



November 21, 2023

<First> <Last> or Current Resident

<Mailing Address>

<Mailing City>, <Mailing State> <Mailing Zip>

IMPORTANT INFORMATION FROM THE SUSTAINABLE OHIO PUBLIC ENERGY COUNCIL AND AEP ENERGY REGARDING YOUR ELECTRICITY SERVICE AT

<S ADDRESS>

Dear <First> <Last>:

The Sustainable Ohio Public Energy Council ("SOPEC") is excited to announce a new low electric price of \$0.07203 per kWh with 100% renewable energy beginning with your next available meter read date and continuing to your June 2025 meter read date. Through the power of volume buying, AEP Energy is able to secure electricity for SOPEC's aggregation at competitive prices.

The elected officials of the City of Upper Arlington continue to represent you through SOPEC, a council of governments aggregator. Voters in your community authorized by majority vote the creation of an Electric Aggregation Program to seek favorable electricity rates for eligible residential and small business customers in your community and approved a Plan of Operation and Governance for the aggregation program as required by Ohio law. SOPEC has combined the purchasing power of our members to provide residents and businesses in the City of Upper Arlington with peace of mind on their electricity supply and selected AEP Energy to continue as SOPEC's electricity supply provider.

SOPEC'S ELECTRIC AGGREGATION IS A SMART CHOICE:

Eligible residents and businesses will receive 100% renewable energy at the new price of \$0.07203 per kWh for your electricity supply charges beginning with your next available meter read date and continuing to your June 2025 meter read date. Your 100% renewable energy supply price will be reset in June 2025 for the remainder of the term ensuring that you benefit by receiving a competitive price. Individual customers have the option to select a non-renewable product with the same term. To select this option, you should call 1-877-648-1937. The process for opting out of SOPEC Electric Aggregation Program is discussed below.

Continue to Receive One Bill. Your local utility will continue to send you one monthly electricity bill. You can continue to remit one payment to your local utility for AEP Energy charges. Also, your local utility will continue to provide service for any emergency or maintenance issues.

No Cancellation Fee. There is no charge to cancel your contract at any time.

YOU WILL AUTOMATICALLY BE ENROLLED.

You don't have to do anything and there is no cost to enroll in this exclusive program. All eligible residents and businesses located in the City of Upper Arlington will automatically be enrolled in the program unless you choose to opt out by following the instructions listed below. If you would like to learn about other price plan options available under SOPEC's program, please call Customer Care at 1-877-648-1937.

HOW DO I OPT OUT?

If you do not wish to participate in this Program, you must opt out by December 12, 2023. There are three ways to opt out:



Visit AEPenergy.com/UAoptout or scan the QR code to opt out online



Call the AEP Energy Customer Care Team toll free at 1-877-648-1937 Monday - Friday from 8 a.m. to 7 p.m. & Saturday from 9 a.m. to 1 p.m. ET



Complete the Electric Aggregation Opt Out Election Form below and mail it to AEP Energy, Attn: SOPEC Electric Aggregation Program, PO Box 340, Zelienople, PA 16063-2300

Respectfully,

Chris Chmiel

Chris Chmiel
Chairman, Sustainable Ohio Public Energy Council

Scott D. Slusher

Scott D. Slusher
Chief Solutions Officer, AEP Energy

AEP Energy is a competitive retail electric service provider and an affiliate of Ohio Power Company (AEP Ohio). AEP Energy is not soliciting on behalf of and is not an agent of AEP Ohio.



THE SOPEC ELECTRIC AGGREGATION PROGRAM OPT OUT ELECTION FORM

Account Number: <Account Number> <QR Code>

<First> <Last>

<Service Address>

<Service City>, <Service State> <Service Zip>

Account Holder's Name: (Please print clearly)

Phone: (_____)_____

Account Holder's Signature: _____

Date: _____

Email Address: _____

I elect not to participate in the SOPEC Electric Aggregation Program with AEP Energy.

Customer Code: <Promo Code>

IMPORTANT NOTICE: By returning this signed form, I affirmatively elect NOT to participate in the SOPEC Electric Aggregation Program. By electing not to participate, I understand from the accompanying materials that I will forego the benefits of this program. I understand that if I choose to opt out of the SOPEC Electric Aggregation Program, I must complete this form and mail it to AEP Energy, call AEP Energy toll free at 1-877-648-1937 or visit website, to opt out no later than December 12, 2023. If this form is not postmarked or I do not call by the specified date, I understand that I will be automatically enrolled in the SOPEC Electric Aggregation Program. I assume all responsibility to send the Opt Out Election Form or to call AEP Energy.

Complete form and mail to:
AEP Energy
Attn: SOPEC Electric Aggregation Program
PO Box 340
Zelienople, PA 16063-2300

This form must be postmarked no later than December 12, 2023 for your opt out to be effective.

FREQUENTLY ASKED QUESTIONS

What is the Sustainable Ohio Public Energy Council (“SOPEC”)?

SOPEC is a regional council of governments, comprised of member counties, cities and villages, including your community. SOPEC has been certified by the Public Utilities Commission of Ohio (“PUCO”) as a governmental electricity aggregator.

What is the SOPEC Electric Aggregation Program? Under the SOPEC Electric Aggregation Program, SOPEC acts on behalf of its electricity consumers to select an electricity supply provider who, through the power of volume buying, is able to secure electricity at competitive prices. The PUCO has taken steps to ensure that Ohio’s competitive electricity environment is consumer-friendly. Voters in each of the SOPEC member communities (including the City of Upper Arlington) approved this aggregation program and each SOPEC member community also passed an ordinance adopting SOPEC’s Electric Aggregation program. SOPEC has selected AEP Energy as its preferred electricity supply provider to serve the residents of SOPEC’s member communities beginning with your next available meter read date and continuing to the end of the program.

Who is AEP Energy? AEP Energy is a certified Competitive Retail Electric Service (CRES) provider and a subsidiary of American Electric Power Company, Inc. (AEP). With an office located in Columbus, Ohio, AEP Energy sells electricity supply to customers at market-based prices rather than regulated rates offered by your local utility.

Why is this an opt-out program? It enables AEP Energy to offer a lower group rate based on the community’s size.

Why did SOPEC select AEP Energy as its provider? SOPEC selected AEP Energy because they were able to propose a program that in SOPEC’s judgment, offered the best overall value for eligible households and businesses in SOPEC communities.

How do I enroll? You don’t have to do anything to enroll. All eligible customers will be automatically included in the program unless you choose to opt out. If you opt out, you will continue to be served by your local electric utility’s standard service offer or until you choose an alternative electric service provider. However, if you do not respond to this letter, the utility will complete the enrollment process. **As a part of the enrollment process, you will also receive a notice from your local utility, AEP Ohio, confirming your decision to enroll with AEP Energy. Simply review the letter - if you are pleased with the SOPEC Electric Aggregation Plan, simply ignore that letter.** No deposits are required to enroll.

When will this program start? The SOPEC Electric Aggregation Program will begin with your next available meter-read date and continuing to the end of the program.

Where do I send payment? You will continue to receive one bill each month from your local utility. The amount that you owe to AEP Energy will be stated separately on your bill and you will continue to send payments to your local utility only.

What is my price? Beginning with your next available meter read date and continuing to your June 2025 meter read date, you will receive an electricity generation price of \$0.07203 per kWh. After your June 2025 meter read date, SOPEC will publish on its website the new applicable price.

Is net metering available? We are very excited to announce, for the first time ever, net metering is now available to SOPEC customers! If you have onsite generation located on your premise and meet all the eligibility requirements, you can qualify for SOPEC’s net metering billing program. During any billing cycle if your on-site generation exceeds your consumption, you will receive a credit for the excess generation multiplied by the locational marginal prices for the hours posted 7 a.m. to 7 p.m. During any billing cycle if your on-site generation does not exceed your consumption, you will receive a credit for excess consumption multiplied by the applicable program price. Please refer to the Terms and Conditions, Section 17, for additional information about the net metering program.

Is budget billing available? A Budget Billing Plan is available for AEP Energy’s charges (Generation charges) for residential customers only. The Budget Billing Plan levels your monthly payments to even out the seasonal highs and lows of your monthly bills. You’ll have more certainty and can better manage your electricity expenses. Please visit www.AEPenergy.com for more information. Your local utility may also offer a Budget Billing Plan for all other charges not related to AEP Energy’s charges.

Can I cancel at any time? Yes, you may cancel without penalty and switch to another provider or revert back to the local utility. Should you cancel your service with AEP Energy and return to standard offer service with your local utility, you may or may not be served under the same rates, terms, and conditions that apply to other utility customers. You also will be provided the ability to opt out every three years without penalty.

What happens at the end of the program? As the program draws to a close, SOPEC can choose to seek bids from AEP Energy or other electricity providers in order to negotiate a new program contract on behalf of eligible households and businesses. SOPEC can also choose to end the program, at which time participants would be notified.

If I opt out initially, can I choose to join the program at a later date? Yes, if you opt out initially and change your mind later on, you may join by calling AEP Energy at 1-877-648-1937.

What happens if I move? If you move to another location within the City of Upper Arlington, you will be able to continue participating in the program. If you leave the City of Upper Arlington, you will no longer be eligible to participate.

What is considered a small commercial business? Any eligible small business located in the community that uses less than 700,000 kWh annually can participate in the Electric Aggregation Program because they are considered to be a non-mercantile customer as defined by Ohio Administrative Code.

What is renewable energy? Renewable energy comes from sources that are constantly and sustainably replenished such as wind, solar or hydro. AEP Energy’s renewable energy plan is produced from 100% wind power and is Green-e® Energy certified. AEP Energy is purchasing Renewable Energy Certificates (“RECs”) from such sources for the SOPEC aggregation program. Purchasing RECs can provide environmental benefits because they support development of renewable energy generation resources. Renewable energy resources have lower greenhouse gas emissions than traditional energy resources.

Unless you affirmatively opt out by December 12, 2023, you will be automatically enrolled if you: a) have an eligible residence or business located in the specified communities receiving electric service from AEP Ohio or AEP Energy (in the AEP Ohio service territory) and b) are not enrolled in the PIPP program. Participation in the program is subject to the Terms & Conditions of the Agreement between SOPEC and AEP Energy. ¹Green-e Energy® certifies that AEP Energy’s 100% renewable energy plan meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource Solutions. For more information on Green-e Energy® certification requirements, write to Green-e Energy, 1012 Torney Ave., 2nd Floor, San Francisco, CA 94129 or log on to www.green-e.org. ²AEP Energy’s price excludes utility distribution and transmission charges and other utility charges and fees. There is no guarantee of savings under the Aggregation Program. You may terminate your agreement early without penalty. For more information, call toll free 1-877-648-1937, write to: AEP Energy, Box 340, Zelenople, PA 16063-2300, or visit AEPenergy.com.

If you have any additional questions, please contact the
AEP Energy Customer Care Team toll free at **1-877-648-1937**,

Monday – Friday from
8 a.m. to 7 p.m. and
Saturday from 9 a.m. to 1 p.m. ET



94% Overall Customer
Satisfaction Rating



An Accredited
Member Since 2009



Over 100 Years of
Industry Experience