



4067 Treeline Court  
Westerville, OH 43082  
www.electricsuppliers.org

October 24, 2017

Docketing Division  
Public Utilities Commission of Ohio  
180 East Broad St.  
Columbus, Ohio 43215-3793

**RE: Opt out Letter(s)- — Sugar Creek Township, Tuscarawas County, OH**

**Case No. 15-0153-GA-GAG**

Sugar Creek Township is pleased to submit its final copy of Opt-out letter(s) to be sent to all eligible customers on or after November 8, 2017 with the response deadline on or after November 29, 2017.

Should you have any questions or additional needs, please call me at (614) 425.4885.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott R. Belcastro", written over a horizontal line.

Scott R. Belcastro

Principal

614.425.4885

scott@electricsuppliers.org

Enclosure

# VOLUNTEER ENERGY SERVICES, INC. TERMS AND CONDITIONS OF SERVICE

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"). VESI is an Ohio corporation whose customers include a variety of Ohio natural gas end users. As a natural gas 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 Dominion Energy Ohio's pipeline on a month to month basis. Upon acceptance by the Dominion Energy Ohio, the cost will be \$3.29 per mcf at the burner tip thru your November 2018 billing cycle.

**Term:** The length of service shall commence when accepted by VESI and shall continue December 2017 through November 2018 unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by Dominion Energy Ohio. You may terminate natural gas service with VESI by providing a 30-day notice in writing or by telephone to VESI. Dominion Energy Ohio will continue to deliver VESI-supplied natural gas to your home at the agreed upon rate.

**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 9:00 A.M. to 4:30 P.M. E.S.T., Monday through Friday. E-mail address is [sraffeld@volunteenergy.com](mailto:sraffeld@volunteenergy.com).

**Bill Payment Process:** Dominion Energy Ohio 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, Dominion Energy Ohio may terminate your service in accordance with its company tariffs, and VESI may also automatically terminate your account.

**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. 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) for assistance at 1-800-686-7826 (toll free) from 8:00 a.m. to 5 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 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

**Emergency Service Problems:** If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact the Dominion Energy Ohio 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 Dominion Energy 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 termination of service. If your supply contract with VESI is terminated, your natural gas supply will automatically be provided by Dominion Energy Ohio under its standard tariff unless or until you choose another supplier. If you voluntarily terminate participation in the Sugar Creek Township natural gas governmental aggregation program, you may be charged a price other than the Dominion Energy Ohio regulated sales service rate. **There will be no early termination fees associated with The Sugar Creek Township's program.** Service will automatically terminate upon the occurrence of any of the following: (1) the requested service location is not served by Dominion Energy Ohio; (2) you move outside the Dominion Energy Ohio service area or to an area not served by VESI; or (3) VESI terminates your supply agreement and returns you as a customer to Dominion Energy Ohio. You have the right to terminate natural gas service with VESI, without penalty, for any reason at any time.

**Program Compliance:** Dominion Energy Ohio'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 the terms of natural gas supply.

VESI's fixed rate excludes Dominion Energy Ohio charges and taxes. Natural gas service is subject to enrollment processing timelines as determined by Dominion Energy Ohio and VESI's aforementioned Terms and Conditions of Service. To be eligible to participate in the Sugar Creek Township's natural gas aggregation program, you must: (1) have a residence or business located in the Sugar Creek Township; (2) be eligible to receive natural gas from Dominion Energy 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 natural gas supply service from another natural gas marketer.

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

*P.S. Remember to return the below Opt-Out form only if you do not want to participate in the Sugar Creek Township Natural Gas Government Aggregation Program.*

## OPT-OUT FORM FOR THE SUGAR CREEK TOWNSHIP GOVERNMENT AGGREGATION PROGRAM

### Option 1: Do nothing and save.

If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.

OR

### Option 2: Opt out by returning this form.

If you do not want to participate in this program and save, you must return this form before the due date.

☐ I wish to opt out of my community's natural gas savings program. (Check box to opt out.)

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

Phone Number: \_\_\_\_\_ Account Number (located at the top of your Columbia Gas bill): \_\_\_\_\_

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

Account Holder's signature: \_\_\_\_\_

Mail by: November 29, 2017

To: Sugar Creek Township Government Aggregation Program, 790 Windmill Drive, Pickerington, Ohio 43147

Sugar Creek Township  
Tuscarawas County



November 8, 2017

**Sugar Creek Township Natural Gas Government Aggregation Program with Volunteer Energy**

Dear Sugar Creek Resident,

Sugar Creek Township is providing you with the opportunity to join with other residents to save money on the natural gas you use. Savings are possible through a concept called government aggregation, where Township officials bring together citizens to gain group-buying power for the purchase of natural gas from a retail supplier certified by the Public Utilities Commission of Ohio. Township voters approved this program in November of 2014.

During the past few months, we have researched options for competitive natural gas pricing for you. We have chosen Volunteer Energy Services Inc, (Volunteer Energy) an Ohio based corporation to provide you with natural gas for the term of December 2017 through November 2018.

**You will be automatically enrolled (if a new Participant) or continue your enrollment (if an existing Participant) in the Township'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 November 29, 2017. 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 2 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 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 \$3.29 per mcf at the burner tip, through November 30, 2018. **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 Township's natural gas aggregation program, Dominion Energy 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 business days of its postmark date. To remain in the Township's government aggregation program, you don't need to take any action when this letter arrives. You will be automatically enrolled.

Dominion Energy 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 lines that deliver natural gas to your home. Your natural gas bill will also continue to come from Dominion. The only change you'll notice is savings and the name of your new gas supplier, Volunteer Energy, 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

Sugar Creek Township  
Volunteer Energy Services, Inc.

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

**Commission of Ohio Docketing Information System on**

**10/24/2017 5:01:29 PM**

**in**

**Case No(s). 15-0153-GA-GAG**

Summary: Opt-Out Notice electronically filed by Mr. Scott Belcastro on behalf of Sugar Creek,  
Tuscarawas Co, OH