**SECTION VII**

**PART 7 – End-Use Customer Enrollment Process**

* 1. Customer Enrollment

Retail Natural Gas Suppliers and Governmental Aggregators, with the exception of that case identified in Section VII, Part 7.5, shall coordinate Customer Enrollment with the Company in accordance with requirements set forth in Section VII, Part 7, End-Use Customer Enrollment Process through the use of the following options:

1. Mailings, Facsimiles or Direct Solicitation;
2. Telephonic Enrollment;
3. Internet Enrollment;
4. Opt-Out Governmental Aggregation; or
5. Immediate CHOICE Enrollment Program.

Retail Natural Gas Suppliers and Opt-In Governmental Aggregators are prohibited from enrolling Eligible Customers without their consent and proof of that consent as delineated in Section VII, Part 7.

* 1. Mailings, Facsimiles, and Direct Solicitation

1) Where enrollment occurs by mail, facsimile, or direct solicitation, the Customer'ssignature on a contract shall constitute consent.

1. Prior to entering into a contract for service with a Customer through direct mail, facsimile or direct solicitation, Retail Natural Gas Suppliers and Opt-In Governmental Aggregators shall:
2. Provide each Customer with enrollment documents that contain, at a minimum, clear and understandable pricing, terms and conditions of service; the dollar amount of all recurring and nonrecurring charges, including any fees for early termination of the contract, and the duration of the contract.

b) Provide each Customer a reasonable opportunity to read all enrollment documents and shall answer any and all questions posed by any applicant about information contained in the documents.

3) Immediately upon obtaining the Customer's signature, the Retail Natural Gas Supplier or Opt-In Governmental Aggregator shall provide the applicant a legible copy of the signed contract. This requirement is not applicable if the Retail Natural Gas Supplier or Opt-In Governmental Aggregator has already provided the Customer with a separate, complete copy of the terms and conditions for the Customer's record and has complied with paragraph (C)(1) of rule 4901:1-29-10 of the Ohio Administrative Code.