



TO: All customers of One Source Energy, LLC

FROM: Public Utilities Commission of Ohio

Date: July 31, 2019

RE: **PUCO orders natural gas utility One Source Energy to comply with
Commission directives or cease operations**

The Public Utilities Commission of Ohio (PUCO) has ordered One Source Energy, LLC to cease operations by Sept. 6, 2019.

On July 31, 2019, the PUCO found that One Source failed to demonstrate it has the managerial, technical, and financial resources necessary to safely operate a natural gas utility.

One Source filed an application to provide natural gas service but the application was incomplete. Two pipeline safety investigations of One Source's system were conducted in 2017 and 2018 and confirmed that One Source is violating pipeline safety regulations. The PUCO had a hearing on April 8, 2019 to further discuss these issues with One Source. However, One Source did not appear.

Unless the utility complies with PUCO orders and regulations, or otherwise sells its distribution system, your natural gas service is likely to be shut off on September 6. It is recommended you explore alternative heating sources.

Propane suppliers in your area can be found on the Ohio Propane Association's website at ohiopropanegas.org. You may also consider contacting other natural gas or electric utilities in your area. Maps and contact information are available on the PUCO website.

A copy of the Commission's finding and order and other documents can be found at PUCO.ohio.gov. Click on the link to the Docketing Information System and enter the case number 16-1181-GA-ACE.

If you have any questions regarding this matter, please call the PUCO at (800) 686-7826.