

THE DAYTON POWER AND LIGHT COMPANY

**Ohio Public Utilities Commission
Code of Conduct**

Dated: 11-14-2013

Key Terms and Definitions:

Supplier – Generation providers approved by the P.U.C.O. to sell electricity to end-use customers, utilizing the transmission and distribution facilities of DP&L and registered in DP&L’s Customer Choice Program. (Also sometimes referred to as *Certified Supplier, Certified Generation Supplier, AGS, CRES Provider*)

Electric Choice Overview

Code of Conduct

In order to ensure that all utility companies in the state of Ohio maintain uniformity with the nondiscrimination, confidentiality, and record-keeping provisions set by the P.U.C.O., the following mandated code of conduct must be adhered to by DP&L.

Proprietary Information

DP&L shall not release any proprietary customer information without the prior written authorization of the customer.

However, in the case of providing customer account information to a Supplier, DP&L will assume implied authorization to release such information if the customer does NOT contact DP&L and request to be removed from the mass customer list. In other words, DP&L will make customer lists, which include name, address, and usage history, available on a non-discriminatory basis to all Suppliers, unless otherwise directed by the customer.

Market Information

DP&L shall not share with its affiliates, any market information acquired from competitive Suppliers of retail electric service, or developed in the course of responding to requests for distribution services.

Competitive Supplier Information

DP&L shall treat as confidential all information obtained from a competitive Supplier of retail electric service, both affiliated and non-affiliated, and shall not release such information unless provided authorization to do so.

List of Suppliers

DP&L, upon request by a customer, shall provide a complete list of all Suppliers operating within DP&L's service territory, but shall not endorse any Suppliers nor indicate that any Supplier will receive preference because of a corporate relationship.

Tariff Provisions

DP&L shall strictly follow all tariff provisions:

- DP&L should provide comparable access to tariffed and non-tariffed products and services.
- DP&L is prohibited from discrimination in the offering of products and services.
- DP&L shall apply all tariff provisions in the same manner to all entities.
- DP&L shall not, through a tariff provision, contract, or otherwise, give its affiliates preference over non-affiliated competitors of retail electric services.

Complaint Procedures

DP&L shall establish and communicate a complaint procedure for the issues concerning compliance with the above-mentioned conduct rules.

Electric Choice Overview

What Does this Mean to Me?

As a DP&L employee, whenever representing DP&L, it is also important to understand and abide by these code of conduct guidelines:

- Respect the privacy of the customer. Do not share customer proprietary information with another Supplier unless given the *customer's* authorization to do so.
- Data outlining who has or has not switched generation Suppliers should not be openly accessible.
- A Customer should not be personally asked if he/she has switched Suppliers unless it's within context of the task at hand (i.e. Electric Choice Administration Group).
- If data regarding a customer's Supplier preference does happen to be made known to a DP&L employee, verbal, operational (i.e. placing the customer lower on a prioritization of service scale) or any other discrimination of that customer is not acceptable.

- Other Suppliers should not be discredited by any DP&L employee when asked by customers about their services. The DP&L employee should maintain DP&L professionalism and not recommend one Supplier over another. Neutrality should be the standard.

Key Points

DP&L is mandated to follow a particular code of conduct regarding the way in which they handle their business and customers under Electric Choice.

In addition, employees within DP&L must also be aware of the do's and don'ts of Electric Choice

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