
VILLAGE OF SILVERTON.**

IN TESTIMONY WHEREOF I have

Hereunto set my name and affixed the seal of the Clerk of Council Office this

18 day of Dec in the year Two Thousand and Fourteen.

  
Meredith L. George  
Clerk of Council



119 West Central Parkway

Cincinnati, Ohio 45202

Phone: 241-1450

# Important Notice . . .

This is an acknowledgment of your order for publication of the attached legal notice. We wish to thank you for permitting us to publish this notice, and suggest that you check it for accuracy. Please keep this copy for your files.

## PUBLIC NOTICE PUBLIC HEARING ON THE VILLAGE OF SILVERTON

NATURAL GAS AGGREGATION PROGRAM PLAN OF OPERATION AND GOVERNANCE, AND ELECTRIC AGGREGATION PROGRAM PLAN OF OPERATION AND GOVERNANCE. Silverton Village Council will hold two public hearings on its Natural Gas and Electric Aggregation Programs' Plans of Operation and Governance. The first hearing will be held at 2 p.m. on December 17, 2014, in the Silverton Council Chambers located at 6860 Plainfield Road, Silverton, Ohio. The second hearing will be held at 7 p.m. on December 18, 2014, in the Silverton Council Chambers located at 6860 Plainfield Road, Silverton, Ohio. On November 4, 2014, voters in the Village of Silverton passed a ballot initiative, which authorized the Village to form a Governmental Natural Gas Aggregation program for the purchase of natural gas on behalf of residents and businesses in the Village. Silverton Village Council shall adopt its Plan of Operation and Governance pursuant to Sections 4929.26 (C) of the Revised Code and develop an opt-out aggregation program following the procedure set forth in Ohio Revised Code Section 4929.26.

On November 4, 2014, voters in the Village of Silverton passed a ballot initiative, which authorized the Village to form a Governmental Electric Aggregation program for the purchase of electricity on behalf of residents and businesses in the Village. Silverton Village Council shall adopt its Plan of Operation and Governance pursuant to Sections 4928.20 (C) of the Revised Code and develop an opt-out aggregation program following the procedure set forth in Ohio Revised Code Section 4928.20.

The Plans of Operation and Governance will describe services provided, professional assistance used, determination of rates, opt-out procedures, customer billing procedures, credit procedures and joining / leaving the aggregation procedures. All eligible customers who receive natural gas supply service from Duke Energy or electric supply service from Duke Energy will be included in the Village's aggregation program. If an acceptable supply offer is received, eligible customers will receive a mailing notifying them of the program rates, terms and conditions and their right to opt-out.

Tom Carroll

Village Manager, Silverton  
Cincinnati, Ohio. December 8, 2014.

Dec 8-15

## Ohio Revised Code

§7.15 Deposit required for service by publication; return of deposit.  
(GC §10222-1)

In any action brought in any court other than the probate court, in which service by publication is made, the party causing such publication to be made shall deposit with the clerk or other proper officer of such court an amount of money as determined by the clerk to be sufficient to cover the cost of such publication, and the clerk may pay from such deposit the cost of such publication upon its completion and the filing of proof of publication. If court costs are taxed against a party to such action, other than the party making such deposit, the clerk or other proper officer may, upon the payment of such costs, return said deposit to the party who made it.

We respectfully ask that when this clipping is received, the Attorney contact the client and secure the amount necessary to cover the charges listed below, and remit to us, so that we can mark the charges PAID on the Affidavit in Proof of Publication BEFORE it is sent to the Clerk's office.

## Charges:

Advertising . . . . .	\$117.00
Abstract . . . . .	\$0.00
Affidavit . . . . .	\$1.50
Total . . . . .	<u>\$118.50</u>

# VILLAGE OF SILVERTON ELECTRIC AGGREGATION PROGRAM

## Plan of Operation and Governance

For additional information contact:  
Mark R. Burns, President  
Independent Energy Consultants, Inc.  
Ph: (330) 995-2675



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## **1. Purpose of Electric Aggregation Program & Services**

This aggregation plan has been developed in compliance with Ohio Revised Code, Section 4928.20 regarding governmental aggregation of electric service. That section of the Code defines two different types of aggregation that may be enacted by a governmental entity; opt-in aggregation and opt-out aggregation. The Village of Silverton ("the Village") will administer an opt-out aggregation program that will automatically include all eligible electric accounts receiving a beneficial offer from a Competitive Retail Electric Service Supplier (CRES Supplier). Those customers will be given prior notice entitling them to affirmatively elect not to be part of the Program.

The Village passed the necessary ordinance to place the issue of Opt-out Governmental Aggregation of electricity on the November 4, 2014 ballot. The ballot issue subsequently passed. The Village will follow the Plan of Operation and Governance ("Plan") outlined below. This Plan was adopted after two public hearings were held in accordance with section 4928.20 (C) of the Ohio Revised Code.

The Village's Aggregation Program ("Program") seeks to aggregate the retail electric loads of consumers located in the Village to negotiate the best rates for the generation supply of electric power. With a Village population of approximately 4,800 the Program has the potential to combine residential accounts and small commercial accounts into a buying group that will be attractive to a Competitive Retail Electric Service Supplier (CRES Supplier). Participation in the Program is voluntary. Any individual customer ("Member") has the opportunity to decline to be a Member of the aggregation Program and to return to the local utility (Duke Energy) standard offer of service or to enter into a power supply contract with any CRES Supplier.

Residential and small commercial electric customers often lack the ability to effectively negotiate electric supply services. The Village's Program provides them an opportunity to benefit from professional representation and bargaining power achieved through an aggregation Program.

The aggregation Program is designed to reduce the amount Members pay for electric energy and to gain other favorable terms of service. The Village will not buy and resell the power to the Program Members. Instead, the Village will competitively bid and negotiate a contract with a CRES Supplier to provide firm, full-requirements generation service to the Members of the aggregation Program.

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

- Draft and assist in maintaining this Plan of Operation and Governance;
- Lead the required Public Hearings and attend Council meetings;
- Assist the Village in the day-to-day administration of the Program (problem resolution, press releases, PUCO compliance, supplier liaison, contract review, etc.);



- Administer the Request for Proposal process, analyze supplier responses and provide recommendations for the supply agreement;
- Review customer data provided by Duke Energy that would serve as the basis for an Opt-Out Notice; and
- Write/prepare reports on a quarterly/annual basis to the Village, PUCO, PUCO's Market Monitoring division, and the Ohio Consumers' Counsel.

## 2. Determination of Rates and Other Charges

### 2.1. Rates

Through the efforts of its consultant, Independent Energy Consultants, Inc., the Village will seek proposals from CRES suppliers. The request for proposals shall require the suppliers to offer a generation charge for firm, full-requirements supply. CRES Providers will bid by Duke Energy customer rate classification or customer class. CRES Providers will be encouraged to bid on as many electric accounts as possible, but it is recognized that from a practical standpoint it is not likely that bids will be received for larger commercial and industrial accounts that require interval metering and individual price analysis. Furthermore, a CRES Provider may not be able to beat Duke Energy's tariff rates for all customer classes and/or rate schedules. The prices to be charged to Members in the Program will be set by the Village Council, or their designee, after negotiations with the selected CRES Supplier. Members will be notified of the rates and terms of the Program through a direct mailing sent to each eligible resident and business within the Village limits. Once offers are found a table similar to the one shown below will be populated to reflect the offer rates.

<b>Duke Energy Rate Schedule</b>	<b>CRES Supplier Offer</b>
RS – Residential Service	\$0.0549/kWh through Apr 2020
DM – Secondary Distribution Service	\$0.0549/kWh through Apr 2020
Other	

### 2.2 Charges

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

Duke Energy will continue to bill for Late Payment, Delivery Charges and Monthly Service Fee, etc. These charges apply whether or not a Member switches to the Program's CRES supplier. Switching generation suppliers will not result in any new charges billed to the Member.

### 2.3 Switching Fees

Should Duke Energy assess a switching fee for Members voluntarily remaining in the aggregation Program; the Request for Proposal will be written to require the

selected supplier to pay the switching fee.

#### 2.4 Early Termination Fee

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

### 3. Process for Providing Opt-Out Disclosure Notices

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

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

The selected CRES supplier will be required to pay for printing and mailing of opt-out disclosure notices. The notices will be mailed to the owner or occupant residing at the electric account mailing address shown on Duke Energy's customer list. The notice will contain the Village's name and logo to clearly indicate to the recipient that it is a notice from the Village.

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

Following acceptance of an offer by the Village, the CRES supplier will mail Opt-Out Notices to eligible Members. Members will have 21 days from the postmark date on the notice to postmark the return opt-out card if they do not wish to participate in the Village's Program.

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

### 4. Determination of Eligible Customer Pool

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

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

- Duke Energy will query their customer database using best efforts to capture all accounts within the Village limits;
- The Village's consultant working with the CRES supplier, available Village resources and publicly available material shall screen out customers who are not located within the Village limits. Those resources may include any or all of the following: Property records, water and/or sewer records, fire and/or police department address records, 911 address records, street listings Village maps, internet maps, county parcel mapping databases, and geographical information systems (GIS);
- Ineligible accounts will be screened out based on codes provided in the Duke Energy data;
- The data shall be reviewed to see that all zip codes have been included, all streets included, all customer classes, all customer rate schedules, and finally that an expected total for a community of this population was turned over;
- Any suspected omissions will be reported to Duke Energy along with a request to furnish that data; and
- Eligibility may be limited by a supplier's offer. For example, a fixed rate might not be offered to an account if their Price-to-Compare indicates they would not save.

## **5. Opt-Out Process**

The Village is using an Opt-Out form of Governmental Aggregation pursuant to section 4928.20 of the Ohio Revised Code. Any such person that opts-out of the aggregation Program pursuant to stated procedure will default to the standard service offer provided by Duke Energy until the person chooses an alternative supplier.

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

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

The selected CRES supplier will be required to pay for printing and mailing of opt-out disclosure notices. The notices will be mailed to the owner or occupant residing at the electric account mailing address shown on Duke Energy's customer list. A Village official will sign the notice and it will contain the Village's name and logo on the outside to clearly indicate to the recipient that it is a notice from the Village.

Prior to mailing Opt-Out Notices, a thorough review will be performed to see that all eligible Members receiving an offer are sent the notice. The review process will include the efforts

of numerous parties and utilize a number of resources as specified in section four of this Plan.

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

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

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

Procedure Steps:

1. The selected CRES supplier and the Village will agree upon the format of the Opt-Out Notice and will docket a sample with the PUCO at least ten days prior to mailing it to eligible Members;
2. The selected supplier will distribute an Opt-Out Form to all eligible Members via first class U.S. Mail;
3. Recipients will have 21 days from the postmark on the notice to notify the selected CRES supplier if they do not want to be part of the Program;
4. Members will be able to opt out by returning an opt-out card via U.S. Mail to the selected CRES supplier. The supplier may offer additional means of opting out, such as, making a toll-free recorded phone call to the CRES supplier, email notification or fax;
5. Additionally, Members who do not opt-out per step 4 above will receive written notification from Duke Energy stating that they are about to be switched. That notice will inform them that they have 7 days to rescind the contract by contacting Duke Energy; and
6. The selected CRES supplier will not enroll those accounts opting out from the Program.

The Opt-Out Notice will clearly notify the Program Members of the rates to be charged for electricity and other terms of the contract with the selected supplier. The notice will also satisfy the requirements for disclosing the environmental impact of the generation sources used to supply the Program.

## **6. Customer Classes Included**

All eligible Members are included in the Program but the selected CRES supplier's offer will determine which groups receive an offer and Opt-Out Notice. It is envisioned that residential and small commercial customers supplied by Duke Energy within the Village limits are the most likely to receive an offer. The specific rate schedules will be identified in Section 2 of this Plan of Operation. In addition to having a rate schedule listed in



Section 2, the following eligibility requirements apply.

- Customers must be up to date with their bill payment;
- Customers must not have Opted-out of the Program;
- Customers must not be on the Do Not Aggregate list;
- Customers must not be supplied generation service from another CRES provider;
- Customers must not be on a special contract with Duke Energy;
- Customers must not be in the Percentage of Income Payment Program (PIPP);
- Commercial Customers must have a Peak Demand of  $\leq 100$  kWh and
- Commercial Customers must not have interval metering;
- Customers must not be classified as mercantile; and
- Eligibility may be further limited by a supplier's offer. For example, a fixed rate might not be offered to an account if their Price-to-Compare indicates they would not save.

## **7. Billing Procedures**

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

Members currently on budget billing will continue to be budget billed. Duke Energy's process will remain the same. Members wishing to start budget billing should contact Duke Energy. The process will take place in accordance with Duke Energy's policy and is not unique to the Village's Program. Duke Energy's policies will dictate what portions of a Member's bill are budgeted and how the budget amount is calculated.

Members are required to remit and comply with the payment terms of Duke Energy and/or their supplier if dual billing is used. This Program will not be responsible for late or no payment on the part of any of its members. Furthermore, slow or no payment on the part of some Members will not adversely impact the rates charged to other Members. The selected Supplier shall not charge more than 1 ½ percent per month for overdue balances owed to the selected Supplier.

## **8. Credit/Deposit Requirements**

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

## 9. Procedures for Handling Customer Complaints and Dispute Resolution

Members have multiple means of addressing complaints. As a general rule, concerns regarding service reliability should be directed to Duke Energy, questions regarding the Program administration should go to the Village, billing questions should be directed to Duke Energy or the selected supplier and any unresolved disputes should be directed to the Public Utilities Commission of Ohio and/or The Ohio Consumers’ Counsel. Listed below is a table of toll-free numbers for members to call for assistance.

Nature of Complaint	Contact	Phone Number
Service interruptions or emergencies	Duke Energy	1-800-543-5599
Service turn on/off	Duke Energy	1-800-544-6900
Billing disputes – Delivery charges	Duke Energy	1-800-544-6900
Billing disputes – Supplier charges	IGS Energy	1-877-353-0162
Joining/Leaving Program	IGS Energy	1-877-353-0162
Aggregation Program questions	Village of Silverton Independent Energy Consultants	513-792-6560 888-862-6060
Unresolved disputes	Public Utilities Comm. (voice)	1-800-686-7826
Unresolved disputes	Public Utilities Comm. TDD/TTY	1-800-686-1570
General information – residential	Ohio Consumers’ Counsel	1-877-742-5622

## 10. Moving Into/Within the Village

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

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

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

## **11. Moving Within the Village and Maintaining the Same Account Number**

The selected CRES Supplier shall continue service at the same rate and under the same terms and conditions for any Member who relocates within the Village prior to the expiration of the contract term, providing that the Member notifies the CRES Supplier of their desire to do so with thirty (30) days written notice. Moving within the Village may cause the Member to be served for a brief period of time by the local utility. The CRES supplier shall have the right to bill the participant for any associated switching fee imposed by Duke Energy. Members may also opt-out without penalty under these circumstances.

## **12. Joining the Aggregation Group after Opting-Out**

Members who have left the aggregation group and wish to rejoin at a later date are treated in the same manner as new residents moving into Silverton. These customers may contact the Village or the CRES supplier at any time to obtain enrollment information. There is however, no guarantee that customers opting-in at a later date will receive the same price, terms and conditions as did the initial participants.

## **13. Reliability of Power Supply**

The Program will only affect the generation source of power. Duke Energy will continue to deliver power through their transmission and distribution systems. Responsibility for maintaining system reliability continues to rest with Duke Energy. If Members have service reliability problems they should contact Duke Energy for repairs. The PUCO has established "Minimum Reliability Standards" for all utilities operating distribution systems in Ohio. Customer outages, duration of outages, interruptions, etc., are monitored to ensure reliability remains at satisfactory levels.

In addition to maintaining the "wires" system, Duke Energy is required to be the "Provider of Last Resort." This means, should the selected CRES supplier fail for any reason to deliver any or all of the electricity needed to serve the Members' needs, Duke Energy will immediately provide for the shortfall. Duke Energy would then bill the supplier for the power provided on their behalf. The Members would incur no additional cost.

## **14. Supplier Qualification Selection Criteria**

Only Suppliers meeting strict criteria will be considered.

- Suppliers will need to be certified by the Public Utilities Commission of Ohio;
- Registered with Duke Energy to do business in their service territory. Both the certification and registration ensure that Suppliers possess the managerial, technical, and financial competence to perform the services they offer;
- Successfully completed Electronic Data Interchange (EDI) computer system testing with Duke Energy to support Governmental Aggregation Program transactions;
- Agree to hold harmless the Village from any financial obligations arising from the Program;
- The selected CRES supplier will need to agree to notify the Village and negotiate with the Village at least 60 days in advance of attempting to terminate the agreement for any reasons other than (i) the scheduled end date or (ii) Force

- Majeure; and
- The selected CRES supplier shall demonstrate its creditworthiness by possessing an investment grade long-term bond rating from at least two major rating agencies:

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

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

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

## **15. Miscellaneous**

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

The Village will not alter its Operation and Governance Plan in any way that would materially affect the customers of the aggregation without first providing notice to all affected Members and providing these Members the opportunity to opt-out of the aggregation according to the procedures established for the initial opt-out disclosure notice set forth in rule 4901:1-21-17 of the Administrative Code. In the event of a material change, the Village will provide a notice explaining the changes to the Plan, and informing the Members of their right to opt-out of the aggregation without penalty, and identifying the method and time frame for the customer to opt-out.

The Village or the selected CRES supplier will not issue an Opt-Out Notice before the Village has obtained its certification as a Governmental Aggregator of electricity from the Public Utilities Commission of Ohio.

The success of the Village's Aggregation Program relies in part to the cooperation it receives from Duke Energy. In addition to other tasks, Duke Energy must turn over accurate customer data and perform the customer switching process in a timely manner. The Village will comply with PUCO rules, and will hold Duke Energy to its obligations under the same.

The Electric Aggregation Program may be terminated upon the termination or expiration of the supply contract without any extension, renewal or subsequent supply contract being negotiated. Each individual Member receiving electric supply service under the Program will receive notification 45-90 days prior to termination of the Program. In the event of termination, Members in the Village's aggregation Program would either return to Duke Energy supply service or choose a CRES supplier on their own.

If the Village is unable to find a satisfactory offer at the end of an existing supply agreement, they have the option of maintaining their status as a Governmental Aggregator while they continue to seek offers for their Members.



Village of Silverton Exhibit A-4 Automatic Aggregation Disclosure - "Opt-out Form"

IGSEnergy.com | PO Box 9060 Dublin, OH 43017 | Phone: 877-353-0162 | Fax: 800-584-4839



- - 1239704 - () -  
TEST CUSTOMER  
6100 EMERALD PARKWAY  
DUBLIN OH 43016



February 24, 2017

Dear Resident or Small Business Owner:

The Village of Silverton is providing you with the opportunity to participate with other Village residents and businesses in an Electric Governmental Aggregation Program, with IGS Energy of Dublin, Ohio as your supplier of electricity.

Under governmental aggregation, the Village of Silverton acts on behalf of electricity consumers in the community to negotiate an electric supply contract with eligible suppliers. Both the Village of Silverton and IGS Energy have to be certified by the Public Utilities Commission of Ohio. Village Council Members passed Ordinance No 14-3428 adopting this program after voters approved the implementation of the program on November 4, 2014. Your enrollment in the Village of Silverton program will begin within one to two billing cycles of your enrollment into the program and end with your April 2020 billing period.

Your community has negotiated a rate of **5.49 cents per kWh** (\$0.0549) through your April 2020 billing cycle with no cancellation fee. Please review the attached Terms and Conditions for full details of this rate including possible impacts of regulatory events. You may cancel your enrollment from this program at any time with no cancellation fee by providing notice to IGS Energy.

**You will be automatically enrolled in the Village of Silverton Electric Aggregation Program unless you choose to "opt out" – that is, to not participate.** There is no cost for enrollment. You do not need to do anything to be included.

**If you want to be excluded from the Village of Silverton Electric Aggregation Program you must return the enclosed "Opt-Out" form or contact IGS Energy at 1-877-353-0162 by March 17, 2017.** If you do not opt out at this time, you will be enrolled in the program until it expires with your April 2020 billing period. If you do nothing you will soon receive a letter from Duke Energy (Duke) notifying you of your transfer to your community's program with IGS Energy as your supplier. **If you wish to remain in the program, simply ignore that letter.**

Under this program, IGS Energy will deliver your electricity to Duke and then Duke will deliver that electricity to you. Duke will maintain the wires that deliver electricity to your home or business. You will continue to receive a single monthly bill from Duke Energy for your electric service with your IGS Energy rate included. You will still contact Duke regarding loss of electricity service, or for any other concerns or issues having to do with your electricity service. Budget billing and automatic billing options will continue to be available through Duke.

If you have any questions please call IGS Energy at 1-877-353-0162, weekdays, from 8:00 a.m. to 8:00 p.m. EST. For general information on electricity deregulation in Ohio, you can also visit the Web Sites of the Ohio Consumers' Counsel ([www.occ.ohio.org](http://www.occ.ohio.org)) or the Public Utilities Commission of Ohio ([www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)).

Sincerely,

*Tom Carroll, Village Manager and IGS Energy*

*P.S. Remember to return the "Opt-Out" form only if you do **not** want to participate in the Village of Silverton Electric Aggregation Program.*

If the home or small business for which you have received this letter is not located within the Village of Silverton limits, you have received this letter in error. Please contact IGS Energy at 1-877-353-0162 to be removed from the aggregation list.

**You are not eligible to participate in this program if you are currently enrolled in the PIPP program.**

11 digit account number as it appears on your Duke Energy electric bill.

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**I wish to opt out of Silverton Electric Aggregation Program.**

Name (Please Print)\_\_\_\_\_

Address\_\_\_\_\_

City, State, Zip\_\_\_\_\_

Phone Number\_\_\_\_\_

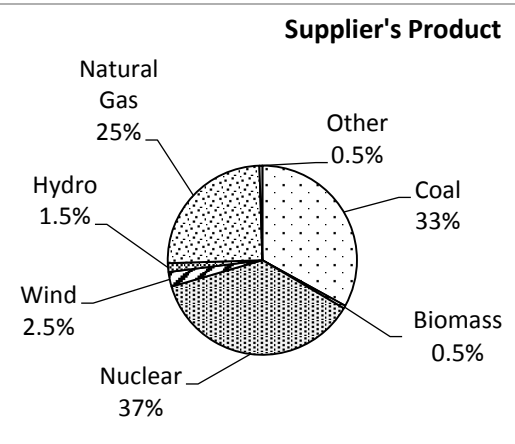
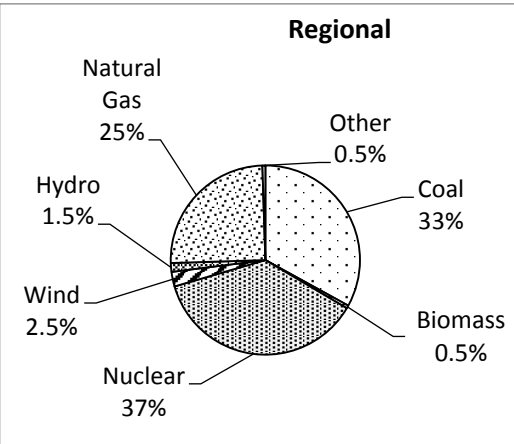
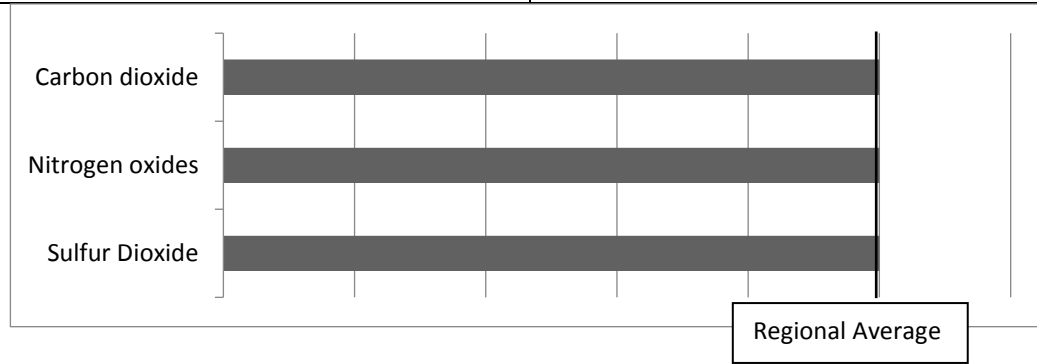
Email Address\_\_\_\_\_

**Signature (REQUIRED)**\_\_\_\_\_

(Check box to opt out.)

☐

1 5 0 8 9 6 3 7 0 0 1 4 20

Environmental Disclosure Information			
Interstate Gas Supply, Inc.			
Projected Data for the 2017 Calendar Year			
<b>Generation Resource Mix -</b>  A comparison between the sources of generation used to produce this product and the historic regional average supply mix.	<b>Supplier's Product</b> 		<b>Regional</b> 
<b>Environmental Characteristics--</b>  A description of the characteristics associated with each possible generation resource.	Biomass Power	Air Emissions and Solid Waste	
	Coal Power	Air Emissions and Solid Waste	
	Hydro Power	Wildlife Impacts	
	Natural Gas Power	Air Emissions and Solid Waste	
	Nuclear Power	Radioactive Waste	
	Oil Power	Air Emissions and Solid Waste	
	Other Sources	Unknown Impacts	
	Solar Power	No Significant Impacts	
	Wind Power	Wildlife Impacts	
<b>Air Emissions –</b>  A comparison between the air emissions related to this product and the regional average air emissions.			
<b>Radioactive Waste –</b> Radioactive waste associated with the product.	<b>Type:</b>	<b>Quantity:</b>	
	High-Level Radioactive Waste	Unknown	Lbs./1,000 kWh
	Low-Level Radioactive Waste	Unknown	Ft³/1,000 kWh
With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact IGS Energy at <a href="http://www.igsenergy.com">www.igsenergy.com</a> or by phone at 1-877-915-4447.			

NOTICE

Return the “Opt-Out” form **only** if you do **not** want to participate in the Village of Silverton Electric Aggregation Program.

Return by **March 17, 2017** to:

Electric Governmental Aggregation Program

PO Box 9060

Dublin, Ohio 43017-0960

**IGS Energy****Uniform Disclosure Statement****Form IECDUKE-E-SILVERTON-OPTOUT17****Keep for your records**

<b>Term Box</b>	
<b>Utility:</b>	Duke Energy (Duke)
<b>Program Rate</b>	Subject to the terms and conditions detailed below in the body of the Agreement: For residential customers the applicable price per KWH shall be 5.49 cents per KWH of electricity consumed. For non-mercantile commercial customers the applicable price per KWH shall be 5.49 cents per KWH of electricity consumed.
<b>Term</b>	Services to be rendered pursuant to this Agreement will commence within one to two billing cycles of enrollment in the Village of Silverton community opt-out government aggregation program ("Program") and will continue through the April 2020 billing period
<b>Cancellation Fee</b>	None

The services provided to me by Interstate Gas Supply, Inc. ("IGS Energy") are governed by the terms and conditions stated in this document and the opt-out notification accompanying this document ("Agreement") and will serve as the terms of service for the Village of Silverton opt-out government aggregation program ("Program") which I agree to enroll in by not "opting-out" of the Program, as described in the accompanying opt-out notification letter, or exercising my right to rescission under this Agreement.

**Term:** The Term of the Program will be as stated in the term box located at the top of this Agreement ("Term Box"). IGS Energy will supply the commodity portion of my electricity and Duke will continue to be my Electric Delivery Company ("EDC"). Upon expiration of the opt-out period, if I do not elect to opt-out of the Program, IGS Energy will notify the EDC to transfer electric commodity services to IGS Energy. If I am currently an IGS Energy electric customer, IGS Energy reserves the right to reject or rescind my enrollment in the Program or to require me to pay the applicable cancellation fee, if any, for my existing electric service agreement to be eligible for this Agreement.

**Regulatory:** Competitive electric retail services ("CRES Program") are subject to ongoing Public Utilities Commission of Ohio ("PUCO") and EDC jurisdiction. I understand that if the CRES Program is terminated or materially altered, this Program may be terminated by me or IGS Energy without penalty. I understand that IGS Energy may terminate or modify this Program, including an adjustment to my price, to offset costs or pass through savings incurred as a result of an action or decision by a regulatory body such as the Federal Regulatory Energy Commission that impacts wholesale capacity or electric prices or imposes additional cost on IGS Energy in satisfying its obligations under this Agreement.

**Price:** Subject to the Regulatory provision of this Agreement, the rate I will pay for my electric supply charges (which applies to the generation and transmission portion) under the Program is as described in the Term Box ("Program Rate"). I am responsible for, and my Program Rate does not include, applicable taxes and/or EDC charges, including service and delivery charges, which will be billed by the EDC.

**Renewal:** If my community's governmental aggregation continues, at least every three years from the establishment of this Program the government aggregator or its supplier shall provide me notice of my right to opt out of the aggregation without penalty. The process for providing me with notice of my right to opt-out shall include a provision for me to return a post card or similar notice to the governmental aggregator or the supplier. For renewals, I will have at least twenty-one days from the post mark date on the written notice to choose to opt out of the Program, and my return post card or notice that is post marked before the opt out deadline has elapsed shall count as timely sent. The notice will follow the procedures established for the initial opt-out notice set forth in this rule and shall prominently disclose to me all changes to the terms and conditions associated with the aggregation. I am entitled to opt-out of the government aggregation program at least every three years from the commencement sent date of the Program, without a penalty. If I am in the Program when the Program is renewed and I do not exercise my right to opt-out, I will be continued in the Program. Nothing in this Agreement guarantees that I am entitled to pricing provided by IGS Energy after the Term of this Agreement expires.

**Customer Rescission Period:** If I am a new customer to IGS Energy this Agreement may be rescinded by me with no cancellation fee by contacting the EDC in writing or by telephone at the number provided on the confirmation notice within 7 business days from the post-mark date of the confirmation notice sent by the EDC ("Rescission Period"). If I am an existing IGS Energy electric customer I will not receive a confirmation notice from the EDC but, in the event I decide to cancel this Agreement, I will be returned to my previous Agreement with IGS Energy without penalty under this Agreement.

**Cancellation:** I can cancel this Agreement without cancellation fee by providing notice of not less than 30 days to IGS Energy. Cancellation notices provided after the Rescission Period may result in an additional month(s) of service with IGS Energy at the Program Rate, which I agree to pay, as the effective date of all cancellations are subject to EDC guidelines. I understand that if I switch my service to another supplier or back to the EDC an EDC switching fee may apply under the EDC's tariff and if I return to the EDC sales service I may not be served under the same rates, terms, and conditions that apply to other customers served the EDC.

**Contact and Dispute Resolutions:** In the event of a billing dispute or issues regarding volume or metering, I should contact the EDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the IGS Energy choice department by phone weekdays from 8:00 a.m. to 8:00 p.m. ET at 877-353-0162, by fax 1-800-584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at [www.IGSEnergy.com](http://www.IGSEnergy.com). Also, I can contact IGS Energy through e-

mail at [choice@IGSEnergy.com](mailto:choice@IGSEnergy.com). If my questions or concerns or complaint are not resolved after I have called IGS Energy or my EDC, 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 for TTY toll free at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). The Ohio Consumers' Counsel ("OCC") represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from 8 a.m. to 5 p.m. weekdays, or at <http://www.occ.ohio.gov>.

**Assignment:** This Agreement is assignable by IGS Energy without my consent subject only to required regulatory approvals. IGS Energy will use its best efforts to give the EDC and me thirty (30) days written notice prior to any assignment.

**Billing:** For my convenience I will receive only one bill, which will be issued by the EDC each month and will contain IGS Energy's electric supply charge plus applicable taxes and all of the EDC's delivery and other applicable charges, including any late fees assessed by the EDC. I agree to continue to pay the EDC for the entire electric bill under the EDC's payment terms and conditions. If I fail to pay my bill within the EDC's payment terms, IGS Energy reserves the right to charge a monthly late fee of 1.5% of the amount past due, calculated from the EDC due date on my bill. I understand and agree that although I remit my payments to the EDC, ultimately if I fail to make my payment to the EDC for the electricity commodity component of my bill supplied by IGS Energy, I will owe the unpaid amount to IGS Energy in which case IGS Energy may bill me directly for unpaid balances and seek collection if necessary. Additionally, if I fail to timely pay my IGS Energy charges billed by either the EDC or IGS Energy, IGS Energy may in its sole discretion terminate this Agreement with fourteen (14) days written notice or require a security deposit in order to continue service under this Agreement.

I may request twice within a 12 month period, at no charge, up to 24 months of my payment history for services rendered by IGS Energy. Other than for operation, maintenance, assignment and transfer of my account or, where IGS Energy is performing billing services, or for collections, IGS Energy will not disclose my account number to any other third party without my affirmative written consent or electronic authorization or pursuant to a court or PUCO order and that, other than for credit checking and credit reporting, IGS Energy will not disclose my social security number without my affirmative written consent or pursuant to court order. I authorize IGS Energy to obtain my billing payment and usage history from the EDC.

**Moving/Termination:** I understand that this contract will automatically terminate, without penalty, if I relocate outside the EDC service territory or if I relocate within the current EDC service territory and the EDC assigns a new account number or Service Delivery Identifier ("SDI").

**Environmental Disclosure:** For electric customers, the approximate generation resource mix and environmental characteristics of the power supply that will be secured to provide services under this Agreement can be viewed at the IGS website – [igsenergy.com](http://igsenergy.com). I agree that IGS will make the required quarterly updates to the disclosure statement electronically on the IGS website. IGS will also provide the environmental disclosure statement upon my request.

**Eligibility / Limitation of Liability / Jurisdiction:** This Agreement is for only residential and non-mercantile commercial customers (see Ohio Revised Code 4928(A)(19)) in the Duke service territory. By entering into this Agreement, I represent and agree that the account(s) served by IGS Energy under this Agreement is (are) Residential or Non-Mercantile Commercial account(s). IGS Energy reserves the exclusive right, at any time, to not enroll, or if I have been enrolled, to terminate my service locations that do not meet the preceding criteria and return me to the EDC with no penalty to IGS Energy. **Also, I represent that I am current on my EDC bill at the time of enrollment with IGS Energy. If IGS Energy determines through the enrollment process with the EDC that I am not current on my EDC bill, IGS Energy can in its sole discretion, void my enrollment without notice and without penalty to IGS Energy** Furthermore, participation in the program is subject to the rules of the EDC and customers are sometimes terminated from the residential program either due to EDC error or for being in arrears. In such instances, I can contact the EDC to correct the problem and be reinstated in the residential program. Regardless of the reason for termination, in no case will the original term be extended for months that I was unable to participate nor will IGS Energy have any liability for any early termination or for any months that I was unable to participate in the program. IGS Energy assumes no liability or responsibility for losses or consequential damages arising from items associated with the EDC including, but not limited to: operations and maintenance of their system; any interruption of service; termination of service; or deterioration of service, nor does IGS Energy assume responsibility or liability for damages arising from any in-home or building damages and in addition shall not be responsible for any indirect, consequential, special or punitive damages whether arising under contract, tort (including negligence or strict liability) or any other legal theory. The parties agree that if issues relating to this Agreement cannot be resolved through the PUCO as detailed under "Contract and Dispute Resolution" above or if suit is filed, any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Franklin County, Ohio or the United States District Court sitting in Franklin County, Ohio. I submit to the personal jurisdiction in such courts and irrevocably waive any objections that I have or might have in the future to such courts as the proper forum for any and all actions arising under this Agreement. The parties agree that this Agreement shall be interpreted under the laws of the State of Ohio, regardless of Ohio's choice of law provisions.





## **IGS Energy Natural Gas and Electricity Aggregation** **Frequently Asked Questions**

### ***What is Governmental Aggregation?***

Simply put, it's the entire community joining together to form one large buying group. By voting to allow an aggregation, residents allow their community to shop for natural gas and/or electricity on their behalf.

### ***What are the Benefits of Aggregation?***

When residents form one large buying group they have more buying power. The aggregation is in a better position to negotiate favorable pricing and supply terms than what could ordinarily be achieved by any one individual resident.

### ***How does a community become an Aggregator?***

The community must first get the approval of voters within the community to form a natural gas and/or electricity aggregation program. Upon a majority vote, community leaders will proceed through a series of steps to become certified as a Governmental Natural Gas and/or Electricity Aggregator by the Public Utilities Commission of Ohio.

### ***How do Opt-Out Aggregations work?***

The community seeks bids from Certified Retail Natural Gas and Electric Service Providers, such as IGS Energy. A qualified bidder is selected to supply the aggregation with its gas and/or electricity for a set period of time. An "Opt-out" notice is sent to each eligible community resident prior to the start of the aggregation. Each resident has 21 days from the postmarked date on the notice to contact the supplier to withdraw or "Opt-Out" of the program. After the 21 day period, any resident not opting out will be submitted to the utility company for enrollment in the program. The utility company will send notice of the pending enrollment to each participating resident. Each resident will then have 7 days to rescind their enrollment in the program by contacting the utility company. After the 7 day rescission period, all participating customers are officially enrolled in the program. IGS Energy will appear as your supplier on your natural gas and/or bill within one to two billing cycles after enrollment is verified by the utility.

### ***Are all residents of the community automatically included in Opt-Out Aggregations?***

No. In order to be included you must purchase your natural gas or electricity directly from the utility company. You must also be current on your utility bill payments. Commercial users in the community that consume more than 5000 CCF or 700,000 kWh per year do not qualify. PIPP customers also do not qualify.

### ***Can I enroll after the initial enrollment period?***

IGS Energy will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, IGS Energy reserves the right to decline late enrollments depending on market conditions.

### ***Can I enroll even if I currently purchase my gas or electricity from another supplier?***

Yes, however your supplier may charge an early termination fee. All residents should check the terms and conditions of their current contract for more information.

### ***What happens if I'm part of the program and I move?***

A resident moving within the same community can stay in the aggregation by providing IGS Energy with their new address. If a resident moves out of the community or does not provide IGS Energy their new address, their participation will end and no early termination fee will apply.

### ***Can I leave the program and return to the utility or enroll with a different supplier?***

Yes. Residents may leave the program at any time. If you leave the program it may take one to two utility billing cycles before the switch appears on your utility bill.

### ***Does my utility still send my monthly bill?***

Yes. Your current service will not change. Your utility will still send you your monthly bill, read your meter and respond to all service calls. IGS Energy will appear on your bill as your natural gas or electricity supplier.

### ***Where can I find my monthly price?***

Your monthly natural gas price will be located on page 2 of your utility bill in the box identified "Explanation of Current Charges". Your natural gas rate per CCF from IGS Energy is itemized following the utility transportation and delivery charges. Your monthly electricity price will be located under "Current Supplier Charges". If you want

## Village of Silverton Exhibit A-4 Automatic Aggregation Disclosure - "Opt-out Form"

to know your price before receiving your bill, you can call IGS Energy and ask us what the upcoming month's aggregation price will be for your community.

Please note that the Public Utilities Commission of Ohio website contains an Apples to Apples chart of suppliers for your utility. This site is great for comparison purposes, but is geared towards mass market offers and not specific aggregation rates. If IGS Energy has a monthly variable rate on the Apples to Apples chart, that is a mass market rate and not your aggregation's rate. Please call IGS Energy with any questions about your community's monthly variable rate.

### ***My friend lives in a nearby community and has a different rate from IGS Energy than mine. Why?***

Natural gas and electricity prices are highly volatile. Market rates change often and quickly. Price differences between communities will vary based primarily on the contract term and the dates on which pricing was secured for the community.

### ***How do I contact IGS Energy?***

Our customer service department is open from 8:00 AM – 8:00 PM EST Monday through Friday, and Saturday 9:00 AM – 3:00 PM. You may call us toll free at 1-877-353-0162.

Contact us via our website at: [www.igsenergy.com](http://www.igsenergy.com).

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**12/11/2018 10:24:52 AM**

**in**

**Case No(s). 14-2294-EL-GAG**

Summary: Application for certification renewal as a Governmental Aggregator of Electricity.  
electronically filed by Andrew M Burns on behalf of Village of Silverton