



City of Washington Court House



March 5, 2019

Dear City of Washington Court House Resident,

The City of Washington Court House is providing you with the opportunity to join or continue with other residents in its natural gas aggregation program. **If you are outside the boundaries of the City of Washington Court House, please let us know by calling 1-800-977-8374.** Government Aggregation programs allow City of Washington Court House officials to bring together citizens to gain group-buying power for the purchase of natural gas from a retail supplier licensed by the Public Utilities Commission of Ohio. **City of Washington Court House voters approved this program in November 2008.**

We researched options for competitive natural gas pricing for you. We have chosen Volunteer Energy Services, Inc. (Volunteer Energy), an Ohio based corporation, as the supplier for this program.

You will be automatically enrolled (if a new Participant) or continue your enrollment (if an existing Participant) in the City's Natural Gas Governmental Aggregation Program unless you choose to "opt-out" - that is, affirmatively choose not to participate. If you wish to be excluded from the program you can call Volunteer Energy toll free at **1-800-977-8374** or return the enclosed "Opt-Out" form by **March 26, 2019**. Otherwise, you will be included in the aggregation program. If you do not opt-out at this time, you will receive a notice at least once every year asking if you wish to remain in the program. However, you do not need to do anything to participate. There is no cost for the enrollment, and you will not be charged a switching fee.

Price: Volunteer Energy is pleased to offer natural gas for your home or business at a rate of NYMEX plus a fixed adder of \$0.107 per Ccf at the burner tip. The rate is calculated just like Vectren Energy of Ohio (VEDO) at NYMEX (the price set by the New York Mercantile Exchange) plus \$0.107 per Ccf. This rate will be effective April 2019 (May billing) through September 2019 (October billing). If you are ever unhappy with your rate, you may leave the program free of charge at any time. Please refer to the attached Terms and Conditions for full details of this offer.

After you become a participant in the City's natural gas aggregation program, VEDO will send a letter confirming your selection of Volunteer Energy as your natural gas provider. As required by law, this letter will inform you of your option to cancel your enrollment with Volunteer Energy within seven (7) business days of its postmark date. To remain in the City's government aggregation program, you don't need to take any action when this letter arrives. You will automatically be enrolled.

VEDO will always be responsible for ensuring the distribution of natural gas to your premises and will continue to maintain your meter, the monthly reads and the pipelines that deliver natural gas to your home. Your natural gas bill will also continue to come from VEDO. The only change you'll notice is how your gas is priced and the name of your new gas supplier, Volunteer Energy Services, Inc., included on your bill.

If you have any questions, please call Volunteer Energy toll-free at 1-800-977-8374, Monday through Friday, 9:00 a.m. to 4:00 p.m.

Regards,

Joe Denen, City Manager
City of Washington Court House

These **ENERGY SUPPLY TERMS AND CONDITIONS** have important information you need to know before you commit to natural gas service from Volunteer Energy Services, Inc. (Volunteer Energy). Volunteer Energy is an Ohio corporation whose customers include a variety of Ohio natural gas end users. As a supply customer of Volunteer Energy, you agree to the Terms and Conditions of Volunteer Energy's natural gas supply contract.

Service Arrangements: Volunteer Energy's energy supplies will be delivered to your residence or facilities via the utility's pipelines on a cost per Ccf basis. The cost will be equal to the NYMEX (New York Mercantile Exchange) month-end close plus an adder of \$0.107 per Ccf at the burner tip through **September 2019**. These rates are inclusive of a broker fee. Upon request, Volunteer Energy will provide to you up to twenty-four months of your payment history without charge. A fixed price may be negotiated anytime during the term of this agreement with a thirty (30) day notice.

Term: The term of this Agreement shall commence when accepted by Volunteer Energy and shall continue until **April 2019 through September 2019** unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by Vectren Energy Delivery of Ohio ("Vectren"). You may terminate this Agreement with Volunteer Energy by providing a 30-day notice in writing to Volunteer Energy or by telephone. Vectren will continue to deliver Volunteer Energy-supplied natural gas to your home at the agreed upon rate.

Office Locations and Hours: Volunteer Energy's offices are located at 790 Windmill Drive, Pickerington, Ohio 43147 and are open from 8:30 A.M. to 4:00 P.M. E.S.T., Monday through Thursday. Volunteer Energy can be reached by telephone toll free at 800-977-8374. Telephone service hours are from 9:00 A.M. to 4:00 P.M. E.S.T., Monday through Friday. E-mail address is sraffeld@volunteerenergy.com.

Bill Payment Process: Vectren will continue to bill you monthly for their delivery services and also for Volunteer Energy's natural gas supplies. Should you fail to pay the bill or fail to meet any agreed upon payment arrangement, Vectren may terminate your service in accordance with its company tariffs, and this agreement with Volunteer Energy may be automatically terminated. If Volunteer Energy is providing billing services, Volunteer Energy may terminate this agreement with fourteen (14) days' notice for failure to pay the bill or failure to meet any agreed upon payment arrangements.

Complaint Dispute Resolution: If you have any complaints regarding your natural gas service or your monthly bill, please contact us at 1-800-977-8374. Upon request, Volunteer Energy will provide to you up to twenty-four months of your payment history without charge. If your complaint is not resolved after you have called Volunteer Energy, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). Additionally, the Ohio consumers' council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

Amendment to Agreement: Volunteer Energy may amend Volunteer Energy's Supply Agreement from time to time upon approval. Any

amendments made would not take effect for a minimum of thirty (30) days and you will receive thirty (30) days written notice. Notice of any such change is public information and may be announced by any one of or variation of the following methods: local newspaper press release, local radio station announcement, written communications to participants or update on Cities website.

Emergency Service Problems: If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact the utility at the number listed on your gas bill.

Credit: If Volunteer Energy is performing billing services, other than for operation, maintenance, assignment and transfer of your account or, for commercial collection, Volunteer Energy will not disclose your account number without your affirmative written or electronic authorization or pursuant to a court or commission order. Additionally, if billing, other than for the purposes of credit checking and credit reporting, Volunteer Energy will not disclose your social security number without your affirmative written consent or pursuant to a court order.

Termination/Rescission of Agreement: You may rescind your natural gas supply enrollment with Vectren within seven (7) days of the post mark date of the confirmation notice from Vectren. After the initial seven (7) day period, either you or Volunteer Energy may terminate the contract at any time by providing the non-terminating party thirty (30) days written notice of such termination, without penalty. You will remain responsible for all-natural gas consumed by you prior to the actual cessation of services. If your supply contract with Volunteer Energy is terminated, your natural gas supply will automatically be provided by the utility under its standard tariff unless or until you choose another supplier. If you voluntarily terminate participation in the City's natural gas governmental aggregation program, you may be charged a price other than the Vectren regulated sales service rate. **There will be no early termination fees associated with the City's program.** This agreement will automatically terminate upon the occurrence of any of the following: (1) the requested service location is not served by Vectren; (2) you move outside the Vectren service area or to an area not served by Volunteer Energy; or (3) Volunteer Energy terminates your supply agreement and returns you to the incumbent natural gas company. You have the right to terminate this agreement, without penalty, if you relocate.

Program Compliance: The utility's deregulation program is subject to the ongoing jurisdiction of the PUCO. If the PUCO cancels the program, this contract is rendered void with no penalty to either party. The laws of the State of Ohio will govern this agreement.

Volunteer Energy's rate excludes utility charges and taxes. Service is subject to enrollment processing timelines as determined by your local utility and Volunteer Energy's aforementioned Terms and Conditions of Service. To be eligible to participate in the aggregation, you must: (1) have a residence or business located in the city; (2) be eligible to receive natural gas from Vectren; (3) meet Ohio non-mercantile requirements; (4) be current with your natural gas payments or payment arrangements; (5) not be enrolled in the PIPP program; and (6) currently not taking supply service from another natural gas marketer.

If you believe you received this letter in error as you are not located in the City, please contact Volunteer Energy to remove your account from our aggregation list.

P.S. Remember to return the opt-out form only if you do not want to participate in the City's Governmental Aggregation Program.

OPI-OUT FORM CITY OF WASHINGTON COURT HOUSE GOVERNMENTAL AGGREGATION PROGRAM

I wish to opt out of the City of Washington Court House Governmental Aggregation Program (Check box to Opt-out)

Service Address: _____

Phone Number: _____ Account Number: _____

Printed Name: _____ Date: _____

Mail by March 26, 2019 to: City of Washington Court House Governmental Aggregation Program, 790 Windmill Drive, Pickerington, Ohio 43147