



Public Utilities Commission

Original GAG Case Number	Version
13 - 0494 -EL-GAG	August 2004

RENEWAL APPLICATION FOR 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 City of Troy, Ohio
Address 100 South Market St., Troy, OH 45373
PUCO Certificate # and Date Certified 13-664E (3) issued March 29, 2017
Telephone # (937) 335-1725 Web site address (if any) http://www.troyohio.gov

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 Lorraine Rader
Title Manager, Government Aggregation
Business address 341 White Pond Drive, Akron, Ohio 44320
Telephone # (330) 315-7271 Fax # (330) 777-6152
E-mail address (if any) lrader@fes.com

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

Name Patricia Sewell
Title Customer Operations Analyst
Business address 341 White Pond Drive, Akron, Ohio 44320
Telephone # (330) 315-7368 Fax # _____
E-mail address (if any) sewellp@fes.com

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

Customer Service address 341 White Pond Drive, Akron, Ohio 44320
Toll-free Telephone # (866) 636-3749 Fax # (888) 820-1416
E-mail address (if any) n/a

 City Director
Signature of Applicant & Title

Sworn and subscribed before me this 28th day of January, 2019
Month Year


Signature of official administering oath

Julie L. Morrison
Print Name and Title

My commission expires on 12/16/2021

AFFIDAVIT

State of Ohio :

Troy ss.
(City)

County of Miami:

FARRICK E. TITTMANN Affiant, being duly sworn/affirmed according to law, deposes and says that:

He/She is the City Director (Office of Affiant) of City of Troy (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)

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

Signature of Affiant & Title

Month

Signature of official administering oath

Print Name and Title

My commission expires on 12/6/2021

**City of
Troy
Electric Power
Aggregation
Plan of Operation
and Governance**

January 25, 2013

City of Troy Exhibit A-3 "Operation and Governance Plan"

City of Troy Electric Power Aggregation Plan of Operation and Governance

I. INTRODUCTION

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

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

Government aggregation, the combining of multiple electric loads by a municipality, provides the means through which Troy residential consumers and small commercial consumers may obtain the economic benefits of Ohio's competitive retail electric market. The Troy Aggregation Program combines the electric loads of residential and small commercial customers with annual loads of less than 700,000 kWh to form a buying group ("Aggregation Group"). The City of Troy will act as Purchasing Agent for the Aggregation Group. This means that Troy will be a Governmental Aggregator, as defined by Ohio law and the rules established by the PUCO, and shall act on behalf of Dayton Power & Light (DP&L) customers in the City to obtain the best electric generation rate for consumers who participate in the Aggregation Group.

II. DEFINITIONS

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

City of Troy Exhibit A-3 "Operation and Governance Plan"

"Aggregation Program" means the program developed by the City of Troy, as a Government Aggregator under Section 4928.20 Ohio Revised Code, to provide DP&L customers in the City with retail electric generation services.

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

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

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

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

III. PROCESS

On November 8, 2011, Troy voters approved the development of a form of government electric aggregation known as "opt-out" aggregation. Under the opt-out program, all DP&L residential and commercial customers with annual loads less than 700,000 kWh that are located in the City are automatically included as participants in the program unless they opt-out of the program by providing written notice of their intention not to participate. As required by state law, City Council passed an Ordinance, which authorized submitting the selection of opt-out aggregation to the City's voters.

In addition to obtaining necessary City Council approvals, the City is also required to comply with various PUCO regulations. The City will file an application with the PUCO for certification as a Governmental Aggregator as soon as the City Council Approves the Plan, on or about February 20, 2013. As required by the regulations, the City developed this Aggregation Plan of Operation and Governance ("Plan"). On February 4, 2013 and February 8, 2013, the City advertised the Public hearing dates to discuss the Plan in The Troy Daily News, a newspaper of general circulation in the City. As required by the PUCO's regulations, two educational hearings were conducted on February 12, 2013. The Opt-out notice for the City's Program will be sent to all eligible electric customers in the City upon approval of this Plan and subsequently the successful conclusion of the RFP to set forth the rates, terms and conditions of the

City of Troy Exhibit A-3 "Operation and Governance Plan"

program, and giving 21 days to opt out of the Program. The chosen Provider will be responsible for sending out the notice and administering the Opt-Out process.

After the two public educational hearings, the Plan was adopted by the City at a Council Meeting on February 19, 2013.

Due to the complexity of the deregulation of the electric utility industry, the City has entered into a contract with Summit Energy Services, Inc. ("Summit"), a Schneider Electric company. Summit is a PUCO certified broker and aggregator of natural gas and electricity. Among other things, Summit 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 City in the day-to-day administration of program (problem resolution, press releases, PUCO compliance, supplier liaison, contract review, etc.)
- Administer the Request for Proposal process, analyze supplier responses and provide recommendations for the supply agreement
- Review customer data provided by DP&L that would serve as the basis for an opt-out notice
- Assist the City in completing and filing the annual report required by PUCO for government aggregators
- Coordinate and assist with the preparation and filing of the required aggregation certification documents (bi-annually)
- Provide aggregated quarterly savings analysis for residents and small commercial customers included in the Aggregation Group

Through the efforts of its consultant, Summit, the City will seek proposals from CRES providers. The request for proposals shall require the suppliers to offer a generation charge for firm, full-requirements supply. CRES Providers will be asked to provide both a fixed price bid and a % Discount to DP&L's otherwise applicable generation rate bid. After the conclusion of the Request for Proposal, the prices to be charged to the Aggregation Group in the Program will be set by the Troy City Council after negotiations with the selected CRES Provider. Members will then be notified of the rates and terms of the Program through a direct mailing sent to each eligible resident and business within the City limits with the option to opt-out of the Program within a 21 day period.

IV. OPERATIONAL PLAN:

A. Aggregation Services

City of Troy Exhibit A-3 "Operation and Governance Plan"

- 1. Provider:** Troy, through their consultant Summit Energy Services, will issue an RFP to select a CRES Provider to perform and manage aggregation services for its Members. The Provider shall provide adequate, accurate, and understandable pricing terms and conditions of service, including any switching fees and the conditions under which a Member may rescind a contract without penalty. The Provider must provide the City, if requested, an electronic file containing the Members' usage, and charges. The Provider must have a local Troy phone number or a toll free number for Members to call.
- 2. Database:** The Provider will build and maintain a database of all Members. The database will include the name, address, Dayton Power & Light account number, and the Provider's account number of the Member, and other pertinent information such as rate code, rider code (if applicable), most recent 12 months of usage and demand, and meter read cycle. This database will be updated at least quarterly. Accordingly, the Provider will develop a process to be implemented that will be able to accommodate at a minimum Members who (i) leave the program due to relocation, opting out, etc. (ii) decide to enter the Program; (iii) relocate within the City, and (iv) move into the City and desire to enter the Program. This database shall also be capable of eliminating PIPP customers from the Program, should that be necessary, and those who have opted out. The Provider will use this database to perform bill audits for clerical and mathematical accuracy of Member bills.
- 3. Member Education:** Summit Energy Services will develop, with the assistance of the City, an educational program that generally explains the Aggregation Program to Members, provides updates and disclosures mandated by Ohio law and PUCO rules, and will implement with the chosen Provider a process to deal with allowing any person enrolled in the Aggregation Program the opportunity to opt out of the program at least every three years, without paying a switching fee to the City or the Provider. See Appendix A for a detailed description of the Education Process.
- 4. Customer Service:** The Provider will develop and administer a customer service process, that, at a minimum, will be able to accommodate (i) Member inquiries and complaints about billing; and (ii) answer questions regarding the program in general. This process will include at a minimum a description of how telephone inquiries will be handled, either internally or externally, how invoices will be prepared, how remittance of payment will be dealt with, and how collections for delinquent accounts will be addressed. See Appendix B for a detailed description of the Customer Service Plan.
- 5. Billing:** Troy will use the Provider, or it's designated agent, to provide billing services to each Member for the Competitive Retail Electric Services, with no additional administrative fee. At this time, Dayton Power & Light (DP&L) will

City of Troy Exhibit A-3 "Operation and Governance Plan"

render the billing statement, which should be consistent with all applicable guidelines issued by the PUCO. As this market develops, Troy may, at its option and in consultation with the Provider, change this function to the Provider or a billing agency.

6. **Compliance Process:** Summit, with the assistance of The Provider, will develop internal controls and processes to ensure that the City remains in good standing as a Government Aggregator that complies with all laws, rules and regulations surrounding the same, as they may be amended from time to time. It will be the responsibility of Summit and The Provider to deliver periodic reports that will include at a minimum (i) the number of Members participating in the Program; and (ii) a savings estimate or increase from the previous year's baseline. Summit and The Provider will also develop a process to monitor and provide notification of any changes in laws, rules or regulations.
7. **Notification to Dayton Power & Light:** The City's DP&L consumers that do not opt-out of the City's Aggregation Group will be enrolled automatically in the Aggregation Program. Participants in the City's Aggregation Group will not be asked to take other affirmative steps in order to be included in the Aggregation Group. To the extent that DP&L requires notification of participation, the City and Summit will coordinate with the Provider to provide such notice to DP&L. The Provider will inform DP&L of any individuals who may have been permitted to join the Aggregation Group after the expiration of the enrollment period.

B. Power Supply Agreement

The Power Supply Agreement will allow the Provider to serve the City's Government Aggregation Group. Under the Agreement, the initial term for power supply to Members will be for three years from the beginning of service.

C. Troy's Provider

The City, with the assistance of Summit, will ensure the Provider selected through the RFP satisfies each of the following requirements:

- Has sufficient sources of power to provide retail firm power to the residents of Troy
- Is a licensed Federal Power Marketer with the Federal Energy Regulatory Commission
- Is certified as a CRES by the PUCO.
- Is registered as a generation supplier with DP&L.
- Has a Service Agreement for Network Integration Transmission Service under DP&L's Open Access Transmission Tariff.

City of Troy Exhibit A-3 "Operation and Governance Plan"

- Has the corporate structure to sell retail firm power to the DP&L customers in the City.
- Its Electronic Data Interchange computer network is fully functional and capable of handling the DP&L retail electric customers in Troy.
- Has the marketing ability to reach all DP&L retail electric customers to educate them on the City's Aggregation Program.
- Has a call center capable of handling the City's Aggregation Group customer calls.
- Has a toll-free number as required by the PUCO for customer service and complaints related to the City's aggregation program.
- Will hold the City financially harmless from any financial obligations arising from supplying power to the DP&L retail electric customers in the City.
- Satisfies the State of Ohio's, DP&L's and the City's credit requirements.
- Will execute the Power Supply Agreement.
- Will provide assistance, if needed, by Summit and the City in filing the annual reports required by the PUCO and Section 4805.10(A), Section 4911.18(A) and Section 4928.06(F) of the Ohio Revised Code.

D. Activation of Service

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

E. Changes, Extension or Renewal of Service

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

F. Termination of Service

In the event that the Power Supply Agreement is terminated prior to the end of the term, each individual Member of the Aggregation Group will receive written notification of the termination of the Program at least sixty (60) days prior to termination of service.

City of Troy Exhibit A-3 "Operation and Governance Plan"

If the Agreement is not extended or renewed, Members will be notified as required by law and the CRES rules of the PUCO in advance of the end of service. Members will also be notified of their right to select an alternate generation supplier and of their ability to return to DP&L's Standard Service Offer upon termination.

G. Opt-In Procedures

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

H. Opt-out Procedures

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

I. Rates

The generation pricing will be determined through a competitive RFP process. Summit, on behalf of the city, will solicit both fixed price and discount to tariff based pricing from eligible Providers operating within DP&L's service territory. Upon completion of the RFP and analysis of the bids, Summit will make a recommendation to Troy's City Council for approval.

All residential accounts and business accounts with annual usage less than 700,000 will be included in the supply agreement unless they choose to opt-out within the 21 day opt-out period.

City of Troy Exhibit A-3 "Operation and Governance Plan"

J. Universal Service and Low Income Customer Assistance

The Ohio Department of Development (ODOD), under the electric restructuring law, will provide one-stop shopping for low-income assistance programs. There are five low income assistance programs: 1) Percentage of Income Payment Plan (PIPP); 2) the Home Energy Assistance Program; 3) the Home Weatherization Assistance Program; 4) the Ohio Energy Credit Program; and 5) the Targeted Energy Efficiency and Weatherization Program. Ohio law allows the Director of the Ohio Department of Development to aggregate consumers that participate in PIPP and to competitively auction the generation supply for PIPP customers. Accordingly, PIPP customers may be included in the State's PIPP customer aggregation. Therefore, PIPP customers will not be included in the City's aggregation Program.

V. MISCELLANEOUS GOVERNANCE GUIDELINES

- A. City Council shall approve through Resolution or Ordinance the Plan of Operation and Governance for the Aggregation program and any Amendments thereto.**
- B. The City shall contract with only Providers certified by the Public Utilities Commission of Ohio for the provision of Competitive Retail Electric Service to the Aggregation Program Members.**
- C. The City will require any Provider to disclose any subcontractors that it uses in fulfillment of the services described above.**
- D. The City will require the Provider to maintain either a toll free telephone number, or a telephone number that is local to City residents who are Members.**
- E. All costs of the Aggregation Program development/administration will be paid either through the general fund and/or through the inclusion of a percentage adder that will be added to Member bills.**

VI. LIABILITY

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

VII. INFORMATION AND COMPLAINT NUMBERS

City of Troy Exhibit A-3 "Operation and Governance Plan"

Copies of this Plan are available from the City of Troy free of charge. Call Troy City Hall at 937-335-1725 for a copy or for more information.

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

City of Troy Exhibit A-3 "Operation and Governance Plan"

Appendix A -- Education Process

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

- 1. Each residence within the limits of the City will receive via U.S. Mail notification of: what government aggregation means, their membership in the government aggregation program, the procedure which must be followed in order to opt out of the program, the price that they can expect to receive as a member of the program, and the deadline for returning the opt out form. See the attached sample letter.**
- 2. Summit will work with the City to provide opportunities for educating residents in the City about the Program and consumer rights under the law, PUCO rules and this Program.**
- 3. Summit and the selected Provider will provide updates and disclosures as mandated by State law and rules of the PUCO.**
- 4. The opt-out opportunity will be provided to the members of the program at least every three years. Should conditions, suppliers, price, or any other component of the program change within the three-year period, participants will be given a notice of their opportunity to opt out of, or into the program.**

City of Troy Exhibit A-3 "Operation and Governance Plan"

May 21, 2013

Dear City of Troy Resident,

City of Troy is providing you the opportunity to join other residents to save money on the electricity you use. Savings are possible through governmental aggregation, where City officials bring together citizens to gain group buying power for the purchase of electricity from a Provider certified by the Public Utilities Commission of Ohio. City of Troy voters approved this program in November 2009.

After researching competitive electricity pricing options for you, we have chosen [insert selected CRES] to provide you with savings on your electric generation through July 2016. There is no cost for enrollment and you will not be charged a switching fee. You do not need to do anything to participate.

As a member of this aggregation, you [detail pricing compared against Price to Compare]. Your Price to Compare is essentially the price you pay for electric generation from the utility and consists of generation and transmission related components, which are the costs associated with generating the power and delivering it through the transmission system.

To estimate what your savings per kilowatt-hour (KWH) will be through this program, locate your Price to Compare on your electric bill. [Detail how to estimate savings, ex. Divide your Price to Compare by 100, then multiply by 0.06 (6%) to determine your savings per KWH. Multiply that number by your total monthly usage]. The final number is how much you can expect to save each month you use the same amount of electricity.

You will see your electric savings from [insert selected CRES] after your enrollment has been completed and your switch has been finalized – approximately 30 - 45 days, depending upon your meter read date. Of course, you are not obligated to participate in the City of Troy's electric governmental aggregation program. If you wish to be excluded from the program and remain a full-service customer of your local electric utility – Dayton Power & Light– you have until June 25, 2013 to return the attached "opt-out" form. If you do not opt out at this time, you will receive a notice at least every three years asking if you wish to remain in the program. If you leave the program at any other time, you could be subject to a [insert cancellation fee from CRES contract] cancellation fee from [insert selected CRES]– and you might not be served under the same rates, terms and conditions that apply to other customers served by Dayton Power & Light.

After you become a participant in this governmental aggregation program, Dayton Power & Light will send you a letter confirming your selection of [insert selected CRES] as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with [insert selected CRES] within seven days of its postmark. To remain in the City's governmental aggregation program, you don't need to take any action when this letter arrives.

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

If you have any questions, please call [insert selected CRES] toll-free at [insert toll free or local number], Monday through Friday, 8 a.m. to 5 p.m. Please do not call the City of Troy with aggregation program questions.

Sincerely,

City of Troy

P.S. To receive these savings, you should not respond. Return the opt-out form only if you do not want to participate in the City's electric governmental aggregation program.

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

City of Troy Exhibit A-3 "Operation and Governance Plan"

By returning this signed form, you will be EXCLUDED from the opportunity to join with other residents in the City of Troy's Electric Governmental Aggregation Program.

Service Address (City, State, and ZIP): _____

Phone Number: _____

Account holder's signature: _____ **Date:** _____

Mail by June 23, 2013 to Troy Electric Governmental Aggregation Program, [address]

City of Troy Exhibit A-3 "Operation and Governance Plan"

Appendix B --- Customer Service Plan

A. Member Access:

1. The Provider shall ensure Members reasonable access to its service representatives to make inquiries and complaints, discuss charges on Member bills, and transact any other business.
2. Telephone access shall be toll free and afford Members prompt answer times during normal business hours. The Provider will setup and maintain the toll free number.
3. Provider shall provide a 24-hour automated telephone message instructing callers to report any service interruptions or electrical emergencies to Dayton Power & Light.

B. Member Complaints:

1. Provider shall investigate Member complaints (including Member complaints referred by Dayton Power & Light) and provide a status report within five calendar days following receipt of the complaint to:
 - a. The consumer, when the complaint is made directly to the Provider; or
 - b. The consumer and The Public Utilities Commission of Ohio Staff ("Commission Staff"), when a complaint is referred to the Provider by the Commission Staff.
2. If an investigation is not completed within 14 calendar days, the Provider shall provide status reports to the consumer and the City, or if applicable, to the consumer, the City and the Commission Staff. Such status reports shall be provided at five-day intervals until the investigation is complete, unless the action that must be taken will require more than five days and the Member has been so notified.
3. The Provider shall inform the consumer, the City and Commission Staff, of the results of the investigation, orally or in writing, no later than five calendar days after completion of the investigation. The consumer, the City, or Commission Staff may request the report in writing.
4. If a residential consumer disputes the Provider's report, the Provider shall inform the consumer that the Commission Staff is available to help resolve informal complaints. The Provider shall provide the consumer with the current address, local/toll free telephone numbers, and TDD/TTY telephone numbers of the Commission's consumer services department.

City of Troy Exhibit A-3 "Operation and Governance Plan"

5. The Provider shall retain records of Member complaints, investigations, and complaint resolutions for one year after the occurrence of such complaints, and shall provide such records to the commission staff within five calendar days of request.
6. The Provider shall make good faith efforts to resolve disputes.

C. Member Billing and Payments

1. The Provider shall arrange for Dayton Power & Light or its agent to bill Members for such services according to a tariff approved by the commission. Residential Member bills issued by or for the Provider shall be accurate and understandable, be rendered at intervals consistent with those of Dayton Power & Light, and contain sufficient information for Members to compute and compare the total cost of competitive retail electric service (s). Such bills shall also include:
 - a. The Member's name, billing address, service address, the Member's EDU account number, and if applicable, the Provider's account number;
 - b. The dates of service covered by the bill, an itemization of each type of competitive service covered by the bill, any related billing components, the charge for each type of service, and any other information the Member would need to recalculate the bill for accuracy;
 - c. The applicable billing determinants, including beginning meter reading, ending meter reading(s), demand meter reading(s), multipliers, consumption(s), and demands;
 - d. For Member-generators with net metering contracts, a statement of the net metered generation;
 - e. The unit price per kWh charged for competitive service, as calculated by dividing current-period competitive service charges by the current-period consumption;
 - f. An identification of the provider of each service appearing on the bill;
 - g. The amount billed for the current period, any unpaid amounts due from previous periods, any payments or credits applied to the Member's account during the current period, any late payment charges or gross and net charges, if applicable, and the total amount due and payable.
2. The due date for payment to keep the account current. Such due date shall be no less than:
 - a. Fourteen days after the postmark date on the bill for residential Member; and Twenty-one days after the postmark date or the bill for nonresidential Members;
 - b. Current balance of the account, if a residential Member is billed according to a budget plan;
 - c. Options and instructions on how Members may make their payments;

City of Troy Exhibit A-3 "Operation and Governance Plan"

- d. For each provider whose charges appear on the bill, a listing of the provider's toll-free telephone number and address for Member billing questions or complaints;
 - e. A listing of the toll-free consumer assistance telephone numbers and available hours for applicable state agencies, such as the commission, the Ohio Consumers' Counsel, and the Ohio Attorney General's office;
 - f. The Dayton Power & Light 24-hour local/toll-free telephone number for reporting service emergencies;
 - g. Identification of estimated bills or bills not based upon actual end-of-period meter readings for the period; and
 - h. An explanation of any codes and abbreviations used.
- 3. If applicable, the Provider will, upon request, provide Members with the name and street address/location of the nearest payment center and/or authorized payment agent.
 - 4. If applicable, when a Member pays the bill at a payment center or to an authorized payment agent, such payment shall be credited to the Member's account as of the day such payment center or agent receives it.
 - 5. The City and The Provider shall establish policies and procedures for handling billing disputes and requests for payment arrangements.
- D. Collections for delinquent accounts:**
- 1. Collections for delinquent accounts shall be the responsibility of the Provider or its agent.
 - 2. The City shall approve the Collections process utilized by the Provider.
 - 3. Failure of Members to pay charges for Competitive Retail Electric Services may result in loss of those products and service; and
 - 4. Failure to pay charges for Competitive Retail Electric Services may result in cancellation of the Member's contract with the Provider, and return the Member to Dayton Power & Light's Standard Offer.

City of Troy Exhibit A-4 "Automatic Aggregation Disclosure"

February 24, 2014

Re: Great news – City of Troy's Aggregation Program is now supplied by FirstEnergy Solutions and offers even greater savings!

Dear Resident,

Your community's aggregation program provides you the opportunity to save money on your electric bill. These savings are possible through governmental aggregation, a community purchasing program where community officials bring together citizens to gain group buying power for the purchase of electricity from a retail electric generation provider certified by the Public Utilities Commission of Ohio.

FirstEnergy Solutions, a subsidiary of FirstEnergy Corp., has been selected to provide you with savings on your electric generation. If you're not already participating, this is your chance to join. If you're already participating, this is your opportunity to extend your savings. **There is no cost for enrollment, you will not be charged a switching fee, and you do not need to do anything to participate.** Please see the enclosed FAQs for more information.

By participating in this aggregation program, you will receive exclusive low pricing on your electric generation. The chart below shows the details of this program:

The City of Troy program was approved by voters of your community in November 2011.

Your Electric Utility	Price	Term End Date	Opt Out Deadline	Early Termination Fee
Dayton Power & Light	5.26¢/kwh	April 2017	March 17, 2014	\$0

If you are a new member of the program, you will see your electric savings from FirstEnergy Solutions after your enrollment has been completed and your switch has been finalized – approximately 30-45 days, depending upon your meter read date. Of course, you are not obligated to participate in the community's electric governmental aggregation program. If you do not want to participate in this savings program, you have until the opt out deadline to return the attached "opt-out" form. If you do not opt out at this time and leave the program at a later date, you might not be served under the same rates, terms and conditions that apply to other customers served by your utility. If you leave the program at any other time, you could be subject to the early termination fee listed above from FirstEnergy Solutions.

Your electric utility will send you a letter confirming your selection of FirstEnergy Solutions as your electric generation provider. As required by law, this letter will inform you of your option to cancel your contract with FirstEnergy Solutions within seven days of its postmark. To remain a member of the community's electric governmental aggregation program, you don't need to take any action when this letter arrives. If you are currently enrolled in the community's aggregation program, you will not receive a letter from your electric utility.

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

If you are on a DP&L budget billing plan, you will continue to receive that service. Future requests for budget billing from customers not currently on such a program may be considered by FirstEnergy Solutions.

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

Sincerely,

City of Troy Local Officials

P.S. To receive these savings, you should not respond. Return the opt-out form only if you do not want to participate in your community's electric governmental aggregation program.

City of Troy Exhibit A-4 "Automatic Aggregation Disclosure"

OPT-OUT FORM – RESIDENTIAL ELECTRIC GOVERNMENTAL AGGREGATION PROGRAM

Option 1: Do nothing and save.
If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.

OR

Option 2: Opt out by returning this form.
If you do not want to participate in this program and save, you must return this form before the due date.

By returning this signed form, you will not be part of your community's electric savings program.

☐ I wish to opt out of my community's electric savings program. (Check box to opt out.)

Service address (City, state and zip): _____

Phone number: _____

Account holder's signature: _____ Date: _____

Mail by March 17, 2014 to: City of Troy Electric Governmental Aggregation Program, 341 White Pond Drive, Bldg. B-2, Akron, Ohio 44320

City of Troy Exhibit A-5 "Experience"

Due to the complexity of the deregulation of the electric utility industry, the City has entered into a contract with Summit Energy Services, Inc. ("Summit"), a Schneider Electric company. Summit is a PUCO certified broker and aggregator of natural gas and electricity. Among other things, Summit 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 City in the day-to-day administration of program (problem resolution, press releases, PUCO compliance, supplier liaison, contract review, etc.)
- Administer the Request for Proposal process, analyze supplier responses and provide recommendations for the supply agreement
- Review customer data provided by DP&L that would serve as the basis for an opt-out notice
- Assist the City in completing and filing the annual report required by PUCO for government aggregators
- Coordinate and assist with the preparation and filing of the required aggregation certification documents (bi-annually)
- Provide aggregated quarterly savings analysis for residents and small commercial customers included in the Aggregation Group

Summit energy provides energy management to businesses and municipalities globally. Founded in 1991, Summit has experience leading clients worldwide to cost-effective and sustainable energy. Summit manages more than \$30 billion in annual energy spend for more than 4,500 companies, organizations, and municipalities.

Specifically, in the state of OH, Summit performed 352 RFPs for customers with a combined annual load of 3,676,422 MWh.

Additionally, Providers participating in the RFP process must demonstrate:

- Has experience administering other Government Aggregation groups within the state of Ohio
- Has sufficient sources of power to provide retail firm power to the residents of Troy
- Is a licensed Federal Power Marketer with the Federal Energy Regulatory Commission
- Is certified as a CRES by the PUCO.
- Is registered as a generation supplier with DP&L.
- Has a Service Agreement for Network Integration Transmission Service under DP&L's Open Access Transmission Tariff.

City of Troy Exhibit A-5 "Experience"

- **Has the corporate structure to sell retail firm power to the DP&L customers in the City.**
- **Its Electronic Data Interchange computer network is fully functional and capable of handling the DP&L retail electric customers in Troy.**
- **Has the marketing ability to reach all DP&L retail electric customers to educate them on the City's Aggregation Program.**
- **Has a call center capable of handling the City's Aggregation Group customer calls.**
- **Has a toll-free number as required by the PUCO for customer service and complaints related to the City's aggregation program.**
- **Satisfies the State of Ohio's, DP&L's and the City's credit requirements.**
- **Will execute the Power Supply Agreement.**
- **Will provide assistance, if needed, by Summit and the City in filing the annual reports required by the PUCO and Section 4805.10(A), Section 4911.18(A) and Section 4928.06(F) of the Ohio Revised Code.**

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

1/29/2019 8:38:36 AM

in

Case No(s). 13-0494-EL-GAG

Summary: Application for the City of Troy for certification as an electric governmental aggregator electronically filed by Ty Brocksieker on behalf of FirstEnergy Solutions and City of Troy