

October 13, 2017

Public Utilities Commission of Ohio  
Docketing Division, 11<sup>th</sup> Floor  
180 East Broad Street  
Columbus, Ohio 43215-3793

**RE: Natural Gas Governmental Aggregation Opt-Out Notice to Current and Newly Eligible Customers in the City of Findlay (Case Number 11-4845-GA-GAG).**

Attached please find a copy of the opt-out notice being sent to current and newly eligible customers in the community's natural gas aggregation program.

The mailing is currently scheduled to begin on or after November 1, 2017 and the opt-out period is currently scheduled to end on or after November 22, 2017.

Volunteer Energy is the competitive retail natural gas supplier and the local utility is Columbia Gas of Ohio.

Independent Energy Consultants, Inc. is providing aggregation consulting services to the City of Findlay and is filing this application on their behalf.

If you have any additional needs or questions, please call me at 330-995-2675 or email me at [mburns@naturalgas-electric.com](mailto:mburns@naturalgas-electric.com).

Sincerely,



Mark R. Burns  
President

Enclosures



790 Windmill Dr.  
Pickerington, OH 43147

**Important information regarding  
the City of Findlay Natural Gas  
Governmental Aggregation Program.**





## Welcome to the City of Findlay Natural Gas Governmental Aggregation Program!

November 1, 2017

Dear Resident,

The City of Findlay has selected Volunteer Energy as its preferred supplier for its Natural Gas Governmental Aggregation Program. Under this 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 City of Findlay's selected supplier, Volunteer Energy is pleased to offer natural gas for your home or business at a rate of \$0.4377 per Ccf for your December 2017 through November 2018 billing cycles. Before the end of your November 2018 bill cycle, your community will determine your rate for the next period of the program.

### You are automatically enrolled.

As an eligible Findlay 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. 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 November 22, 2017 either by mail or phone.

**mail** — Return the completed form below to:

*Findlay Governmental Aggregation Program  
Volunteer Energy  
790 Windmill Drive  
Pickerington, OH 43147*

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

We are happy to serve as your natural gas supplier.

Sincerely,

*Volunteer Energy*



### ABOUT THE PROGRAM

- Because of your city's buying power, you'll receive an exclusive natural gas rate of \$0.4377 per Ccf for your 12/2017 through 11/2018 billing cycles.
- You will still receive one bill from Columbia Gas of Ohio. 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.

Learn more: [VolunteerEnergy.com/findlay](http://VolunteerEnergy.com/findlay)

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 the city. If you have additional questions about this offer, contact Volunteer Energy. Ohio supplier certification # 02-0226(6).

## AGGREGATION PROGRAM OPT-OUT FORM

☐ I do NOT want to participate in the City of Findlay Natural Gas Governmental Aggregation Program.

GAS UTILITY ACCOUNT NUMBER Columbia Gas of Ohio (15 digits):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

EMAIL ADDRESS

( )  
PHONE

SIGNATURE REQUIRED Account Holder

PRINTED NAME

DATE

ACCOUNT HOLDER'S SIGNATURE



service address:

☐ 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 November 22, 2017 to: Findlay Governmental Aggregation Program, Volunteer Energy, 790 Windmill Drive, Pickerington, OH 43147*

<b>UTILITY</b> .....	Columbia Gas of Ohio
<b>RATE PLAN</b> .....	City of Findlay Aggregation Rate
<b>INITIAL PRICE &amp; TERMS</b> .....	\$.4377 per Ccf for the December 2017 through November 2018 billing cycles
<b>CANCELLATION FEE</b> .....	None

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 on a month to month basis. Upon acceptance by the utility company Columbia Gas of Ohio will continue to deliver VESI-supplied natural gas to your home at the agreed upon rate.

**Term:** The term of this Agreement shall commence when accepted by VESI and shall continue through your November 2019 billing cycle unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by Columbia Gas of Ohio. You may terminate this Agreement with VESI by providing a 30-day notice in writing to VESI or by telephone.

**Rate:** Beginning with the December 2017 billing cycle through the November 2018 billing cycle, the price will be fixed at \$.4377 per Ccf which does not include applicable sales tax or NGDC transportation and other charges. Before the end of your November 2019 bill cycle, your community will determine your rate for the next period of the program.

**Renewal:** If the City of Findlay Aggregation Program continues beyond the November 2019 billing cycle, the City of Findlay or its supplier shall provide notice of the new terms and conditions and your right to opt-out without penalty.

**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. Telephone service hours are from 8:30 A.M. to 5:00 P.M. E.S.T., Monday through Friday. E-mail address is [sraffeld@volunteerenergy.com](mailto:sraffeld@volunteerenergy.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 of Ohio 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 1-800-977-8374. Upon request, VE 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 VE, 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.occ.ohio.gov>.

**Amendment to Agreement:** VESI may amend VESI's Supply Agreement

from time to time upon approval from 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 members service address.

**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 of Ohio. 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 of Findlay's natural gas governmental aggregation program, you may be charged a price other than the Columbia Gas of Ohio regulated sales service rate. **There will be no early termination fees associated with the City of Findlay 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 of Ohio; (2) you move outside the Columbia Gas of Ohio 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 aggregation program 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, please contact VESI to remove your account from our aggregation list.

790 Windmill Dr. · Pickerington, OH 43147 · p. 800.977.8374 · [volunteerenergy.com](http://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





## How is the city able to choose a natural gas supplier on the community's behalf? Who is eligible?

Residents in the City of Findlay voted to give city officials the ability to negotiate a natural gas supplier contract on behalf of the community.

If you are a current participant in the aggregation program, you will receive notice of the new program rate, term, and conditions and will continue to be eligible. Newly eligible residents or businesses must receive an opt-out notice from Volunteer Energy and meet the following requirements:

1. You must not already be enrolled with a natural gas supplier on your own.
2. You must not be a PIPP (Percentage of Income Payment Program) customer.
3. You must not be in arrears on your bill payment.
4. Your service address must be located within the city limits.
5. Your utility company must be Columbia Gas of Ohio.
6. You must not be a commercial customer (business customer using over 500 Mcf/year).

## What is Governmental Aggregation?

Under governmental aggregation, local officials are able to act on behalf of the community to negotiate a competitively priced natural gas rate from a certified natural gas supplier.



## Governmental Aggregation Program FAQs

### Corporate Office:

790 Windmill Drive Pickerington, OH 43147  
Phone 800.977.8374 | Fax 614.856.3301

**VolunteerEnergy.com**

# YOUR CHOICE FOR ENERGY COST CONTROL.



## VolunteerEnergy



Volunteer Energy is a Midwestern based natural gas and electricity supplier whose outstanding reputation is rooted in long term customer relationships. Founded on the bedrock principals of integrity and trust, Volunteer Energy provides residents and businesses across the region with a reliable way to control energy costs.



**CALL** 800.977.8374  
**VISIT** [VolunteerEnergy.com/Findlay](http://VolunteerEnergy.com/Findlay)

### What does “opt-out” mean?

“Opt-Out” means that you choose not to participate in the City’s Natural Gas Governmental Aggregation Program. You can opt-out by returning the opt-out form included in your mailer, or by calling the phone number provided. If you opt-out, you will not be enrolled as a natural gas customer with Volunteer Energy and will not receive the City of Findlay’s special natural gas rate.

### What happens if I do not send in the opt-out form?

If you do not return the opt-out form or call the phone number by the designated deadline, you will be automatically included in your city’s Natural Gas Governmental Aggregation Program and receive the city’s negotiated rate for natural gas from Volunteer Energy.

As a program participant, you will continue to receive your billing from your local utility. Volunteer Energy will simply be listed on the bill as your natural gas supplier along with your aggregation program exclusive rate.

### Are there fees to enroll or cancel?

Enrollment in the program is free for eligible participants. Once enrolled in the program, you can cancel your agreement at any time without any fee.

### Can I join the program after the initial enrollment period?

Yes. The city has secured the same natural gas supply rate, terms and conditions for eligible customers who wish to join its Governmental Aggregation Program after the initial enrollment period. This includes customers who move into the city, customers who were with another supplier and wish to switch into the program, or customers who initially opted-out and want to join at a later date.

### What if I’m with another supplier and want to join the aggregation program?

If you recently signed up with a natural gas supplier or if you believe you are on an older contract, carefully review the terms and conditions of that agreement before proceeding, as your ability to terminate early with that supplier may be restricted and could include cancellation fees.

### What happens at the end of the term?

At the end of the term, the city will rebid the term and price on behalf of residents. You will be notified of the outcome by the city and/or supplier of the new term.

### Contact Columbia Gas of Ohio

For emergencies, service calls and billing questions.  
**1-800-344-4077**

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

**Commission of Ohio Docketing Information System on**

**10/13/2017 11:02:52 AM**

**in**

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

Summary: Opt-Out Notice to be sent to current and newly eligible customers in the City's natural gas aggregation program. electronically filed by MARK R BURNS on behalf of City of Findlay