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October 17, 2012

**VIA ELECTRONIC FILING**

Public Utilities Commission of Ohio  
Docketing Division, 11<sup>th</sup> Floor  
180 E. Broad Street  
Columbus, Ohio 43215

Re: City of Findlay  
Case # 11-4845-GA-GAG

Dear Sir/Madam:

Please find enclosed for filing in the above referenced docket the final opt-out notices for eligible residential and small commercial natural gas. The opt-out notice will be mailed on October 19, 2012 with a response due date of November 9, 2012.

Very truly yours,

VOLUNTEER ENERGY SERVICES, INC.

A handwritten signature in blue ink, appearing to read 'John L. Einstein, IV, Esq.', is written over the typed name.

John L. Einstein, IV, Esq.

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. ("VESI"). VESI is an **Ohio** corporation whose customers include a variety of Ohio natural gas end users. As a supply customer of VESI, you agree to the Terms and Conditions of VESI's natural gas supply contract.

**Service Arrangement:** VESI's energy supply will be delivered to your residence or facility via the utilities pipeline for the term of December 2012 through November 2013 billing cycles. The cost will be a fixed rate of \$.547 per Ccf burner tip.

**Term:** The term of this Agreement shall commence when accepted by VESI and shall continue through your November 2013 bill cycle. Natural gas service will begin within 60 days of acceptance by Columbia Gas. Columbia Gas will continue to deliver VESI-supplied natural gas to your home at the agreed upon rate. You may terminate this Agreement with VESI by providing a 30-day notice in writing to VESI or by telephone.

**Office Locations and Hours:** VESI'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 Friday. VESI can be reached by telephone at (614) 856-3128 or toll free at 800-977-8374 option 1. Telephone service hours are from 8:30 A.M. to 4:00 P.M. E.S.T., Monday through Friday. E-mail address is [jsmith@volunteereenergy.com](mailto:jsmith@volunteereenergy.com)

**Bill Payment Process:** Columbia Gas of Ohio will continue to bill you monthly for their delivery services and also for VESI's natural gas supplies. Should you fail to pay the bill or fail to meet any agreed upon payment arrangement, Columbia Gas may terminate your service in accordance with its company tariffs, and this agreement with VESI may be automatically terminated. If VESI is providing billing services, VESI 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 **800-977-8374**. If your complaint is not resolved after you have called VESI, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or, for TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:00 p.m. weekdays or visit [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential customers may also contact the Ohio Consumers' Council (OCC) for assistance with complaints and utility issues toll free at 1-877-742-5622 from 8:30 a.m. to 4:00 p.m. weekdays or visit [www.pickocc.org](http://www.pickocc.org).

**Amendment to Agreement:** VESI may amend VESI's Supply Agreement from time to time upon approval from the City of Findlay. Any amendments made would not take effect for a minimum of thirty (30) days and you will receive thirty (30) days written notice at member's service address. 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 City's 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 VESI is performing billing services, other than for operation, maintenance, assignment and transfer of your account or, for commercial collection, VESI 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, VESI 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 Columbia Gas of Ohio within seven (7) days of the post mark date of the confirmation notice from Columbia Gas. 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. You will remain responsible for all natural gas consumed by you prior to the actual cessation of services. If your supply contract with VESI 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 Columbia Gas 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 Columbia Gas; (2) you move outside the Columbia Gas service area or to an area not served by VESI; or (3) VESI terminates your supply agreement and returns you to the incumbent natural gas company. You have the right to terminate this agreement, without penalty, for any reason at any time.

**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.

VESI's fixed rate excludes utility charges and taxes. Service is subject to enrollment processing timelines as determined by your local utility and VESI'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 of Findlay; (2) be eligible to receive natural gas from Columbia Gas of Ohio; (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 of Findlay, please contact VESI 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.*

#### OPT-OUT FORM FOR THE CITY OF FINDLAY GOVERNMENTAL AGGREGATION PROGRAM

I wish to opt out of the City of Findlay Governmental Aggregation Program

(Check box to ☐ Opt-out)

Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Account holder's signature: \_\_\_\_\_

Mail by **November 9, 2012** to: City of Findlay Governmental Aggregation Program, 790 Windmill Drive, Pickerington, Ohio 43147





**October 19, 2012**

Dear City of Findlay Natural Gas Consumer,

Volunteer Energy Services, Inc. (VESI) in cooperation with the City of Findlay (City) is providing you with the opportunity to join with other residents and small commercial customers in the City's natural gas Governmental Aggregation Program. Governmental Aggregation programs allow City 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. Findlay voters approved this program in May 2002.

We have researched options for competitive natural gas pricing for you and have chosen VESI, an **Ohio** based corporation to provide you with natural gas for the billing cycle period **December 2012 through November 2013**.

***You will be automatically enrolled 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 City's natural gas aggregation program, you must return the enclosed "Opt-Out" form by **November 9, 2012**. 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 two years asking if you wish to remain in the program. However, you do not need to do anything to participate. There is no cost for enrollment and you will not be charged a switching fee.

**For members of this program, VESI has offered to provide natural gas to Aggregation Members at the fixed rate of \$.547 per Ccf (exclusive of sales tax) at the burner tip, for the billing cycle period December 2012 through November 2013.**

After you become a participant in the City's natural gas aggregation program, Columbia Gas will send a letter confirming your selection of VESI as your natural gas provider. As required by law, this letter will inform you of your option to cancel your enrollment with VESI within seven 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 be automatically enrolled.

Columbia Gas of Ohio 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 Columbia Gas of Ohio. The only change you'll notice is the name of your new gas supplier, VESI, included on your bill.

If you have any questions, please call VESI toll-free at 1-800-977-8374, Press option 1, Monday through Friday, 8:30 a.m. to 4:00 p.m.

Sincerely,

A handwritten signature in dark ink, appearing to read "Richard A. Curnutte Sr.", is written over a horizontal line.

Richard A. Curnutte Sr.  
President  
Volunteer Energy Services, Inc.

## FIXED PRICE NOTICE

Dear City of Findlay Government Aggregation customer. Thank you for the continued opportunity of supplying your home and/or business with natural gas. A fixed price change will be as follows:

For the months of December 1, 2012 through November 31, 2013 your price will be \$.547 per Ccf. To take advantage of this price you need to do nothing. If you wish to opt out of this program you must do so before November 9, 2012. You may opt out by calling 1-800-977-8374, option #1 between the hours of 8:00am and 4:00 pm. Monday through Thursday. Please leave a message with information below at all other hours.

Please have the following information available when you call:

Name (as it appears on the Columbia Gas of Ohio Invoice)

Address (as it appears on the Columbia Gas of Ohio Invoice)

15 digit account number (as it appears on the Columbia Gas of Ohio Invoice)

Phone number (to confirm information left by message/voice recording)

*Thank You,  
Volunteer Energy Services, Inc.*

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**FRONT OF CARD**



VOLUNTEER ENERGY SERVICES, INC.  
Better Energy Service. Lower Energy Cost.

790 Windmill Drive  
Pickerington, Ohio 43147

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**10/17/2012 3:15:27 PM**

**in**

**Case No(s). 11-4845-GA-GAG**

Summary: Opt-Out Notice Opt-Out Notice for City of Findlay electronically filed by Mr. John L Einstein IV, Esq. on behalf of City of Findlay