

ORDINANCE NO. 03-54 AC CMS

**AN ORDINANCE APPROVING A PLAN OF OPERATION AND
GOVERNANCE FOR THE CITY OF OBERLIN'S NATURAL GAS
AGGREGATION PROGRAM AND DECLARING AN EMERGENCY**

WHEREAS, pursuant to Chapter 4929 of the Ohio Revised Code, in order to facilitate competitive retail natural gas service, to promote natural gas savings and lower cost natural gas supplies, and to obtain other benefits, certain governmental entities may aggregate certain natural gas consumers within their jurisdiction; and

WHEREAS, on May 6, 2003 the electors of the City of Oberlin authorized the City to create an aggregation program for customers located within the boundaries of the City; and

WHEREAS, Ohio Revised Code Section 4929.29(C) requires that a governmental entity interested in the automatic registration of customers under governmental aggregation adopt a plan of operation and governance for its aggregation program, subject to a customer's right to "opt-out" of such an aggregation program.

NOW, THEREFORE, BE IT ORDAINED by the Council of the City of Oberlin, County of Lorain, State of Ohio, five-sevenths (5/7ths) of all members elected thereto concurring:

SECTION 1. That this Council hereby adopts the City of Oberlin's Plan of Operation and Governance for the implementation and administration of the City's municipal gas aggregation program in accordance with Ohio Revised Code Section 4929.26(C), a copy of the Plan being attached hereto as Exhibit A and incorporated herein by reference.

SECTION 2. It is hereby found and determined that all formal actions of this Council concerning or related to the adoption of this ordinance were adopted in an open meeting of this Council and that all deliberations of this Council and of 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 3. That this ordinance is hereby declared to be an emergency measure necessary for the immediate preservation of the public peace, health and safety of the citizens of the City of Oberlin, Ohio, or to provide for the usual daily operation of a municipal department, to wit:

"to implement a natural gas aggregation program as soon as possible in order to secure the benefits of same at the earliest possible date for the residents of the City",

and shall take effect at the earliest date allowed by law.

PASSED: 1st Reading – July 14, 2003 (E)
2nd Reading –
3rd Reading –

ATTEST:


CLERK OF COUNCIL


CHAIR OF COUNCIL

POSTED: 7/15/2003

EFFECTIVE DATE: 7/15/2003

SEP 2 03 PM 12:14

PUBLIC UTILITIES COMMISSION OF OHIO

Certified as a Natural Gas Governmental Aggregator

Certificate Number:

03-064(1)

Issued Pursuant to Case Number(s):

03-1609-GA-GAG

A certificate as a Natural Gas Governmental Aggregator is hereby granted to, **CITY OF OBERLIN**, whose office or principal place of business is located at, **85 South Main Street, Oberlin, OH 44074**, to provide governmental aggregation services within the State of Ohio effective **August 25, 2003**.

The certification of natural gas governmental aggregators is governed by Chapter 4901:1-27 of the Ohio Administrative Code and Section 4929.20 of the Ohio Revised Code.

This Certificate is revocable if all of the conditions set forth in the aforementioned case(s), as well as those under law, are not met.

Subject to all rules and regulations of the Commission, now existing or hereafter promulgated.

Witness the seal of the Commission affixed at Columbus, Ohio.

Dated: August 28, 2003

By Order of

PUBLIC UTILITIES COMMISSION OF
OHIO

Renee J. Jenkins

Renee J. Jenkins, Secretary
Gary E. Vigorito, Acting Secretary
Ronald D. Rose, Acting Secretary

Certificate Expires: August 24, 2005

*For Council's information.
- Rob*



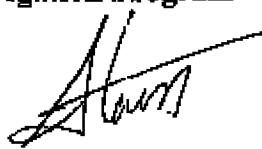
BERLIN MUNICIPAL LIGHT AND POWER SYSTEM ♦ 289 SOUTH PROFESSOR STREET ♦ OBERLIN, OHIO 44074

Phone (440)775-7260

Fax (440)775-1546

MEMORANDUM

To: Rob DiSpirito, City Manager
Re: Gas Price for Municipal Gas Aggregation Program
From: Steve Dupee, Director
Date: November 18, 2003



I recently sent you a memorandum regarding the status of our opt-out natural gas aggregation program. As a follow-up to that memorandum, I wanted to inform you that all issues were resolved between Interstate Gas Supply and NOPEC. Therefore, IGS has committed to serving our community gas aggregation program. I was informed this afternoon that AMP-Ohio struck a gas price and we will be able to offer 74.5 cents per ccf (100 cubic feet) for the gas commodity. Our gas aggregation program will begin on January 1st, and notifications will be going out to our customers very quickly.

We will place a public notice in the News-Tribune regarding the gas price we will have to offer. Please share this information with City Council.

In the meantime, if you have any questions, please let me know.

Thanks.

/sd



*For Council's information.
- Rob*

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Phone (440)775-7260

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MEMORANDUM

To: Rob DiSpirito, City Manager
Re: Municipal Opt-Out Natural Gas Aggregation Program
From: Steve Dupee, Director
Date: November 6, 2003



Status:

Attached is an e-mail from Greg Slone regarding the status of our Opt-out Gas Aggregation Program. Unfortunately, it appears that Interstate Gas Supply (IGS) will not be able to supply our gas aggregation program due to a dispute with NOPEC. NOPEC is a collection of northeast Ohio communities who banded together to aggregate their loads for purchasing electricity through Ohio's Electric Choice Program (electric deregulation) and purchasing gas for the Columbia Gas Choice Program (gas deregulation). NOPEC's gas supplier is IGS who had signed an exclusive contract with NOPEC that would prohibit IGS from supplying any other municipal aggregation programs. AMP-Ohio was aware of this exclusive contract and had addressed the issue by obtaining a waiver for those AMP-Ohio communities who had passed aggregation ordinances in the fall of last year. However, when AMP-Ohio tried to obtain a waiver for communities who passed aggregation in the spring, NOPEC would not allow it. Therefore, we do not have a supplier at this time to our gas aggregation program.

Plan of Action:

AMP-Ohio is feverishly working with two (2) other gas suppliers to secure a gas supply contract for our aggregation program and they are still hopeful that they can strike a deal for the upcoming heating season. If they are unsuccessful, I will recommend waiting until next spring/summer to find a supplier for the 2004 heating season. I will keep you abreast of further developments. In the meantime, we are preparing an article for the News-Tribune advising citizens of the gas aggregation status. We have been fielding numerous calls for several weeks.

The good news is that Columbia Gas has recently dropped their "Gas Recovery Charge" (GCR) to .69 cents per ccf. Therefore, Oberlin residents who still receive their gas commodity from Columbia Gas are paying a lower rate when compared to the IGS offer. The caveat is that this .69 cent rate will only be available for the last quarter of the year and will change in January. Historically, Columbia Gas has raised the GCR for the first quarter of each year.

Please feel free to share this information with City Council. Thanks Rob.

Steve Dupee

From: gslone@amp-ohio.org
Sent: Friday, October 31, 2003 10:33 AM
To: sdupee@omlps.org
Cc: rsimmers@amp-ohio.org
Subject: IGS Contract Issue

Steve,

As you know, AMPO, Inc. has been negotiating with a number of gas suppliers to serve our Municipal Gas Aggregation programs, including the City of Oberlin's gas program. After a thorough evaluation of the suppliers' proposals, including proposed contract language, AMPO determined that Interstate Gas Supply (IGS) offered the best value for the City's gas aggregation program. While attending an Oberlin City Council meeting on October 6, I recommended that the City sign a two-year contract with IGS.

Since the meeting on October 6, we moved forward with the intent of completing a deal with IGS. AMPO began obtaining customer address lists from Columbia Gas and continued to watch the gas market for an opportunity to strike a price for the aggregation. Because the gas market took a significant up-turn on October 9, we put a hold on completing the contract and waited for more favorable gas prices.

IGS also has a contract with NOPEC to provide gas service to all NOPEC communities in nine counties in Northeast Ohio, including Lorain County. The contract that IGS signed with NOPEC in 2002 includes language that prohibits IGS from serving aggregation programs, other than NOPEC, in any county where NOPEC has a member community. This includes communities in Lorain County.

AMPO was aware of the contractual issues IGS has with NOPEC, however, IGS was able to get a waiver from NOPEC to serve several AMPO communities that developed gas aggregation programs last winter and IGS felt they would be able to do the same for Oberlin. Unfortunately, relations between NOPEC and IGS have become strained over the past month. NOPEC signed a contract with IGS that set the gas rate at 5% below the utility's GCR rate. Last winter this worked fine. However, this summer the transition rider that customers must pay for the first 12 months after they move to a transportation program increased drastically. So much so, that customers who are new to the program and have to pay the transition rider for the first 12 months are actually paying more than they would had they stayed with Dominion.

>From what little I can understand about the issue, it appears IGS has done their best to mitigate a bad situation, but NOPEC is still unhappy with the deal. Bottom line is IGS is not in a position of being assured of receiving a waiver from their NOPEC contract to serve Lorain County communities other than Amherst. (NOPEC okayed Amherst earlier this summer).

AMPO is moving forward with negotiations to finalize a contract with an alternate supplier, which we hope to have completed within the week.

Greg



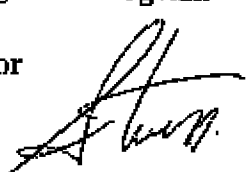
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Phone (440)775-7260

Fax (440)775-1546

Memorandum

To: Rob DiSpirito, City Manager
Re: Opt-Out Gas Aggregation Program
From: Steve Dupee, Director
Date: June 25, 2003



As you know, Municipal Opt-out Gas Aggregation was passed by an overwhelming majority of the Oberlin voters on May 6th. Oberlin must now become a certified gas aggregator with the PUCO to operate a opt-out gas aggregation program. The process of becoming a certified aggregator begins with preparing a Plan of Operation and Governance and holding two (2) public hearings on the plan. For your information, the basic functions of a Plan of Operation and Governance are, but not limited to, the following:

- Identifies roles and responsibilities of all involved parties
- Sets the requirements of the Competitive Retail Natural Gas Services Provider (CRNGS) Provider.
- Provides the process by which pool of participants will be determined.
- Establishes notification and information procedures to the pool of participants related to the Opt-out and Opt-in rules.
- Provides dispute resolution guidelines.
- Sets billing policy
- Provides definitions of key terms

AMP-Ohio drafted a Plan of Operation and Governance for us and public hearings were held on this draft plan on Tuesday, June 24th. No comments were received from the public.

We are now ready for the next step to become a certified gas aggregator which is to have City Council adopt the final version of the Plan of Operation and Governance (copy attached). I have also attached an ordinance which will authorize this plan and I respectfully request that this ordinance be placed on the July 14th City Council agenda. I also respectfully request that the ordinance be considered for emergency passage due to the summer City Council meeting schedule and the 30 day PUCO aggregator certification process. AMP-Ohio would like to have all communities who passed municipal opt-out gas aggregation to be certified by September 1 so that we can consider offers for purchasing gas supply by early fall.

If you have any questions in the meantime, please call me.

/sd

Exhibit A

CITY OF OBERLIN

PLAN OF OPERATION AND
GOVERNANCE FOR
MUNICIPAL OPT-OUT
NATURAL GAS AGGREGATION

ADOPTED BY OBERLIN CITY COUNCIL
(July 15, 2003)

Overview

At the May 6, 2003 general election, local residents authorized the City of Oberlin (the City) to create a municipal opt-out natural gas aggregation program (the Aggregation Program) in compliance with Section 4929.26 of the Ohio Revised Code. Under the opt-out natural gas aggregation program, all eligible natural gas consumers within the City's corporation limits will be automatically included in the Aggregation Program initially. However, all consumers will also be given the opportunity to opt-out or decline participation in the Aggregation Program as detailed herein.

The City's purpose in creating the Aggregation Program is to represent local consumer interests in emerging competitive natural gas markets by aggregating natural gas loads within the City's corporation limits (including municipal facilities) and negotiating affordable, reliable natural gas supplies and other related services on behalf of local consumers. The City may pursue this purpose individually or in cooperation with other entities.

Many small commercial and residential natural gas consumers lack the leverage to effectively negotiate natural gas supply rates and services. A governmental aggregation program provides them with an option for professional representation and the bargaining power of a larger, more diverse consumer group that may be more attractive to suppliers, allowing them to effectively participate in the competitive process and achieve benefits.

1. Description of Services

The Aggregation Program is designed to reduce the amount a consumer pays for natural gas energy, and to gain other favorable economic and non-economic terms in service contracts. The City will not buy and resell natural gas, but will represent collective consumer interests to set terms and conditions for service. Through a negotiation process, the City will develop a contract with a Competitive Retail Natural Gas Services Provider (CRNGS Provider) or Providers for firm all-requirements natural gas service. Once the contract has been finalized, it will be submitted to the Oberlin City Council for approval.

The Aggregation Program covers the natural gas supply portion only of a participant's natural gas bill. Columbia Gas of Ohio (COH) will continue to deliver natural gas to Aggregation Program participants' homes and businesses through its natural gas distribution system as a monopoly function regulated by the Public Utilities Commission of Ohio (PUCO). COH will also continue to install, operate and maintain its system of pipelines, Rights of Way, meters and other natural gas distribution components. Aggregation Program participants should continue to call COH if their natural gas is interrupted or if they have billing questions. The PUCO will continue to oversee COH natural gas safety and reliability service standards.

Oversight of the Aggregation Program will be the responsibility of the OMLPS Utility Services Manager, who shall report to the OMLPS Director. The OMLPS Utility Services Manager, subject to City Council approval, will have the authority to develop specifications for the Aggregation Program, to appoint an Aggregation Program Manager, and to select, hire and manage the CRNGS Provider. The CRNGS Provider and the Aggregation Program Manager will work under the direction of the OMLPS Utility Services Manager with the advice and counsel of the City Attorney.

Due to the complexity of the natural gas utility industry and the uncertainties of its associated restructuring activities, the City of Oberlin may contract with a consultant or consultants to provide the necessary expertise to represent the City's interest in legislative and regulatory matters and/or to serve as the Aggregation Program Manager. Such services may include, but are not limited to, facilitating consumer enrollment and opt-out, assisting with consumer education, addressing consumer questions and concerns, providing reports on program operation, enrollment and savings, negotiating future CRNGS Provider contracts, and representing the City in dealings with CRNGS Providers, COH, the Ohio Legislature, the PUCO and the Ohio Consumer's Counsel (OCC).

The City deems any and all information related to an eligible customer to be confidential and proprietary trade secret information. The CRNGS Provider shall keep all eligible customer information provided to it by the City or COH in supplying eligible customers within the City's corporation limit confidential and shall not disclose such information to any third party, unless such disclosure is required to serve any eligible customer, the third party agrees to keep such eligible customer information confidential, and the City consents to the disclosure of such information to the third party.

The City will require any CRNGS Provider to disclose any subcontractors that it uses in fulfillment of the services described herein.

The CRNGS Provider will provide a local or toll free telephone number for participant questions and concerns about enrollment, opt-out provisions, billing and other Aggregation Program issues.

The CRNGS Provider will develop internal controls and processes to help ensure that the City remains in good standing as a governmental aggregator that complies with all laws, rules and regulations regarding the same as they may be periodically amended.

Natural gas service reliability is an essential to Aggregation Program participants. The City will strive to provide high-quality service and reliability through provisions of the CRNGS Provider contract, through traditional proceedings related to COH distribution services; and through direct discussions with COH concerning specific or general problems related to quality and reliability of its distribution system.

If for any reason a CRNGS Provider fails to provide uninterrupted service, the City will attempt to acquire an alternative natural gas supply. If this attempt fails, participants will default to COH established tariff rates. In no case will participants be without natural gas as the result of the CRNGS Provider's failure to provide uninterrupted service. The City will seek to minimize this risk by contracting only with reputable CRNGS Providers that demonstrate reliable service. The City also intends to include conditions in its CRNGS Provider contract that will indemnify participants against risks or problems with natural gas supply service and price.

All Aggregation Program participants shall enjoy the protections of law afforded to consumers as they currently exist or as they may be amended from time to time. These include rights to question billings or service quality or service practices. All program participants shall also enjoy the individual right to decline participation in the Aggregation Program subject to the terms and conditions contained herein.

All Aggregation Program participants will be treated equitably. They will be guaranteed the right to raise and resolve disputes with the CRNGS Provider, be provided all required notices and information; and always retain the right to opt-out of the Aggregation Program or switch suppliers subject to the terms and conditions contained herein.

All consumers within the City's corporation limits shall be eligible to participate in the Aggregation Program subject to the terms and conditions described herein, Ohio law, PUCO rules and regulation governing natural gas service, and COH approved tariffs.

Service under the Aggregation Program shall include all eligible customer classes in adherence with universal service principles and requirements, and the traditional non-discriminatory practices of local government. CRNGS Provider contracts shall contain provisions to maintain these principles and equitable treatment of all customer classes.

Low-income consumers shall remain subject to all provisions of Ohio law and PUCO rules and regulations as they may be amended from time to time regarding their rights to return to COH General Service and participation in the Aggregation Program.

The City developed this Plan of Operation and Governance in compliance with Ohio law regarding municipal opt-out aggregation of natural gas consumers, including two public hearings prior to its adoption.

The Oberlin City Council shall approve through resolution or ordinance the Aggregation Program's Plan of Operation and Governance in accordance with Ohio Revised Code Section 4929.26. Amendments to the Plan of Operation and Governance may be subject to Oberlin City Council approval and filing with the PUCO.

After adoption of the Plan of Operation and Governance, the City will file with the PUCO for governmental aggregator certification and also register as a governmental aggregator with COH.

Aggregation Program participants are subject to the same standards and responsibilities as other natural gas consumers, including payment of billings and access to metering and other equipment necessary to carry out utility operations.

The Aggregation Program may be discontinued upon the termination or expiration of the CRNGS Provider contract without any extension, renewal or subsequent contract being executed. In the event of Aggregation Program termination, each participant will receive notification at least 60 days prior to such program termination and could return to COH General Service Rate or select another approved CRNGS Provider.

2. Determination of Rates

The City will not buy and resell natural gas to Aggregation Program participants. The City will aggregate natural gas loads within the City's corporation limits including municipal facilities. Through a competitive selection process, the City will develop and negotiate a contract with a CRNGS Provider or Providers for firm, all-requirements service. The contract will contain mutually agreeable price terms for affordable, reliable natural gas supplies and other related services. The City may pursue this purpose individually or in cooperation with other entities. Contracts will be monitored by the City on behalf of consumers.

CRNGS Providers will supply information on natural gas supply charges by COH customer rate classification or other appropriate pricing category as approved by the City. All natural gas supply charges will be fully and prominently disclosed in consumer enrollment materials and will be subject to approval by the Oberlin City Council.

The City will contract only with a CRNGS Provider or Providers that meet at a minimum the following criteria:

1. Certified CRNGS Provider by the PUCO
2. Registered with COH
3. Have a service agreement under COH Gas Transportation Service Tariff
4. Successfully completed Electronic Data Interchange (EDI) computer system testing with COH and that CRNGS Provider's EDI computer system is capable of effectively processing Aggregation Program EDI transactions in a timely manner
5. Meet standards of creditworthiness established by the City
6. Have a customer call center capable of effectively handling participants' questions, concerns and disputes in a timely manner using a toll-free telephone number
7. Hold the City harmless from any financial obligations arising from offering natural gas and/or energy-related services to Aggregation Program participants

The CRNGS Provider's contract will run for a fixed term (i.e., one to five years) and contain all pricing, charges, switching fees, etc. in clear and easily understood terms.

The CRNGS Provider's rates will include an administrative fee, which shall (if implemented) be collected on behalf of the City to fund the implementation and administration of the City's Aggregation Program. The administrative fee will be adjusted annually to cover the City's cost of administering the program. The fee will be reviewed annually to ensure that the amounts collected do not exceed the cost of administering the aggregation program.

COH assigns customer rate classifications, character of service and associated regulated rates subject to PUCO approved tariffs. In addition to the CRNGS Provider's gas service charges, consumers will continue to be billed for COH service and delivery charges. Although the City may participate in regulatory proceedings and represent the interests of consumers regarding these regulated rates, it cannot assign or alter customer rate classifications.

3. Plan for Providing Opt-out Notice

Initially, each eligible consumer within the City's corporation limits will be automatically included in the Aggregation Program. However, prior to actual enrollment, each consumer will receive a notice from the City detailing the Aggregation Program's rates, terms and conditions.

Each consumer will then have a 21-day period to opt-out of or decline to participate in the Aggregation Program without charge. Consumers opting out of the program will remain on Columbia Gas of Ohio's (COH) established tariff rates until such time as they select an approved CRNGS Provider. A similar opt-out period will be offered every two years during which time consumers can leave the Aggregation Program without paying a switching fee.

4. Process for Determining the Pool of Customers

After contract approval by the Oberlin City Council, the CRNGS Provider will work with the City and COH to identify all eligible consumers within the City's corporation limits.

All eligible consumers will be notified of the rates, charges and other terms and conditions of participation in the Aggregation Program and that they will be automatically enrolled in the Aggregation Program unless they "opt out" or decline participation in the program. Consumers will be given a 21-day period in which to notify the City that they wish to opt out or decline participation in the Aggregation Program.

After the initial 21-day opt-out period has elapsed, all eligible consumers who have not notified the City of their desire to opt out of the Aggregation Program will be enrolled by the CRNGS Provider at the earliest date practicable.

Consumers enrolled in the Aggregation Program by the CRNGS Provider will receive a letter from COH notifying them of their enrollment. Consumers will have seven calendar days to notify COH of any objection to their enrollment in the Aggregation Program.

COH will notify the CRNGS Provider of consumer objections or any reason that a consumer was not enrolled in the Aggregation Program.

Customers who meet the following criteria will become Members of the aggregation program:

- Are not currently buying gas from another supplier;
- Are up to date with their bill payments;
- Have not opted out of the program;
- Currently have service with COH;
- Are classified as non-mercantile;
- Have not exercised their right of rescission, or;
- Are not on the Percentage of Income Payment Plan (PIPP).

New members may opt into the Program upon contract expiration with an alternate supplier. These members will need to contact the CRNGS Provider for enrollment information. The CRNG Provider has a right of refusal in accordance with criteria described in this plan.

The CRNGS Provider will build and maintain a database of all Aggregation Program participants. The database will include the name, address and COH account number and may include other pertinent information as agreed upon by the City and the CRNGS Provider. Such information may include the CRNGS Provider's account number (if different from COH account number), rate code, rider code (if applicable), most recent 12 months of natural gas consumption, and meter reading cycle. The Aggregation Program database will be updated at least quarterly. The City will have the right to access information in the database for purposes of auditing.

The CRNGS Provider will report to the City the status of Aggregation Program enrollment on at least a monthly basis.

Participants who wish to leave the Aggregation Program may do so:

- During the initial 21-day opt-out period;
- During the seven day rescission period;
- During subsequent opt-out period offered by the City at least every two years;
- At any other time; however an early termination fee may be assessed.

In addition to the initial 21-day opt-out period described above, each participant will be given an opportunity to opt out of the Aggregation Program every two years without paying a switching fee. Consumers who choose to opt out of the Aggregation Program at any time other than during the initial 21-day opt-out period or during subsequent opt-out periods offered by the City may be subject to a switching fee.

Any consumer who opts out of the Aggregation Program will be returned to COH established tariff rates until such time as the consumer selects another approved CRNGS Provider.

5. Customer Billing Procedures

The City plans to utilize COH consolidated billing service in which each consumer account receives one bill itemizing the CRNGS Provider's natural gas supply charges and COH delivery, transition and other PUCO-approved charges. The billing statement will be consistent with applicable PUCO rules and regulations. The City will consider other billing options, including CRNGS Provider consolidated billing, if and when they become available and if it appears advantageous to do so.

6. Credit and Deposit Policies

Collection, credit and deposit procedures remain the responsibility of the Local Utility, the selected supplier and the individual member. Members are required to remit and comply with the payment terms of the local utility. This program will not be responsible for late or no payment on the part of any of its members. The Municipality will have no separate credit or deposit policy. The selected supplier shall not charge more than 1 ½ percent per month for overdue balances owed to the selected supplier.

7. Governmental Aggregator's Customer Service Procedures and Dispute Resolution

The Aggregation Program only impacts the source of natural gas supply. COH will continue to deliver the natural gas purchased through the Aggregation Program to participants' homes and businesses through its natural gas distribution system. Participants with question or concerns regarding service delivery or safety, such as a natural gas outage or odor of gas should continue to contact COH at 800-344-4077. Meter reading or other billing questions should also be directed to COH at the same number. Questions regarding Aggregation Program enrollment or opting out should be directed to the CRNGS Provider. General questions and concerns should be directed to either the office of the Development Director, City of Oberlin, or Robert Simmers at AMPO, Inc. Disputes unresolved by the aforementioned parties, should be directed to either the Ohio Consumer's Counsel or the Public Utilities Commission of Ohio. The following table gives toll-free telephone numbers for use by consumers.

Question or Concern	Contact	Telephone Number
Natural gas outage or interruption	COH	800-344-4077
Turn natural gas on or off	COH	800-344-4077
Meter reading/billing	COH	800-344-4077
To enroll in or opt-out of the Aggregation Program	CRNS Provider	800*****
Aggregation Program Questions or concerns	AMPO, Inc.	800-305-1066 gslone@amp-ohio.org
Unresolved disputes (residential customers)	Ohio Consumer's Counsel	877-742-5622 occ@occ.state.oh.us
Unresolved disputes (all customers)	Public Utilities Commission of Ohio	(800)-686-7826 (voice) (800)-686-1570 (TDD)

8. Members Moving Into/Within the Aggregation (New Account Number)

Consumers who move into the City after the initial opt-out period will be not be automatically included in the Program, but will be afforded an opportunity to enroll. However, the City cannot guarantee that the rates, terms and conditions to consumers enrolling in the Aggregation Program after the initial 21-day opt-out period will match those of the initial enrollees.

The same rule will apply to participants who move within the City after the initial opt-out period, if they are given a new account number by COH. That is, they will not be automatically include in the Program, but will be given an opportunity to re-enroll under a new set of rates, terms and conditions.

9. Members Moving Within the Aggregation (Same Account Number)

Participants who relocate within the City limits and retain the same COH account number, will be allowed to continue in the Aggregation Program at their new location under the same terms and conditions as at their former location, subject to any switching fees imposed by COH.

10. Joining the Program at a Later Date (Opting In)

Residents of the City who initially choose to opt-out of the Program, for whatever reason, and wish to enroll at a later date, will be treated the same as a new resident. That is, they will not automatically become part of the existing program, but will be given an opportunity to enroll. However, the City cannot guarantee that rates, terms and

conditions to consumers enrolling in the aggregation program after the initial 21-day opt-out period will match those of the initial enrollees.

DEFINITIONS

Aggregation

Combining the natural gas loads of multiple customers for the purposes of supplying or arranging for the supply of competitive retail natural gas service to those customers.

Aggregation Program Manager

The person or entity designated by the City to oversee the operation and management of the City of Oberlin's Municipal Natural gas Aggregation Program.

Competitive Retail Natural Gas Service (CRNGS)

A component of retail natural gas service deemed competitive under the Ohio Revised Code or pursuant to an order of the PUCO. This includes but is not limited to the services provided by competitive retail natural gas service providers, natural gas marketers, aggregators and governmental aggregators.

Competitive Retail Natural gas Service Provider (CRNGS Provider)

A person or entity certified by the PUCO and registered with COH who supplies or offers to supply a competitive retail natural gas service over the COH natural gas distribution system. This term does not apply to COH in its provision of standard offer natural gas service.

Consumer

Any person or entity that is an end user of natural gas and is connected to any part of COH natural gas distribution system within the City of Oberlin's corporation limits.

Delivery Charge

Charge imposed by COH for delivering natural gas to a consumer's home or business. The charge includes meter reading, billing, transition costs, maintaining natural gas system reliability and responding during emergencies and outages (also called the distribution charge).

Distribution

Delivery of natural gas to a home or business through COH owned pipelines, meters and other equipment. COH distribution system operations will remain regulated by the PUCO.

Governmental Aggregator

An incorporated village or city, township or county acting as an aggregator for the provision of a CRNGS under authority conferred under Section 4928.20 of the Ohio Revised Code.

Mercantile Customer

A customer that consumes, other than for residential use, more than five hundred thousand cubic feet of natural gas per year at a single location within the state; or a customer that has three or more location within the state that consume natural gas, other than for residential use.

Natural Gas Related Service

Service directly related to the consumption of natural gas at a consumer's home or business. This may include, but is not limited to, the installation of metering, remote reading indices, regulation; the maintenance, repair or replacement of appliances and other energy-consuming devices at a consumer's premises, and the provision of energy consumption measurement and billing services.

Natural gas Supply Charge

All charges related to the acquisition of natural gas by the CRNGS Provider, and its delivery to the City's distribution system.

Ohio Consumers' Counsel (OCC)

The Ohio Consumers' Counsel (OCC), established by the Ohio Legislature in 1976, represents the interests of Ohio's four million residential utility customers served by investor-owned utilities in proceedings before the PUCO, other regulatory agencies and in the courts. The OCC also educates consumers about utility issues and resolves complaints individuals have with investor-owned utility companies.

Participant

A consumer enrolled in the City of Oberlin's Municipal Natural gas Aggregation Program.

Public Utilities Commission of Ohio (PUCO)

The state agency charged with assuring all consumers (residential commercial and industrial) served by investor-owned utilities have access to adequate, safe, and reliable utility services at fair prices. The PUCO regulates a wide variety of investor-owned utilities, including natural gas, electricity, pipeline, heating/cooling, local telephone, long distance telephone, waterworks, wastewater, railroad, household goods carriers, water transportation, hazardous materials carriers, and commercial transportation carriers.