



The Public Utilities Commission of Ohio *Your one-stop utility resource*

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Ohio | **Public Utilities Commission**



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PUCO issues Winter Reconnect Order for 2016-2017



In September, the PUCO approved the Winter Reconnect Order to help Ohioans reconnect or maintain electric and natural gas service during the winter heating season between Oct. 17, 2016 and April 14, 2017. Any customer of a PUCO regulated electric or natural gas utility may take advantage of the order. Last winter heating season, more than 246,000 Ohio utility customers utilized the PUCO's Winter Reconnect Order.

Energy utility service is vital, especially in the winter. The Winter Reconnect Order is an opportunity for Ohioans to avoid disconnection or to reconnect their gas and/or electric service once during the winter heating season. Customers who utilize the Winter Reconnect Order are required to pay the utility \$175 plus any applicable reconnection charge not to exceed \$36. If the company's reconnection charge is greater than \$36, the balance may be billed to the customer the following month.

The Winter Reconnect Order also applies to customers seeking to establish new electric and natural gas service. Rather than paying the full security deposit that may be required for new service, customers can pay up to \$175 and be billed any remaining balance of the security deposit the following month.

There is no income eligibility requirement to utilize the Winter Reconnect Order, however customers who are at or below 175 percent of the federal poverty level may apply through the Home Energy Assistance Program (HEAP) to pay the \$175 amount. Several other state and federal programs are also available to Ohioans who qualify. For more information on these programs and additional ways to save on home heating bills this winter visit Ohio's Winter Heating Resource website at www.winterheat.ohio.gov.

If you would like to utilize the program, call your electric or natural gas utility between Oct. 17, 2016 and April 14, 2017, to find out more information about your account and how to apply the Winter Reconnect Order to your utility bill. Utility representatives will explain the order, and if applicable, set you up on a payment plan for any default amount. PIPP customers who would like to use the Winter Reconnect Order must pay the balance of any default they may have within one billing cycle in order to re-enroll in PIPP.

Customers who have questions may contact the PUCO at (800) 686-PUCO (7826) or visit the PUCO website at www.PUCO.ohio.gov.

PUCO modifies FirstEnergy electric security plan



In October, the PUCO rejected FirstEnergy's modified Retail Rate Stability (RRS) rider or "virtual PPA" proposal. The Commission ordered FirstEnergy's Ohio utilities to establish PUCO staff's recommended Distribution Modernization Rider (DMR) instead, and to eliminate the existing RRS rider.

In its application for rehearing, FirstEnergy proposed to modify rider RRS such that it would continue as a financial hedge, but would not be tied to the physical operation of generation in the state. The Commission rejected FirstEnergy's proposal because it lacked important benefits related to reliability, resource diversity and economic development.

Rider DMR, set at \$132.5 million per year (to be grossed up for taxes annually), will provide FirstEnergy with an infusion of capital so that it will be financially healthy enough to make future investments in grid modernization. The Commission limited Rider DMR to three years, with the possibility of a two-year extension, subject to Commission approval. FirstEnergy requested that Rider DMR be granted in the amount of \$558 million per year for eight years.

During the term of rider DMR, FirstEnergy will maintain its headquarters in Akron, Ohio, and make sufficient progress in grid modernization initiatives ordered by the Commission, including its deployment of smart grid technology in the companies' service territories.

"The DMR's primary purpose is to ensure that FirstEnergy retains a certain level of financial health and creditworthiness so that it can invest in future distribution modernization endeavors," stated Chairman Asim Z. Haque. "We expect that these future endeavors will advance the electric industry in FirstEnergy's service territory and benefit Ohio's consumers and businesses."

In May, FirstEnergy and other interested parties filed applications for rehearing following the PUCO's March 31, 2016 opinion and order establishing an electric security plan. An evidentiary hearing was held at the PUCO in July and August 2016 in order for interested parties to provide testimony on the rehearing applications.

For more information about the order, visit this [fact sheet](#).

PUCO issues orders on AEP Ohio ESP and PPA rider



On Nov. 3, 2016, the PUCO issued decisions on rehearing in both AEP Ohio's electric security plan (ESP) application and its expanded power purchase agreement (PPA) proposal.

In the decision on rehearing in AEP Ohio's ESP application, the Commission reaffirms its February 2015 decision that authorization of the PPA rider is permitted by Ohio law.

In the decision on rehearing in AEP Ohio's expanded PPA proposal, the Commission granted AEP Ohio's rehearing request to forego the affiliate PPA and retain only the PPA related to the Ohio Valley Electric Corporation (OVEC) in its PPA rider. This serves to preserve the commitments agreed upon by AEP Ohio and several signatory parties.

On March 31, 2016, the Commission modified an agreement related to AEP Ohio's affiliate and OVEC PPA rider proposal. The agreement includes AEP Ohio's commitments to future proposals that promote economic development and retail competition, facilitate energy efficiency measures, reduce carbon emissions, expand the development of renewable resources, and pursue grid modernization in the state.

On May 2, 2016, AEP Ohio filed an application for rehearing to retain only the OVEC PPA in its PPA rider in light of a decision from the Federal Energy Regulatory Commission to rescind AEP's affiliate waivers.

For more information about this case, visit the [ESP fact sheet](#) and [PPA rider fact sheet](#).

PUCO adopts agreement to improve Just Energy marketing practices



On Nov. 3, 2016, the PUCO adopted an agreement between PUCO staff and Just Energy to implement a compliance program to resolve alleged violations of the competitive retail electric service provider minimum standards and service requirements.

"It is the PUCO's responsibility to protect consumers in Ohio from unfair or misleading marketing practices," said Chairman Asim Z. Haque. "We continue to encourage customers to call our Call Center with utility-

related questions and concerns so that we can help resolve any issues.”

Just Energy will work with PUCO staff to ensure full compliance with PUCO rules and orders, and agrees to pay a forfeiture of \$125,000 to the state of Ohio, with an additional \$50,000 at the end of 12 months if it fails to complete the compliance program.

The objective of the 12-month compliance program is to avoid the potential for future consumer complaints resulting from Just Energy’s marketing, solicitation and customer enrollment practices.

After receiving customer complaints regarding Just Energy’s marketing, solicitation and customer enrollment practices, the PUCO notified Just Energy of probable noncompliance of PUCO rules.

PUCO accepts results of FirstEnergy auction



In October, the PUCO accepted the results of FirstEnergy’s Oct. 3, 2016 wholesale auction that will ultimately determine its standard service offer through May 2018.

During the auction, five competitive suppliers submitted winning bids on a one-year product to supply electricity to FirstEnergy’s Ohio utility customers. The auction resulted in an average clearing price of \$49.64 per megawatt hour (MWh) for the delivery period of June 1, 2017 to May 31, 2018. The results will be blended with previous and future auctions to establish a price-to-compare for FirstEnergy’s Ohio customers during the delivery period.

CRA International served as the independent auction manager, and Boston Pacific Company, a consultant retained by the PUCO, monitored the auction process. The names of the winning bidders will remain confidential for 21 days.

Customers continue to have the opportunity to consider competitive options to meet their electricity needs, including shopping for an alternate supplier or joining a local government aggregation group. More information about how to choose a supplier is available at www.energychoice.ohio.gov. The PUCO’s Apples to Apples comparison charts provide customers with a snapshot comparison of current electric supplier offers

and contract terms. The charts are updated daily.

A copy of the Commission finding and order and redacted version of the report issued by the auction manager are available at www.PUCO.ohio.gov. Click on the link to Docketing Information System and enter the case number **16-0776-EL-UNC**.

PUCO directs DP&L to eliminate stability charge, implement 2013 ESP



In August, the PUCO directed the Dayton Power & Light Company (DP&L) to eliminate its service stability rider in light of a decision by the Supreme Court of Ohio, and also granted the utility’s application to implement the terms and conditions of its previously-approved ESP.

DP&L’s environmental investment rider will be set to zero. DP&L will continue to honor wholesale supplier contracts to provide competitively-priced generation service to DP&L’s customers who have not enrolled with an alternative supplier.

As a result, an average residential consumer monthly bill declined by \$3.81.

On Sept. 3, 2013, the PUCO approved DP&L’s ESP, for the term Jan. 1, 2014, through Dec. 31, 2016.

On June 20, 2016, the Supreme Court of Ohio issued an opinion finding the Commission erred in approving DP&L’s ESP, and remanded the proceeding back to the PUCO.

On July 27, 2016, DP&L filed a motion to withdraw its ESP. Ohio law dictates that upon an electric distribution utility withdrawing an ESP, the PUCO must implement the most recently-approved ESP until a new plan is enacted.

DP&L has a pending ESP application before the PUCO in case **16-0395-EL-SSO**.

A copy of the Commission opinion and orders is available in case numbers **08-1094-EL-SSO** and **12-426-EL-SSO**.

PUCO IN FOCUS



A spotlight on the latest news affecting Ohio utility consumers.

PUCO provides tips for energy efficiency and conservation in your home

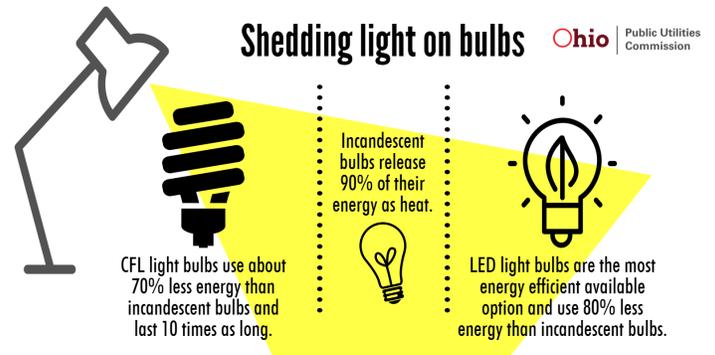


The PUCO is encouraging Ohioans to practice energy efficiency and conservation.

Ohioans rely on energy such as electricity and natural gas to run their homes on a daily basis. By practicing energy conservation, you can develop habits to reduce your energy usage and save on your utility bills. Whether you own or rent your home, you can save on the energy you use every day by practicing these energy efficiency and conservation tips.

- Set thermostats as low as appropriate to maintain health and comfort.
- Save energy by turning off lights and appliances when you leave a room.
- Use compact fluorescent lamp (CFL) or LED bulbs.
- Keep doors and windows closed as much as possible. This includes overhead doors on attached garages.
- Seal off unheated, unused rooms.
- Look for furnaces and other appliances that are ENERGY STAR® approved.
- Set the water heater thermostat to the warm setting, or 120 degrees. If you will be away from your home, turn the thermostat down even more. This will avoid using energy to reheat the same water while you are not there.
- Your home computer can use a considerable amount of electricity. To save energy, turn it off while it's not being used.
- Take extreme care when using space heaters. Make sure they are placed away from combustible materials and, if necessary, properly vented to prevent carbon monoxide poisoning.
- Check with your local utility for available energy efficiency programs and incentives.

For more information on conserving energy in your home or for any utility-related concern, visit www.PUCO.ohio.gov or call the PUCO Call Center at (800) 686-PUCC (7826).



Follow the PUCO on Instagram



The PUCO recently launched an Instagram account in order to increase our public awareness and education efforts. Instagram is an online mobile photo-sharing, video-sharing and social networking service that enables its users to take pictures and videos, and share them either publicly or privately on the app.

The PUCO account will share photos of energy and transportation infrastructure, among other awareness information, in an educational manner.

Search for [@pucohio](https://www.instagram.com/pucohio) on Instagram and follow the PUCO for updates.

