



DO NOT DISCARD:
Important Natural Gas Aggregation
Information Enclosed.



**Welcome to the Village of Ashville
Natural Gas Governmental
Aggregation Program!**

April 4, 2019

Dear Natural Gas Consumer,

The Village of Ashville has selected Volunteer Energy as its preferred supplier for its Natural Gas Governmental Aggregation Program. Under this 2016 voter approved program, city officials bring together citizens in order to gain buying power for the purchase of natural gas from a retail supplier certified by the Public Utilities Commission of Ohio. As the Village of Ashville's selected supplier, Volunteer Energy is pleased to offer natural gas for your home or business at a rate of \$0.423 per Ccf. This rate will be effective May 2019 (June billing) through April 2021 (May billing). Before the end of your May 2021 bill cycle, your community will determine your rate for the next period of the program. **Columbia Gas is still your utility and will continue to provide monthly billing and service.**

You are automatically enrolled.

As an eligible Ashville resident or small business, you are automatically enrolled and **do not need to take any further steps in order to receive this negotiated rate.** Or, you may choose at this time to opt-out of the program by taking the steps outlined below. After you become a participant in the Village's natural gas aggregation program, Columbia Gas Delivery of Ohio 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 Village's government aggregation program, you don't need to take any action when this letter arrives. You will be automatically enrolled. To learn more about Volunteer Energy and the Governmental Aggregation Program please see the enclosed Terms and Conditions and Frequently Asked Questions (FAQs).

If you choose to opt-out.

You don't need to do anything to get this exclusive rate. However, if you decide not to participate in the program we must receive your opt-out response by April 25, 2019 either by mail or phone.

mail — Return the completed form below to:
*Ashville Governmental Aggregation Program
Volunteer Energy
790 Windmill Drive
Pickerington, OH 43147*

phone — Call 800-977-8374 and speak directly with a Volunteer Energy representative.



ABOUT THE PROGRAM

- Because of your community's buying power, you'll receive an exclusive natural gas rate of \$0.423 per effective May 2019 (June billing) through April 2021 (May billing).
- You will still receive one bill from Columbia Gas. That bill will simply list Volunteer Energy as your natural gas supplier, along with your negotiated rate.
- You will still contact Columbia Gas for all service calls and emergencies.
- Budget billing and auto payment are still available from Columbia Gas.

VolunteerEnergy.com/what-is-energy-aggregation/

The rate provided will NOT include taxes or local utility charges. If you are already enrolled with another natural gas supplier, a cancellation fee may apply if you choose to end your agreement with that supplier. The Terms and Conditions govern your participation in the program. Please do not contact Ashville. If you have additional questions about this offer, contact Volunteer Energy. Ohio supplier certification # 02-022G(9).

AGGREGATION PROGRAM OPT-OUT FORM

I do NOT want to participate in the Village of Ashville Natural Gas Governmental Aggregation Program.

Governmental Aggregation opt-out number:



service address:

EMAIL ADDRESS _____ () _____
PHONE

SIGNATURE REQUIRED Account Holder

PRINTED NAME _____ DATE _____

ACCOUNT HOLDER'S SIGNATURE _____

Check here if any of the information above is incorrect. Please make corrections on the back of this form.

Detach completed form and return by April 25, 2019 to: Ashville Governmental Aggregation Program, Volunteer Energy, 790 Windmill Drive, Pickerington, OH 43147



ENERGY SUPPLY
TERMS AND CONDITIONS
KEEP FOR YOUR RECORDS

UTILITY Columbia Gas of Ohio
RATE PLAN Village of Ashville Aggregation Rate
INITIAL PRICE & TERMS Fixed rate of \$0.423 per Ccf effective May 2019 through April 2021
CANCELLATION FEE None

These TERMS AND CONDITIONS OF SERVICE have important information you need to know before you commit to natural gas service from Volunteer Energy Services, Inc. ("VESI").

Service Arrangement: VESI's energy supply will be delivered to your residence or facility via the Columbia Gas Delivery of Ohio ("COH") pipeline on a month to month basis.

Term: The term of this Agreement shall commence when accepted by VESI and shall continue through May 2021 billing cycle unless otherwise cancelled by either party.

Office Locations and Hours: VESI's offices are located at 790 Windmill Drive, Pickerington, Ohio 43147 and are open from 9:00 A.M. to 4:00 P.M. E.S.T., Monday through Friday.

Bill Payment Process: COH will continue to bill you monthly for natural gas delivery services and also for VESI's natural gas service. Should you fail to pay the bill or fail to meet any agreed upon payment arrangement, COH may terminate your service in accordance with its company tariffs, and this agreement with VESI may be automatically terminated.

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, VESI will provide you up to twenty-four months of your payment history without charge.

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

Termination/Rescission of Agreement: You may terminate / rescind your natural gas supply enrollment with VESI within seven (7) days of the post mark date of the confirmation letter from COH. After the initial seven (7) day period, either you or VESI may terminate the contract at any time by providing the non-terminating party thirty (30) days written notice of such termination, without penalty.

Program Compliance: COH'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.

Eligibility: VESI's rate excludes COH charges and taxes. Natural gas service is subject to enrollment processing timelines as determined by COH and VESI's aforementioned Terms and Conditions of Service.

If you believe you received this letter in error or are not located in the Village of Ashville, please contact VESI to remove your account from our aggregation list.

790 Windmill Dr. · Pickerington, OH 43147 · p. 800.977.8374 · volunteerenergy.com

PLEASE COMPLETE IF THE INFORMATION ON THE FRONT OF THIS FORM IS INCORRECT

NAME as it appears on your utility bill

SERVICE ADDRESS as it appears on your utility bill

CITY STATE ZIP

