



CITY OF NAPOLEON, OHIO

255 West Riverview Avenue • PO 151 • Napoleon, Ohio 43545-0151

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PSCAF ERROR INACTIVE ACCOUNTS REFUND PROCESS – PRESS RELEASE

An error was recently discovered in the Power Supply Cost Adjustment factor (PSCA) used for computation of Electric Bills covering a fifteen (15) month period from July 2015 to March 2017. The error resulted in an overbilling in the Electric Bills during that time period. The kWh billed for each individual account as listed on the utility bills were correct, only the PSCA factor multiplier was incorrect.

A onetime Credit has already been applied to each active and inactive customer for the period in error using a corrected PSCA applied to actual kWh usage for a given month. If you were a customer during this time period, and your account is now currently inactive, you may be eligible for a refund. You can obtain the Refund Request Form for the PSCA Error on the City's website (www.napoleonohio.com) or at the Utility Billing Department at City Hall at 255 W Riverview Ave. during their regular business hours of 7:30 a.m. to 4:00 p.m. Proof of original account holder will be required to obtain the refund along with the completed PSCA Refund Request form.



City of Napoleon
Utility Billing Department
255 W Riverview Ave, P O Box 151
Napoleon, Ohio 43545-0151

**VERIFICATION/REQUEST FOR REFUND FROM PSCA ERROR
FOR AN INACTIVE UTILITY ACCOUNT**

**Account Holders Photo I.D. required and must accompany this form!
If approved for refund, please allow 30 days for a refund check.**

Check to acknowledge that a photo I.D. is attached with this form.

Date: _____

Name: _____

Account Number: _____

Previous Service Address: _____

Current Mailing Address: _____

Phone number: _____

Email Address: _____

For Office Use Only:

Amount of Refund on Account: _____

Approval: _____ **Date:** _____

Approval: _____ **Date:** _____