**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00256851
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted],North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**On April 2, 2019, the company advised that this customer could expect to receive his refund toward the end of last week or the beginning of this week. He called today to advise that no refund has been received.**

**Please advise.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FN58i:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | Keenia Joseph |
| **Sent:** | Monday, May 06, 2019 1:26 PM |
| **To:** | PUCO Consumer Call Center |
| **Cc:** | Indra Energy Compliance; Mark Whitt; Becky Glover |
| **Subject:** | RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ] |

Rhonda,

Our records indicate, the rerate for the customer's final billing cycle of 2/27/19-3/28/19, resulted in an adjustment of $262.77. This adjustment was sent directly to the customer in the form of a check on 4/30/19.

If you need anything further, please let us know.

Thank you,

Keenia Joseph – Director of Compliance

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427

www.IndraEnergy.com

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
**Sent:** Friday, May 3, 2019 1:54 PM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00256855
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted] North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE: Customer Refund Check.**

Please confirm when and the amount of the refund check mailed to the customer. He expected the check two weeks ago.

Sincerely,

**Rhonda Schiller**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Supervisor
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

ref:_00Dt0GzXt._500t0FN5Ao:ref

**Orpheus Craigue**

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 5, 2019 12:03 PM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ ref:_00Dt0GzXt._500t0FN58i:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00256851
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

**This customer contacted the PUCO on behalf of himself and his father, [redacted] for assistance in resolving a billing dispute. [redacted] case will follow and is case ID 00256855. He believes that he and his father were enrolled by a door-to-door representative of the company. [redacted] stated that he called the company to cancel his enrollment the same day it occurred.**

**1. What was the method of enrollment?**

**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses**

**used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.**

**3. What do company records show about the customer's claim that they called to cancel the enrollment?**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN58i:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | Michael Coady <contactthepuco@puc.state.oh.us> |
| **Sent:** | Tuesday, April 02, 2019 3:55 PM |
| **To:** | Indra Energy Compliance |
| **Subject:** | PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ ref:_00Dt0GzXt._500t0FN58i:ref ] |
| **Attachments:** | [redacted].pdf; [redacted].pdf; [redacted].pdf; Electric Refund calculation.xlsx; Gas Refund calculation.xlsx; [redacted]Copy of 02_21_2019 bill 031419 PD.pdf; [redacted]Copy of 03_21_2019 bill 032719 PD.pdf; [redacted]Copy of 01_21_2019 bill 031419 PD.pdf |

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00256851
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted],North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please find attached my calculations for this customer's gas and electric refunds. He wants the check mailed directly to him as he is current on his bills.**

**Please advise when he can expect to receive his refund.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN58i:ref

## Orpheus Craigue

**From:** Orpheus Craigue
**Sent:** Friday, March 8, 2019 7:17 PM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ ref:_00Dt0GzXt._500t0FN58i:ref ]
**Attachments:** [redacted] - Contract.pdf; [redacted] - TPV.mp3; [redacted] - Confirmation Pack Gas.pdf; [redacted] - Confirmation Pack Electric.pdf

**Categories:** PUCO Complaint

Hello Michael,

Regarding PUCO Case ID 00256851 for [redacted]

We're attaching all of the enrollment documentation for this account from 11/13/2018, including contract, TPV recording, and gas and electric confirmation packages.

It does appear that [redacted] attempted to cancel these accounts on 11/15/2018; however, the cancel request was not fulfilled, and the accounts continued to receive Indra's supply.

We will be returning these accounts to the customer's utility, with no ETFs being issued. We will also rerate the accounts; if the PUCO intends on providing the calculations, then we will issue the adjustments once they have been calculated on your end.

If you need anything else in the meantime, let us know. Thank you.

Orpheus Craigue – Compliance Officer
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427#
www.IndraEnergy.com

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 5, 2019 12:03
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ ref:_00Dt0GzXt._500t0FN58i:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00256851
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

**This customer contacted the PUCO on behalf of himself and his father, [redacted] for assistance in resolving a billing dispute. [redacted] case will follow and is case ID 00256855. He believes that he and his father were enrolled by a door-to-door representative of the company. [redacted] stated that he called the company to cancel his enrollment the same day it occurred.**

**1. What was the method of enrollment?**

**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.**

**3. What do company records show about the customer's claim that they called to cancel the enrollment?**

Sincerely,

**Michael Coady**

Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN58i:ref

**Orpheus Craigue**

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 5, 2019 12:08 PM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00256855
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

**This customer's son, [redacted], contacted the PUCO on behalf of his father, [redacted], for assistance in resolving a billing dispute he has with the company. He believes that he and his father were enrolled by a door-to-door representative of the company. [redacted] stated that he called the company to cancel his enrollment the same day it occurred.**

**1. What was the method of enrollment?**

**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls,**

**copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.**

**3. What do company records show about the customer's claim that they called to cancel the enrollment?**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN5Ao:ref

## Orpheus Craigue

**From:** Orpheus Craigue
**Sent:** Friday, March 8, 2019 7:17 PM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ]
**Attachments:** [redacted] - Contract.pdf; [redacted] - TPV.mp3; [redacted] - Confirmation Pack Gas.pdf; [redacted] - Confirmation Pack Electric.pdf

**Categories:** PUCO Complaint

Hello Michael,

Regarding PUCO Case ID 00256851 for [redacted]

We're attaching all of the enrollment documentation for this account from 11/13/2018, including contract, TPV recording, and gas and electric confirmation packages.

It does appear that [redacted] attempted to cancel these accounts on 11/15/2018; however, the cancel request was not fulfilled, and the accounts continued to receive Indra's supply.

We will be returning these accounts to the customer's utility, with no ETFs being issued. We will also rerate the accounts; if the PUCO intends on providing the calculations, then we will issue the adjustments once they have been calculated on your end.

If you need anything else in the meantime, let us know. Thank you.

Orpheus Craigue – Compliance Officer
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427#
www.IndraEnergy.com

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 5, 2019 12:08
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00256855
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

**This customer's son, [redacted], contacted the PUCO on behalf of his father, [redacted], for assistance in resolving a billing dispute he has with the company. He believes that he and his father were enrolled by a door-to-door representative of the company. [redacted] stated that he called the company to cancel his enrollment the same day it occurred.**

**1. What was the method of enrollment?**

**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.**

**3. What do company records show about the customer's claim that they called to cancel the enrollment?**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN5Ao:ref

[redacted]

NORTH OLMSTED OH [redacted]

| Account Number | Date Prepared | Next Meter Reading |
|---|---|---|
| [redacted] | January 29, 2019 | 02/26 - 03/01/2019 |

Cycle 15

Dominion Energy®

For questions about Dominion Energy Ohio charges call 1-800-362-7557

## Credits and Charges Since Your Last Bill

| | |
|---|---|
| Balance from Last Bill | $73.06 |
| Payment on Jan 18, 2019 - Thank You | 100.00 CR |
| **Balance** | **$26.94 CR** |

## Current Charges

**Dominion Energy Ohio Distribution Charges**

| | |
|---|---|
| Basic Service Charge | $28.14 |
| Usage-Based Charges | |
| 22.6 MCF @ $.3345 | 7.56 |
| Gross Receipts Tax (4.6044%) | 1.64 |
| **Total Dominion Energy Ohio Charges** | **$37.34** |

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Indra Energy Charges**

| | |
|---|---|
| Gas Cost 22.6 McF @ $2.80 | $63.28 |
| Sales Tax | 5.06 |
| **Total INDRA ENERGY Charges** | **$68.34** |

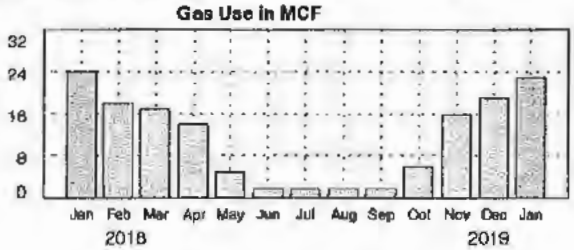
For questions about gas supply costs, contact INDRA ENERGY (acct# [redacted] 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 or www.indraenergy.com.

| | |
|---|---|
| **Total Current Charges** | **$105.68** |
| **Total Account Balance** | **$78.74** |

Rate Schedule: Energy Choice Transportation Service - Residential

## Monthly Usage Comparison

| Average Daily Temperature | 2018 | 2019 |
|---|---|---|
| For This Billing Period | 25°F | 31°F |




Avg Monthly Use: 10.4 MCF.
Total Annual Use: 124.3 MCF.

## Billing Period and Meter Readings

| Date | Read Type | Reading | Difference |
|---|---|---|---|
| **Meter Number** | [redacted] | | |
| Jan 29, 2019 | Actual | 50.3 | |
| Dec 28, 2018 | Actual | 27.7 | 22.6 |
| **MCF Used in 32 Days** | | | **22.6** |

**PLEASE PAY** **Account Balance of $78.74 by Feb 15, 2019 to Avoid Late Payment Charge of 1.5% per month.**

### Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money.
Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly $1, $2, $6, $12, $18 or $36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5647, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Feb 15, 2019 Account No. [redacted]

**$78.74**

**Amount Enclosed**

15

# 000002741 I=0000

[redacted]
NORTH OLMSTED OH [redacted]

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

01850002758144000000000105680000000078743

1oz 249900/3455380 0000000 0011675 I=0000

[redacted]

NORTH OLMSTED OH [redacted]

| Account Number | Date Prepared | Next Meter Reading |
|---|---|---|
| [redacted] | February 27, 2019 | 03/27 - 04/01/2019 |

Cycle 15

Dominion Energy®

For questions about Dominion Energy Ohio charges call 1-800-362-7557

## Credits and Charges Since Your Last Bill

| | |
|---|---|
| Balance from Last Bill | $78.74 |
| Payment on Feb 26, 2019 - Thank You | 100.00 CR |
| **Balance** | **$21.26 CR** |

## Current Charges

**Dominion Energy Ohio Distribution Charges**

| | |
|---|---|
| Basic Service Charge | $28.14 |
| Usage-Based Charges | |
| 21.2 MCF @ $.4476 | 9.49 |
| Gross Receipts Tax (4.6044%) | 1.73 |
| **Total Dominion Energy Ohio Charges** | **$39.36** |

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Indra Energy Charges**

| | |
|---|---|
| Gas Cost 21.2 McF @ $17.364 | $368.12 |
| Sales Tax | 29.45 |
| **Total INDRA ENERGY Charges** | **$397.57** |

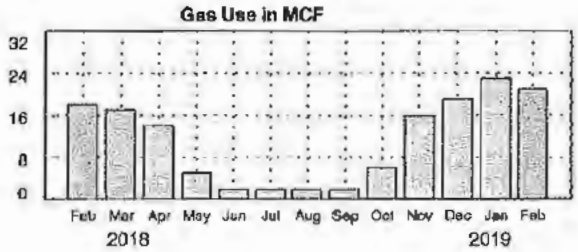
For questions about gas supply costs, contact INDRA ENERGY at 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 or www.indraenergy.com.

| | |
|---|---|
| **Total Current Charges** | **$436.93** |
| **Total Account Balance** | **$415.67** |

Rate Schedule: Energy Choice Transportation Service - Residential

## Monthly Usage Comparison

| Average Daily Temperature | 2018 | 2019 |
|---|---|---|
| For This Billing Period | 33°F | 30°F |




Avg Monthly Use: 10.7 MCF.
Total Annual Use: 128.0 MCF.

## Billing Period and Meter Readings

| Date | Read Type | Reading | Difference |
|---|---|---|---|
| **Meter Number** | [redacted] | | |
| Feb 27, 2019 | Actual | 71.5 | |
| Jan 29, 2019 | Actual | 50.3 | 21.2 |
| **MCF Used in 29 Days** | | | **21.2** |

**PLEASE PAY** **Account Balance of $415.67 by Mar 18, 2019 to Avoid Late Payment Charge of 1.5% per month.**

**Please Use Our Return Envelope**

We provide a return envelope for customers who like to pay their gas bills by mail.
If you pay your bill by a different method, please do not use our envelope for other mail.
You can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at www.DominionEnergy.com or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.
Thank you for your cooperation.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly $1, $2, $6, $12, $18 or $36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Mar 18, 2019 Account No. [redacted]

**$415.67**

**Amount Enclosed**

15

# 000005668 I=0000

[redacted]
NORTH OLMSTED OH [redacted]

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

01850002758144000000000436930000004156 78

1oz 257144/348914 0000000 0023354 I=0000

[redacted]
NORTH OLMSTED OH [redacted]

Dominion Energy®

| Account Number | Date Prepared | Next Meter Reading |
|---|---|---|
| [redacted] | December 28, 2018 | 01/28 - 01/31/2019 |

Cycle 15

For questions about Dominion Energy Ohio charges call 1-800-362-7557

## Credits and Charges Since Your Last Bill

| | |
|---|---|
| Balance from Last Bill | $80.53 |
| Payment on Dec 13, 2018 - Thank You | 100.00 CR |
| **Balance** | **$19.47 CR** |

## Current Charges

**Dominion Energy Ohio Distribution Charges**

| | |
|---|---|
| Basic Service Charge | $28.14 |
| Usage-Based Charges | |
| 18.7 MCF @ $.3347 | 6.26 |
| Gross Receipts Tax (4.6044%) | 1.58 |
| **Total Dominion Energy Ohio Charges** | **$35.98** |

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Palmco Energy OH Dba Indra Energy Charge**

| | |
|---|---|
| Gas Cost 18.7 McF @ $2.80 | $52.36 |
| Sales Tax | 4.19 |
| **Total PALMCO ENERGY OH DBA INDRA** | **$56.55** |

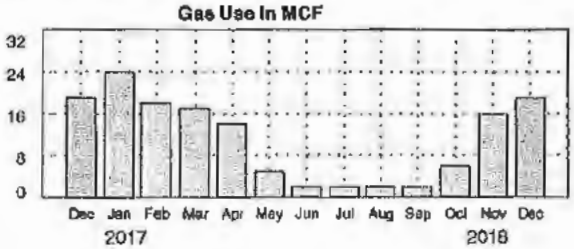
For questions about gas supply costs, contact PALMCO ENERGY OH DBA INDRA ENERGY [redacted]t 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 www.palmcoenergy.com or www.indraenergy.com.

| | |
|---|---|
| **Total Current Charges** | **$92.53** |
| **Total Account Balance** | **$73.06** |

Rate Schedule: Energy Choice Transportation Service - Residential

## Monthly Usage Comparison

| Average Daily Temperature For This Billing Period | 2017 | 2018 |
|---|---|---|
| | 32°F | 35°F |




Avg Monthly Use: 10.5 MCF.
Total Annual Use: 125.5 MCF.

## Billing Period and Meter Readings

| Date | Read Type | Reading | Difference |
|---|---|---|---|
| **Meter Number** | [redacted] | | |
| Dec 28, 2018 | Actual | 27.7 | |
| Nov 27, 2018 | Actual | 9.0 | 18.7 |
| **MCF Used in 31 Days** | | | **18.7** |

**PLEASE PAY** **Account Balance of $73.06 by Jan 16, 2019 to Avoid Late Payment Charge of 1.5% per month.**

### It's Our Pleasure to Serve You

All of us at Dominion Energy Ohio thank you for your business. You could choose another form of energy, but you put your trust in us to deliver economical, clean-burning natural gas to your home or business. We're committed to doing everything we can to honor that trust.

If you have a question, please call the number listed on the top of this bill. Our customer information phone hours are 7 a.m. to 7 p.m., Monday through Friday. If you have an emergency, you can call us anytime, day or night. (It is an emergency when you smell gas or when all of your gas appliances are out.)

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly $1, $2, $6, $12, $18 or $36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Jan 16, 2019 Account No. [redacted]

**$73.06**

Amount Enclosed

15

# 000004939 I=0000

[redacted]
NORTH OLMSTED OH [redacted]

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

01850002758144000000000092530000000073061

1oz 242245/3441064 0000000 0020854 I=0000

[redacted]

NORTH OLMSTED OH [redacted]

| Account Number | Date Prepared | Next Meter Reading |
|---|---|---|
| [redacted] | March 28, 2019 | 04/26 - 05/01/2019 |

Cycle 15

Dominion Energy

For questions about **Dominion Energy Ohio** charges call **1-800-362-7557**

## Credits and Charges Since Your Last Bill

| | |
|---|---|
| Balance from Last Bill | $415.67 |
| Payment on Mar 18, 2019 - Thank You | 415.67 CR |
| **Balance** | **$0.00** |

## Current Charges

**Dominion Energy Ohio Distribution Charges**

| | |
|---|---|
| Basic Service Charge | $28.14 |
| Usage-Based Charges | |
| 18.4 MCF @ $.4478 | 8.24 |
| Gross Receipts Tax (4.6044%) | 1.68 |
| **Total Dominion Energy Ohio Charges** | **$38.06** |

For questions about Dominion Energy Ohio charges, call us at 1-800-362-7557.

**Indra Energy Charges**

| | |
|---|---|
| Gas Cost 18.4 McF @ $13.858 | $254.99 |
| Sales Tax | 20.40 |
| **Total INDRA ENERGY Charges** | **$275.39** |

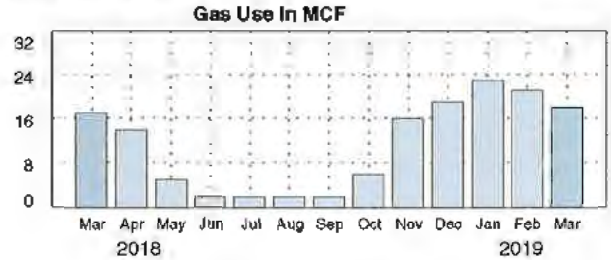
For questions about gas supply costs, contact INDRA ENERGY at 1-888-504-6372 or 8751 18th Ave Brooklyn, NY 11214 or www.indraenergy.com.

| | |
|---|---|
| **Total Current Charges** | **$313.45** |
| **Total Account Balance** | **$313.45** |

Rate Schedule: Energy Choice Transportation Service - Residential

## Monthly Usage Comparison

| Average Daily Temperature | 2018 | 2019 |
|---|---|---|
| For This Billing Period | 34°F | 33°F |




Avg Monthly Use: 10.8 MCF.
Total Annual Use: 129.8 MCF.

## Billing Period and Meter Readings

| Date | Read Type | Reading | Difference |
|---|---|---|---|
| **Meter Number** | [redacted] | | |
| Mar 28, 2019 | Actual | 89.9 | |
| Feb 27, 2019 | Actual | 71.5 | 18.4 |
| **MCF Used in 29 Days** | | | **18.4** |

**PLEASE PAY** **Account Balance of $313.45 by Apr 15, 2019 to Avoid Late Payment Charge of 1.5% per month.**

### Note to Energy Choice Customers

Have questions regarding natural gas supply charges? Please call your supplier at the number listed above.
If you have questions about transportation (delivery) charges, please call us.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly $1, $2, $6, $12, $18 or $36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Apr 15, 2019 Account No. [redacted]

**$313.45**

**Amount Enclosed**

15

# 000005948 I=0000

[redacted]
NORTH OLMSTED OH [redacted]

**Change in Supplier - Standard Choice Offer**
Following the annual gas supply auction approved by the Public Utilities Commission of Ohio, you may receive your gas supply from a different supplier beginning with your April/May bill. With that bill, the new SCO rate will be $0.22 more than the NYMEX month-end settlement price until mid-April 2020. All SCO customers pay the same monthly rate as posted on www.energychoice.ohio.gov.

DOMINION ENERGY OHIO
PO BOX 26785
RICHMOND VA 23261-6785

1oz 264703/3482829 0000000 0025232 I=0000

01850002758144000000000313450000000313453

## Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.
**Budget Plus** - Pay a budget amount, plus one of 12 equal payments of the past-due amount.
**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.
**One-Third Winter Heating Plan** - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.
**One-Ninth Plan** - Pay a budget amount, plus one of nine equal payments of the past-due amount.
**PIPP Plus** - This program allows income-eligible residential customers to pay 6% of their monthly gross household income or $10, whichever is greater. Call the Ohio Development Services Agency at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.
**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

## Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge for each billing period or any portion thereof to cover the fixed costs for delivering gas, plus associated riders.
**Cancel Billing** - A credit issued to the account when a correction is needed on past charges.
**CR** - Credit
**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.DominionEnergy.com.
**Gas Cost** - The price charged to cover the cost of natural gas.
**Gas Usage Charge** - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion Energy Ohio.
**Gross Receipts Tax** - Ohio tax levied on public utilities.
**Investigation Fee** - Fee to be levied in those circumstances where Dominion Energy Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.
**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.
**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.
**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.
**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.
**Monthly Variable Rate (MVR)** - Cost of default natural gas for residential customers whose Energy choice or opt-in governmental aggregation contract has expired, as well as for large volume and nonresidential customers. Under this rate, Dominion Energy Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.
**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.
**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use.
**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.
**Security Deposit Installment** - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.
**Service Charge** - This charge includes fixed costs for delivering gas.
**Standard Choice Offer (SCO)** - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Dominion Energy Ohio to provide gas supply at the regulated rate.
**Standard Service Offer (SSO)** - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Energy Ohio.
**Transportation Charges / Usage-Based Charges** - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

Dominion Energy®

## Paying Your Bill

All bills may be paid from your bank account for free by registering in "Manage Your Account" as described below, or it may be paid at any authorized payment center. A convenience fee may be charged by the authorized payment center, which must be paid in cash. Be sure to bring the entire bill when paying in person. For the location of a payment center near you, please visit www.DominionEnergy.com or call 1-800-362-7557. Also, pay online anytime at www.DominionEnergy.com via debit/credit card or electronic check or call BillMatrix Corporation, toll free at 1-800-573-1153. **Service fee applies**. For your own protection, do not send cash through the mail. Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion Energy Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

**AUTO PAY** - Sign up for Bank Draft and have your bill automatically deducted from your checking or savings account. Enroll online at www.DominionEnergy.com, "Manage Your Account."

**ELECTRONIC CHECK CONVERSION** - Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

**MANAGE YOUR ACCOUNT** - Register for free at www.DominionEnergy.com. Make payments, get eBills, update your contact information, start, stop or transfer service, and view billing and usage history 365 days a year!

## Billing, Service Inquiries or Concerns

**If you have a billing or service problem, please call Dominion Energy Ohio first at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays.** If your complaint is not resolved after you have called Dominion Energy Ohio or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, 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 a.m. to 5 p.m. weekdays or www.puco.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (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 www.pickocc.org. The PUCO address is 180 E. Broad St. Columbus, Ohio 43215.

**EMERGENCY SERVICE** - We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. Our 24-hour emergency personnel will take your call.

**CALL BEFORE YOU DIG** - Call the Ohio Utilities Protection Service at 811 at least two working days before digging.

**FOR HELP WITH YOUR BILL** - There are several programs available that could help you with your winter heating bills. For more information, call us at 1-800-362-7557.

**Medical Certification** - Delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. You can request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. If gas service is off, return the signed form within 21 days of the shut-off date to restore service.

**Energy Choice** - This program provides eligible customers the ability to purchase gas from a supplier. To obtain an "Apples to Apples" comparison of available competitive natural gas supplier offers, visit the PUCO's Energy Choice Ohio website at www.energychoice.ohio.gov or call 1-800-686-PUCO (7826). Another resource for information is www.DominionGasChoice.com

**Removing Yourself from Customer Listing** - We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please let us know: Call us at 1-800-362-7557, say "Energy Choice" and follow the prompts, write us at P.O. Box 5759, Cleveland, OH 44101-0759, sign in or register your account at www.DominionEnergy.com and select "Opt-in/Opt-out of Supplier Lists" from Edit Account Settings, or choose the "Email Us" option on the Contact Us page. However, this does not prevent a supplier from getting your information from another source or using information from a previous list.

**HOW TO REACH US** -

**By Internet** - Visit us online at **www.DominionEnergy.com** to 'Manage Your Account' 365 days a year!

**By Phone** - Call us at 1-800-362-7557. Our office hours are 7 a.m. to 7 p.m. Monday through Friday. The best days to call are Tuesdays through Fridays. Mondays and days after a holiday are typically the busiest.

**For Hearing/Speech-Impaired Customers** - Customers with a Telecommunications Device for the Deaf can dial 711.

**By Mail** - Write to Dominion Energy Ohio, PO Box 5759, Cleveland, OH 44101. Please do not include payment with your correspondence.

**NOTE** - For mailing address changes, visit Manage Your Account on www.DominionEnergy.com.

1oz 264703/3482829 0000000 0025234 1=0000

The Illuminating Company

Bill Based On: Actual Meter Reading

February 21, 2019 [redacted]
Account Number: [redacted]

**Amount Due: $52.64**

Due Date: March 07, 2019

Billing Period: Jan 17 to Feb 16, 2019 for 31 days
Bill For: [redacted]
NORTH OLMSTED OH [redacted]

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

## Messages

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the Due Date.

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov.

**Residential Service - 1150056026 - 5.21 cents per KWH**

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

| | | |
|---|---|---|
| Energy Efficiency | 398 KWH x 0.002435 | $0.97 |
| Peak Demand Reduction | 398 KWH x 0.000609 | $0.24 |
| Renewable Energy | 398 KWH x 0.001187 | $0.47 |

Your next meter reading is scheduled to occur on or about Mar 18, 2019.

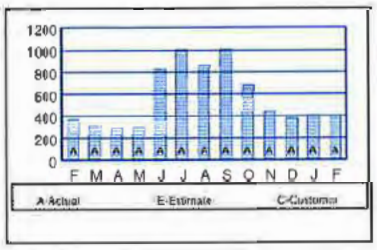
If your bill is higher than normal due to the recent extreme temperatures, you may be eligible for payment arrangements. We also offer budget billing to help even out the seasonal highs and lows of your electric bill. Please call 1-800-589-3101, or visit www.firstenergycorp.com/billassist for more information.

We are required to include your name, address and usage information on a list of eligible customers that is made available to other competitive retail electric service providers. If you do not wish to be included on this list, please call us at 1-800-225-0444, go to the Customer Choice section of our website - www.firstenergycorp.com - or write to us at 76 S. Main St., Akron, OH 44308 Attn: FECC. Please

**Additional messages, if any, can be found on back.**

## Usage History

| | | | |
|---|---|---|---|
| Feb 18 | 366 | Aug 18 | 866 |
| Mar 18 | 316 | Sep 18 | 1,012 |
| Apr 18 | 295 | Oct 18 | 687 |
| May 18 | 299 | Nov 18 | 447 |
| Jun 18 | 626 | Dec 18 | 372 |
| Jul 18 | 1,000 | Jan 19 | 410 |
| | | Feb 19 | 398 |




| Comparisons | Last Year | This Year |
|---|---|---|
| Average Daily Use (KWH) | 12 | 13 |
| Average Daily Temperature | 33 | 26 |
| Days in Billing Period | 31 | 31 |
| Last 12 Months Use (KWH) | | 6,934 |
| Average Monthly Use (KWH) | | 578 |

## Account Summary

| | Amount Due |
|---|---|
| Previous Balance | 54.27 |
| Payments/Adjustments | -54.27 |
| **Balance at Billing on Feb 21, 2019** | 0.00 |
| The Illuminating Company | 31.94 |
| INDRA ENERGY - Consumption | 20.70 |
| **Total Current Charges** | 52.64 |
| **Amount Due by Mar 07, 2019** | $52.64 |

## Usage Information for Meter Number 695339

| | |
|---|---|
| Feb 16, 2019 KWH Reading (Actual) | 2,516 |
| Jan 17, 2019 KWH Reading (Actual) | 1,918 |
| KWH used | 398 |

## Charges From The Illuminating Company

Customer Number: [redacted]
Rate: Residential Service [redacted]

| | |
|---|---|
| Customer Charge | 4.00 |
| Distribution Related Component | 21.17 |
| Cost Recovery Charges | 6.57 |
| Current Consumption Bill Charges | 31.94 |

## Billing Information for INDRA ENERGY

indra
1515 Market Street, Suite 1200, Philadelphia, PA 19102
Customer Service: 1-888-304-6372
Account Number: [redacted] Rate: BILL-READY
Billing Period: Jan 17, 2019 to Feb 16, 2019

| | |
|---|---|
| Commodity Charge 398 Kwh @ 0.052 | 20.70 |
| **Total INDRA ENERGY Current Charges** | 20.70 |

## Detail Payment and Adjustment Information

| | | |
|---|---|---|
| 01/28/19 | Payment | -54.27 |

## Account Balances by Company

| | Previous Balance | Payments/ Adjustments | Current Charges | Amount Due |
|---|---|---|---|---|
| The Illuminating Company | 32.95 | -32.95 | 31.94 | 31.94 |
| INDRA ENERGY | 21.32 | -21.32 | 20.70 | 20.70 |
| Total | 54.27 | -54.27 | 52.64 | 52.64 |

Return this part with a check or money order payable to The Illuminating Company

The Illuminating Company
76 South Main Street
Akron, OH 44308-1890

[redacted]
NORTH OLMSTED OH [redacted]

Account Number: [redacted]

| | |
|---|---|
| Amount Paid | |
| Amount Due | $52.64 |
| Due Date | Mar 07, 2019 |

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411004569850000000000000000000000000052640000052643

## Messages (Continued)

note that an election to not be included on this list will not prevent Ohio Edison, The Illuminating Company or Toledo Edison from providing your information to government aggregators. If you previously made a similar election, your name will continue to be excluded from the list without any additional action on your part. If you previously decided not to be included on the list and would like to reverse that decision, please call or write us at the same telephone number and address.

The Earned Income Tax Credit (EITC) is a tax credit for certain lower income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit www.irs.gov/individuals.

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase In Recovery Charges. CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a service location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 5 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 5 p.m.

**Visit our web site** at http://www.firstenergycorp.com

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711.

We welcome the opportunity to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, 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 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).

The Ohio consumers counsel (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.

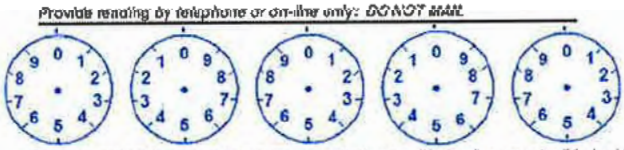
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. badges.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-9081.

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available.

*Provide reading by telephone or on-line only: DO NOT MAIL*



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number.

If you have a **DIGITAL METER** write the numbers here: ☐ ☐ ☐ ☐ ☐

Illuminating Company

Bill Based On: Actual Meter Reading

March 21, 2019 I14

Account Number: [redacted]

**Amount Due: $95.26**

**Due Date: April 04, 2019**

Billing Period: Feb 17 to Mar 18, 2019 for 30 days
Bill For: [redacted]
NORTH OLMSTED OH [redacted]

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com
Bill Issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687

## Messages

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the Amount Due by the Due Date.

Your current PRICE TO COMPARE for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.21 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov.
**Residential Service - 115000026 - 5.21 cents per KWH**

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

| | | |
|---|---|---|
| Energy Efficiency | 363 KWH x 0.002435 | $0.88 |
| Peak Demand Reduction | 363 KWH x 0.000609 | $0.22 |
| Renewable Energy | 363 KWH x 0.001187 | $0.43 |

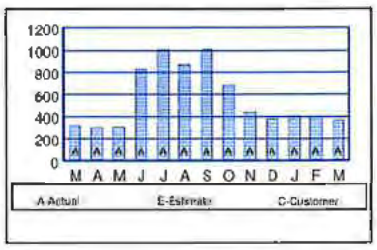
Your next meter reading is scheduled to occur on or about Apr 17, 2019

The Earned Income Tax Credit (EITC) is a tax credit for certain lower-income families and individuals. For information and to determine if you qualify, simply dial 1-800-829-1040, or visit www.irs.gov/individuals

Additional messages, if any, can be found on back.

## Usage History

| | | | |
|---|---|---|---|
| Mar 18 | 318 | Sep 18 | 1,012 |
| Apr 18 | 295 | Oct 18 | 687 |
| May 18 | 299 | Nov 18 | 447 |
| Jun 18 | 826 | Dec 18 | 372 |
| Jul 18 | 1,006 | Jan 19 | 410 |
| Aug 18 | 806 | Feb 19 | 386 |
| | | Mar 19 | 363 |




| Comparisons | Last Year | This Year |
|---|---|---|
| Average Daily Use (KWH) | 11 | 12 |
| Average Daily Temperature | 37 | 32 |
| Days In Billing Period | 29 | 30 |
| Last 12 Months Use (KWH) | | 6,991 |
| Average Monthly Use (KWH) | | 582 |

## Account Summary

| | Amount Due |
|---|---|
| Previous Balance | 52.64 |
| Payments/Adjustments | -52.64 |
| **Balance at Billing on Mar 21, 2019** | 0.00 |
| The Illuminating Company | 30.37 |
| INDRA ENERGY - Consumption | 64.89 |
| **Total Current Charges** | 95.26 |
| **Amount Due by Apr 04, 2019** | $95.26 |

## Usage Information for Meter Number 695320

| | |
|---|---|
| Mar 18, 2019 KWH Reading (Actual) | 2,679 |
| Feb 17, 2019 KWH Reading (Actual) | 2,316 |
| KWH used | 363 |

## Charges From The Illuminating Company

Customer Number: [redacted]
Rate: Residential Service CE-RSD

| | |
|---|---|
| Customer Charge | 4.00 |
| Distribution Related Component | 20.15 |
| Cost Recovery Charges | 6.22 |
| **Current Consumption Bill Charges** | 30.37 |

## Billing Information for INDRA ENERGY

indra
1515 Market Street, Suite 1200, Philadelphia, PA 19102
Customer Service: 1-888-504-6372
Account Number [redacted] Rate: BILL-READY

Billing Period: Feb 17, 2019 to Mar 18, 2019

| | |
|---|---|
| Commodity Charge 363.0 Kwh @ 0.17876033 | 64.89 |
| **Total INDRA ENERGY Current Charges** | 64.89 |

## Detail Payment and Adjustment Information

| | | |
|---|---|---|
| 03/08/19 | Payment | -52.64 |

## Account Balances by Company

| | Previous Balance | Payments/ Adjustments | Current Charges | Amount Due |
|---|---|---|---|---|
| The Illuminating Company | 31.94 | -31.94 | 30.37 | 30.37 |
| INDRA ENERGY | 20.70 | -20.70 | 64.89 | 64.89 |
| **Total** | 52.64 | -52.64 | 95.26 | 95.26 |

Return this part with a check or money order payable to The Illuminating Company

Illuminating Company
76 South Main Street
Akron, OH 44308-1890

[redacted]
NORTH OLMSTED OH [redacted]

Account Number: [redacted]

| | |
|---|---|
| Amount Paid | |
| Amount Due | $95.26 |
| Due Date | Apr 04, 2019 |

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411004569850000000000000000000000000095260000095267

## Messages (Continued)

## Explanation of Terms

**Bypassable Generation and Transmission Related Component** - Charges for purchasing power and delivering it through the transmission system. These charges are avoided when switching to a Certified Retail Electric Service provider.

**Cost Recovery Charges** - Recovers previously incurred costs, including PUCO-approved Phase-In Recovery Charges. CEI collects from all customers on behalf of CEI Funding, LLC which owns the right to impose and collect such charges.

**Customer Charge** - Monthly charge that offsets costs for billing, meter reading, equipment, and service line maintenance.

**Distribution Related Component** - Charge for moving electricity over distribution lines to a specific location.

**Economic Development Component** - Charges related to economic development support.

**Estimated Reading** - On the months we do not read a meter, we calculate the bill based on past electrical usage.

**KWH (Kilowatt Hour)** - A unit of measure for electricity usage equal to 1,000 watts used for one hour.

**Late Payment Charge** - A charge added to the bill on balances owed after the Due Date.

**Price to Compare (PTC)** - The utility's price per KWH for bypassable generation and transmission; can be compared with the price offered by another supplier.

**Residential Distribution Credit** - A distribution credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

**Residential Generation Credit** - A credit for a qualifying rate and usage applied to all usage during the billing periods beginning October 31 and ending March 31.

**Residential Non-Standard Credit** - A generation credit for a qualifying rate applied to all usage over 500 KWH during the winter billing period.

## Important Information

If you have billing questions or complaints about your Illuminating Company account or for a written explanation of the Price to Compare:

**Call Customer Service** at 1-800-589-3101 from Monday - Friday, 8 a.m. - 5 p.m.

**Call Payment Options** at 1-800-686-9901 from Monday - Friday, 8 a.m. - 6 p.m.

**Visit our web site** at http://www.firstenergycorp.com

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC, Akron, OH 44308-1890

**Customers with hearing or speech impairments** can contact the Telecommunications Relay Service (TRS) at 711

**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, 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 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).

**The Ohio consumers' counsel (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

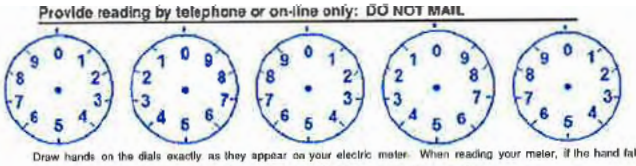
**For Energy Assistance:** Contact the Home Energy Assistance Program (HEAP) at 1-800-282-0880 (TDD/TTY 1-800-686-1557) Monday - Friday between 8 a.m. and 5 p.m.

**For your protection,** all of our employees wear Photo I.D. **badges**.

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-6091.

To provide a customer meter reading, use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the dials you took the reading available.

**Provide reading by telephone or on-line only: DO NOT MAIL**



Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always record the lower number.

If you have a **DIGITAL METER** write the numbers here: ☐ ☐ ☐ ☐ ☐

The Illuminating Company

Bill Based On: Actual Meter Reading

January 21, 2019
Account Number: [redacted]

**Amount Due: $54.27**

**Due Date: February 04, 2019**

**Billing Period:** Dec 15 to Jan 16, 2019 for 33 days
**Bill For:** EDWARD SPRINGMAN
5456 DECKER RD
NORTH OLMSTED OH 44070

To report an emergency or an outage, call 24 hours a day 1-888-544-4877. For Customer Service, call 1-800-589-3101. For Payment Options, call 1-800-686-9901. Pay your bill online at www.firstenergycorp.com

*Bill issued by: The Illuminating Company, PO Box 3687, Akron OH 44309-3687*

## Messages

To avoid a 1.50% Late Payment Charge being added to your bill, please pay the **Amount Due** by the **Due Date**.

Your current **PRICE TO COMPARE** for generation and transmission from The Illuminating Company is listed below. In order for you to save money off of your utility's supply charges, a supplier must offer you a price lower than The Illuminating Company's price of 5.30 cents per KWH for the same usage that appears on the bill. To review available competitive supplier offers, visit the Public Utilities Commission of Ohio's "Energy Choice Ohio" website at www.energychoice.ohio.gov.

**Residential Service - 1150056026 - 5.30 cents per KWH**

The information below shows specific charges for the costs of energy efficiency, peak demand reduction, and renewable energy. These charges are not new, but are and previously were consolidated with other charges on your bill.

| | | | |
|---|---|---|---|
| Energy Efficiency | 410 KWH | x 0.002951 | $1.21 |
| Peak Demand Reduction | 410 KWH | x 0.000732 | $0.30 |
| Renewable Energy | 410 KWH | x 0.001073 | $0.44 |

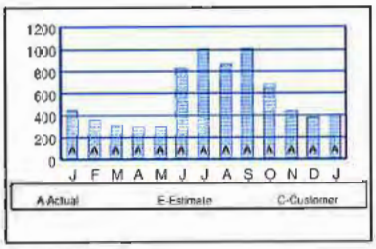
Your next meter reading is scheduled to occur on or about Feb 15, 2019.

Pursuant to state law, the Universal Service Fund rider rate has been adjusted effective with this bill.

Additional messages, if any, can be found on back.

## Usage History

| | | | |
|---|---|---|---|
| Jan 18 | 450 | Jul 18 | 1,006 |
| Feb 18 | 366 | Aug 18 | 866 |
| Mar 18 | 316 | Sep 18 | 1,012 |
| Apr 18 | 235 | Oct 18 | 687 |
| May 18 | 299 | Nov 18 | 447 |
| Jun 18 | 626 | Dec 18 | 372 |
| | | Jan 19 | 410 |




| Comparisons | Last Year | This Year |
|---|---|---|
| Average Daily Use (KWH) | 15 | 12 |
| Average Daily Temperature | 22 | 36 |
| Days in Billing Period | 31 | 33 |
| Last 12 Months Use (KWH) | | 6,902 |
| Average Monthly Use (KWH) | | 575 |

## Account Summary

| | Amount Due |
|---|---|
| Previous Balance | 53.71 |
| Payments/Adjustments | -53.71 |
| **Balance at Billing on Jan 21, 2019** | 0.00 |
| The Illuminating Company | 32.95 |
| INDRA ENERGY - Consumption | 21.32 |
| **Total Current Charges** | 54.27 |
| **Amount Due by Feb 04, 2019** | $54.27 |

## Usage Information for Meter Number 695329

| | |
|---|---|
| Jan 16, 2019 KWH Reading (Actual) | 1,916 |
| Dec 15, 2018 KWH Reading (Actual) | 1,506 |
| KWH used | 410 |

## Charges From The Illuminating Company

Customer Number: [redacted]
Rate: Residential Service CE-RSD

| | |
|---|---|
| Customer Charge | 4.00 |
| Distribution Related Component | 22.19 |
| Cost Recovery Charges | 6.76 |
| Current Consumption Bill Charges | 32.95 |

## Billing Information for INDRA ENERGY

indra
1515 Market Street, Suite 1200, Philadelphia, PA 19102
Customer Service: 1-888-504-6372
Account Number: [redacted] Rate: BILL-READY

**Billing Period:** Dec 15, 2018 to Jan 16, 2019

| | |
|---|---|
| Commodity Charge 410 Kwh @ 0.052 | 21.32 |
| **Total INDRA ENERGY Current Charges** | 21.32 |

## Detail Payment and Adjustment Information

| | | |
|---|---|---|
| 01/01/19 | Payment | -53.71 |

## Account Balances by Company

| | Previous Balance | Payments/ Adjustments | Current Charges | Amount Due |
|---|---|---|---|---|
| The Illuminating Company | 30.16 | -30.16 | 32.95 | 32.95 |
| INDRA ENERGY | 0.00 | 0.00 | 21.32 | 21.32 |
| NOPEC - NextEra Energy Services Ohio | 23.55 | -23.55 | 0.00 | 0.00 |
| Total | 53.71 | -53.71 | 54.27 | 54.27 |

Return this part with a check or money order payable to The Illuminating Company

The Illuminating Company
76 South Main Street
Akron, OH 44308-1890

[redacted]
NORTH OLMSTED OH [redacted]

Account Number: [redacted]

| | |
|---|---|
| Amount Paid | |
| Amount Due | $54.27 |
| Due Date | Feb 04, 2019 |

THE ILLUMINATING COMPANY
PO BOX 3687
AKRON OH 44309-3687

0411004569850000000000000000000000000054270000054270

## Messages (Continued)

## Explanation of Terms

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Visit our web site at http://www.firstenergycorp.com

**Write to us** at The Illuminating Company, 76 S. Main St., A-RPC Akron OH 44308-1890.

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**We welcome the opportunity** to work with you and will try to answer your questions. If your complaint is not resolved after you have called your electric utility, 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 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)

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**For your protection,** all of our employees wear Photo ID badges

**Electronic Check Conversion** - Your check authorizes us either to make a one-time electronic funds transfer (EFT) from your account or process as a check. If you have questions about this program, call 1-866-283-6081

**To provide a customer meter reading,** use the dials provided and enter the reading on-line at www.firstenergycorp.com/aboutyourbill or by calling 1-800-589-3101. Say "Meter Reading" when asked "Which of these can I help you with today?" Have the date you took the reading available

**Provide reading by telephone or on-line only: *DO NOT MAIL***

Draw hands on the dials exactly as they appear on your electric meter. When reading your meter, if the hand falls between two numbers, always report the lower number

If you have a **DIGITAL METER** write the numbers here ☐ ☐ ☐ ☐ ☐

| Billing Period | Usage | Palmco Price | CEI PTC | Difference | Refund before monthly fee | Monthly Fee | Refund Amount |
|---|---|---|---|---|---|---|---|
| 12/15/18 to 1/16/19 | 410 | 0.0520000000 | 0.0530000000 | -0.001 | -0.4100000000 | 0.0000000000 | -0.4100000000 |
| 1/17/19 to 2/16/19 | 398 | 0.0520000000 | 0.0521000000 | -0.00010 | -0.0398000000 | 0.0000000000 | -0.0398000000 |
| 2/17/19 to 3/18/19 | 363 | 0.1787603300 | 0.0521000000 | 0.12666033 | 45.9776997900 | 0.0000000000 | 45.9776997900 |
| Total | | | | | | | 45.5278997900 |

| Billing Period | Usage | Palmco Price | Sales tax rate | Palmco Price with Tax | DEO SCO | SCO Price Before Tax | SCO Price after sales tax | Difference |
|---|---|---|---|---|---|---|---|---|
| 11/27/18 to 12/28/18 | 18.7 | 2.8000000000 | 0.0800 | 56.5500 | 4.7850000000 | 89.4795000000 | 96.63786 | -40.09 |
| 12/28/18 to 1/29/19 | 22.6 | 2.8000000000 | 0.0800 | 68.3400 | 3.7120000000 | 83.8912000000 | 90.602496 | -22.26 |
| 1/29/19 to 2/27/19 | 21.2 | 17.3640000000 | 0.0800 | 397.5700 | 3.0200000000 | 64.0240000000 | 69.14592 | 328.42 |
| 2/27/19 to 3/28/19 | 18.4 | 13.8580000000 | 0.0800 | 275.3900 | 2.9250000000 | 53.8200000000 | 58.1256 | 217.26 |
| Total | | | | | | | | 483.34 |

## Sariah Brinker

**From:** Orpheus Craigue
**Sent:** Tuesday, April 02, 2019 5:05 PM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ ref:_00Dt0GzXt._500t0FN58i:ref ]

Michael – We are processing these rerates in line with your calculations here, and will be sending to the customer. I would expect the refund to be received by the customer toward the end of next week, or early the following week of the 15th.

Thank you.

Orpheus Craigue – Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427

www.IndraEnergy.com

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, April 2, 2019 15:55
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256851 [ ref:_00Dt0GzXt._500t0FN58i:ref ]

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00256851
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted] North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please find attached my calculations for this customer's gas and electric refunds. He wants the check mailed directly to him as he is current on his bills.**

**Please advise when he can expect to receive his refund.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FN58i:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | Michael Coady <contactthepuco@puc.state.oh.us> |
| **Sent:** | Tuesday, April 02, 2019 3:57 PM |
| **To:** | Indra Energy Compliance |
| **Subject:** | PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ] |
| **Attachments:** | [redacted].pdf.html; [redacted]_pdf.html; [redacted]_pdf.html; Electric Refund calculation_xlsx.html; Gas Refund calculation_xlsx.html; [redacted]Copy of 01_21_2019 bill 031419 PD_pdf.html; [redacted]Copy of 02_21_2019 bill 031419 PD_pdf.html; [redacted]Copy of 03_21_2019 bill 032719 PD_pdf.html |

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00256855
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted],North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

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Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FN5Ao:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | Orpheus Craigue |
| **Sent:** | Tuesday, April 02, 2019 5:05 PM |
| **To:** | Michael Coady |
| **Cc:** | Indra Energy Compliance |
| **Subject:** | RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ] |

Michael – No problem, we will send to [redacted] We are processing these rerates in line with your calculations here, and will be sending to the customer. I would expect the refund to be received by the customer toward the end of next week, or early the following week of the 15th.

Thank you.

Orpheus Craigue – Compliance Officer

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427

www.IndraEnergy.com

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, April 2, 2019 17:00
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00256855 [ ref:_00Dt0GzXt._500t0FN5Ao:ref ]

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00256855
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], North Olmsted, Ohio [redacted]
**SERVICE ADDRESS:** [redacted],North Olmsted, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**This one should be mailed to** [redacted] **North Olmsted, Ohio** [redacted]

**Thank you you for catching that.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FN5Ao:ref

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

**7/20/2017**

[redacted]
**Columbus, OH** [redacted]

## Thank you for choosing PALMco as your energy supplier!

This letter is confirming your selection of PALMco as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with PALMco.

## We are currently processing your enrollment

Your enrollment will be sent to **AEP**. You will receive a confirmation notice from **AEP** confirming your selection of PALMco as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, and may take up to 1-2 billing cycles.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with PALMco:

## Your account will begin receiving supply from PALMco within 15 to 45 days from the date of this letter.

**Utility Account Number:** [redacted]
**Rate Plan:** **Introductory Rate of $0.05260 for the first three billing cycles, and a variable rate thereafter.**
**Cancellation Fees:** **None**
**Budget Billing:** **Activated.**

## Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to get your feedback, so please call us at the number below.

## Questions?

If you have any questions, please feel free to contact us at 877-726-5862 weekdays 8:00 am to 6:00 pm or email us at *CustomerService@palmcoenergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

PALMco Customer Service

PS. Learn how to refer friends for discounts! Visit palmcoenergy.com/rewards

# OHIO TERMS AND CONDITIONS

**INTRODUCTION:** This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

**ACKNOWLEDGEMENT.** You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility(ies). **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

**CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION.** YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR GAS AND/OR ELECTRIC UTILITY(IES) OF THE TRANSFER OF YOUR GAS AND/OR ELECTRIC SUPPLY SERVICE TO PALMCO AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH PALMCO. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

**LENGTH OF AGREEMENT AND TERMINATION.** This Agreement will begin when your local utility switches your account to PALMco s. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If PALMco decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address(es). You may terminate this Agreement at any time by (a) calling PALMco at (877) 726-5862; (b) sending a letter to PALMco at 8751 18th Avenue, Brooklyn, NY 11214; or (c) emailing PALMco at CustomerService@PalmcoEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with PALMco is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by PALMco prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from PALMco will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by PALMco; or (c) PALMco returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas supply service with PALMco Energy without penalty if you relocate your Service Address(es) (a) outside of the service territory of your gas utility or (b) within the service territory of your gas utility if your gas utility does not permit you to transfer your PALMco Energy contract to your new Service Address(es). You also may cancel this Agreement with PALMco Power without penalty if you relocate your Service Address(es) to an area that PALMco Power does not serve or to an area where PALMco Power charges a different price for electric supply service. In the case of a Service Address relocation, the cancellation shall apply only to the Service Address(es) you move from, and not any other Service Address(es) covered by this Agreement. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing PALMco, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

**PRICING.**

**Natural Gas and/or Electric Introductory Price:** If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

**Natural Gas and/or Electric Fixed Price (when applicable):** You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options. Your service will automatically continue under the specified renewal terms unless you contact PALMco to terminate as set forth herein and as stated in the Renewal Notice. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**Natural Gas Variable Price (when applicable):** You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

**Electric Variable Price (when applicable):** You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

**Natural Gas and/or Electric Supply Price Disclosures:** There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices.

**Other Charges:** You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

**No Early Termination Fee.** If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**FIXED TERM AUTOMATIC RENEWAL.** At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew on a month to month basis at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

**RESOURCE MIX AND ENVIRONMENTAL CHARACTERISTICS.** The applicable generation resource mix and environmental characteristics of the electric supply sold by PALMco Power are available at www.palmcoenergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio.

**BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING.** **Natural Gas and/or Electric:** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay PALMco's charges for natural gas and/or electric supply service based on meter readings and consumption information that PALMco receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both PALMco's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by PALMco by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying PALMco's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, PALMco may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from PALMco, without charge, up to 24 months of your payment history covering services rendered by PALMco, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact PALMco and request to be placed on a Budget Billing plan.

**CUSTOMER INFORMATION RELEASE.** You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your

social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

**DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE.** Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, 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 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). The Ohio Consumers' Counsel (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 www.pickocc.org.

**ELECTRONIC COMMUNICATION.** Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

**FORCE MAJEURE.** Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

**LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

**ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.**

**NO WARRANTIES.** NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**APPLICABLE LAWS, ETC.** This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

**MISCELLANEOUS.** PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utilty's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which

either party may be entitled to herein will constitute a waiver of that right or remedy.

**EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.**

**V.E.17-03.27**

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

**7/20/2017**

[redacted]
**Columbus, OH** [redacted]

## Thank you for choosing PALMco as your energy supplier!

This letter is confirming your selection of PALMco as your **natural gas** supplier and this package contains a copy of the *Terms and Conditions* of your service with PALMco.

## We are currently processing your enrollment

Your enrollment will be sent to **Columbia Gas**. You will receive a confirmation notice from **Columbia Gas** confirming your selection of PALMco as your **natural gas** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, and may take up to 1-2 billing cycles.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with PALMco:

## Your account will begin receiving supply from PALMco within 15 to 45 days from the date of this letter.

**Utility Account Number:** [redacted]
**Rate Plan:** **Introductory Rate of $0.37980 for the first three billing cycles, and a variable rate thereafter.**
**Cancellation Fees:** **None**
**Budget Billing:** **Please contact Columbia Gas.**

## Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to get your feedback, so please call us at the number below.

## Questions?

If you have any questions, please feel free to contact us at 877-726-5862 weekdays 8:00 am to 6:00 pm or email us at *CustomerService@palmcoenergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

PALMco Customer Service

PS. Learn how to refer friends for discounts! Visit palmcoenergy.com/rewards

# OHIO TERMS AND CONDITIONS

**INTRODUCTION:** This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

**ACKNOWLEDGEMENT.** You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility(ies). **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

**CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION.** YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR GAS AND/OR ELECTRIC UTILITY(IES) OF THE TRANSFER OF YOUR GAS AND/OR ELECTRIC SUPPLY SERVICE TO PALMCO AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH PALMCO. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

**LENGTH OF AGREEMENT AND TERMINATION.** This Agreement will begin when your local utility switches your account to PALMco s. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If PALMco decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address(es). You may terminate this Agreement at any time by (a) calling PALMco at (877) 726-5862; (b) sending a letter to PALMco at 8751 18th Avenue, Brooklyn, NY 11214; or (c) emailing PALMco at CustomerService@PalmcoEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with PALMco is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by PALMco prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from PALMco will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by PALMco; or (c) PALMco returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas supply service with PALMco Energy without penalty if you relocate your Service Address(es) (a) outside of the service territory of your gas utility or (b) within the service territory of your gas utility if your gas utility does not permit you to transfer your PALMco Energy contract to your new Service Address(es). You also may cancel this Agreement with PALMco Power without penalty if you relocate your Service Address(es) to an area that PALMco Power does not serve or to an area where PALMco Power charges a different price for electric supply service. In the case of a Service Address relocation, the cancellation shall apply only to the Service Address(es) you move from, and not any other Service Address(es) covered by this Agreement. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing PALMco, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

**PRICING.**

**Natural Gas and/or Electric Introductory Price:** If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

**Natural Gas and/or Electric Fixed Price (when applicable):** You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options. Your service will automatically continue under the specified renewal terms unless you contact PALMco to terminate as set forth herein and as stated in the Renewal Notice. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**Natural Gas Variable Price (when applicable):** You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

**Electric Variable Price (when applicable):** You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

**Natural Gas and/or Electric Supply Price Disclosures:** There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices.

**Other Charges:** You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

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**FIXED TERM AUTOMATIC RENEWAL.** At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew on a month to month basis at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

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**CUSTOMER INFORMATION RELEASE.** You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your

social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

**DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE.** Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, 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 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). The Ohio Consumers' Counsel (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 www.pickocc.org.

**ELECTRONIC COMMUNICATION.** Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

**FORCE MAJEURE.** Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

**LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

**ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.**

**NO WARRANTIES.** NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**APPLICABLE LAWS, ETC.** This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

**MISCELLANEOUS.** PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utilty's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which

either party may be entitled to herein will constitute a waiver of that right or remedy.

**EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.**

**V.E.17-03.27**

# SOMETHING NEW
# IS COMING!

PALMCO® ENERGY → indra® ENERGY

Dear Valued Customer,

We are excited to share some important news regarding the evolution of our company and, as our customer, how this update will benefit you. Today we want to announce that our company name will be changing as of October 1, 2018 to Indra Energy.

We feel this name chenge will better capture our evolving vision and integration of new products and services. This transition will not affect your service and there is no action required on your part.

We value you as a customer and appreciate your feedback. If you hava any questions, please contact our customer care team.

Thank you,

PALMco Energy

**PALMco Energy** 8751 18th Avenue Brooklyn, NY 11214 | 1.877.726.5862 | Palmco**Energy**.com

**Orpheus Craigue**

**From:** Andrea Smith <contactthepuco@puc.state.oh.us>
**Sent:** Friday, March 8, 2019 3:12 PM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257527 [ ref:_00Dt0GzXt._500t0FNMhJ:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Provider of Electric**
**Please Respond Within 3 Business Days**

**CASE ID:** 00257527
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted]
[redacted], New Philadelphia, Ohio [redacted]
**SERVICE ADDRESS:** [redacted]
[redacted], New Philadelphia, Ohio [redacted]
**AIO:** Palmco Power OH LLC [redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

**DESCRIPTION OF ISSUE: [redacted] states she was on budget for $40.00 when she signed up with Indra. She states before completing the Third Party Verification, the representative asked her to lie about her name and address. She states then she receives her first bill and it is for $85.00. Once she paid the bill she cancelled with the company and feels she was deceived and wants her money refunded.**

1. **Do you have record of customer?**
2. **If so, when and how was customer signed up?**
3. **Please provide a copy of signed contract, TPV and sales call.**
4. **Do you offer budget billing?**
5. **If not, was the customer advised of this?**
6. **Do you have record of customer calling to cancel?**
7. **If so, when and was the account cancelled?**

**8. Did the customer report anything about the representative telling her to lie about her name or address?**
**9. Any additional information you could provide would be greatly appreciated.**

Sincerely,
**Andrea Smith**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FNMhJ:ref

## William Schaaf

**From:** William Schaaf
**Sent:** Friday, March 15, 2019 7:58 AM
**To:** Andrea Smith
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257527 [ ref:_00Dt0GzXt._500t0FNMhJ:ref ]
**Attachments:** [redacted]

Hello Andrea and the PUCO,

Regarding Case # 00257527, [redacted]:

This customer's gas and electric accounts were enrolled in Palmco's service on 9/23/18, as the result of a door-door-sale. The enrollment was completed by Ms. Tabitha Weaver, who indicated she was authorized to enroll the accounts. We've attached the TPV recording and signed agreement for this enrollment, as well as the confirmation packages sent to the customer detailing the terms of service. We've also attached a copy of the postcard mailed to the customer which explained that Palmco would be conducting business under its trade name, Indra Energy, in October 2018. The customer's gas and electric accounts began receiving our supply on 10/23/18 and 11/5/18, respectively.

**Gas Plan:** Variable. This included a two-month introductory rate of $2.60 per Mcf, after which the rate would vary month-to-month.
**Electric Plan:** Variable. This included a two-month introductory rate of $0.0520 per kWh, after which rate would vary month-to-month.

On 2/28/19, the customer contacted our Customer Service line and requested to cancel her service with Indra. Outbound drops were processed, and no termination fees were issued for cancellation. The customer's gas and electric accounts are scheduled to stop receiving our supply on 3/29/19 and 4/5/19, respectively. This was the only conversation our Customer Service staff has had with this customer, and during this call, the customer did not make any deceptive claims against the agent.

Although Indra does offer budget billing for AEP customers, this customer did not opt in to budget billing at the time of her enrollment. The customer's electric and gas accounts have received four bills each with Indra as the supplier, and none of these bills show a budget.

The address provided at the time of enrollment matches the address listed on the customer's complaint, so we are confused over the customer's allegation that she was told to lie about this information. Additionally, we are unsure why the customer would be told to lie about her name if she is authorized on the accounts. Of note, our records indicate that the electric account is in [redacted] name, and that the gas account is in [redacted] name.

The customer's accounts have been dropped, and she is scheduled to receive one more gas and electric bill with Indra as her supplier. With that said, if we can help in resolving the customer's concerns here regarding her recent bills, we'd be happy to assist; please feel free to reach out.

Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427

www.IndraEnergy.com

**From:** Andrea Smith [mailto:contactthepuco@puc.state.oh.us]
**Sent:** Friday, March 8, 2019 3:12 PM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257527 [ ref:_00Dt0GzXt._500t0FNMhJ:ref ]

**Initial Submission of a Consumer Complaint**
**Provider of Electric**
**Please Respond Within 3 Business Days**

**CASE ID:** 00257527
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted]
[redacted], New Philadelphia, Ohio [redacted]
**SERVICE ADDRESS:** [redacted]
[redacted] New Philadelphia, Ohio [redacted]
**AIQ:** Palmco Power OH LLC
[redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

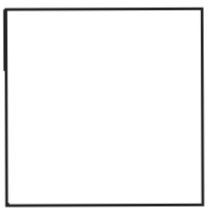
**DESCRIPTION OF ISSUE: [redacted] states she was on budget for $40.00 when she signed up with Indra. She states before completing the Third Party Verification, the representative asked her to lie about her name and address. She states then she receives her first bill and it is for $85.00. Once she paid the bill she cancelled with the company and feels she was deceived and wants her money refunded.**

**1. Do you have record of customer?**
**2. If so, when and how was customer signed up?**

**3. Please provide a copy of signed contract, TPV and sales call.**
**4. Do you offer budget billing?**
**5. If not, was the customer advised of this?**
**6. Do you have record of customer calling to cancel?**
**7. If so, when and was the account cancelled?**
**8. Did the customer report anything about the representative telling her to lie about her name or address?**
**9. Any additional information you could provide would be greatly appreciated.**

Sincerely,
**Andrea Smith**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



ref:_00Dt0GzXt._500t0FNMhJ:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | PUCO Consumer Call Center <contactthepuco@puc.state.oh.us> |
| **Sent:** | Tuesday, March 12, 2019 8:07 AM |
| **To:** | Indra Energy Compliance |
| **Subject:** | PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257954 [ ref:_00Dt0GzXt._500t0FNf1Y:ref ] |
| **Follow Up Flag:** | Follow up |
| **Flag Status:** | Flagged |

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00257954
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], Orrville, Ohio [redacted]
**SERVICE ADDRESS:** [redacted] Orrville, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:** [redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

Good morning,

[redacted] contacted the PUCO regarding Indra. The customer is concerned regarding the rate he was charged in the last month. The customer is unaware of how the enrollment took place.

When was this account enrolled, and how?

Please provide copies of:

*The sales call to this customer

*The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
*Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
*Any signed enrollment agreements
*Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

**Maureen Harbolt**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FNf1Y:ref

**Sariah Brinker**

**From:** William Schaaf
**Sent:** Tuesday, March 19, 2019 12:39 PM
**To:** PUCO Consumer Call Center
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257954 [ ref:_00Dt0GzXt._500t0FNf1Y:ref ]
**Attachments:** [redacted]-TPV.mp3; [redacted]-Confirmation Pack.pdf; Indra Postcard.pdf; [redacted]-Confirmation Pack-Fixed Plan.pdf

Hello Maureen and the PUCO,

Regarding Case # 00257954, ([redacted]):

[redacted] enrolled his gas account in Palmco's variable rate plan on 7/27/17, as the result of a door-to-door sale. We have not yet located the signed agreement for this enrollment, but have attached the TPV recording, as well as the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 8/1/17.

**Gas Plan:** Variable. This included a three-month introductory rate of $2.998 per Mcf, after which the rate would vary month-to-month.

Palmco began conducting business under its trade name, Indra Energy, in October 2018. We're attaching a copy of the postcard mailed to the customer informing him of this brand name change.

On 3/11/19, [redacted] reached out to our Customer Service line and verified a switch to a new rate plan for his gas account. We've attached the confirmation packet mailed to the customer confirming the switch, which was in a 100%-Green 12-Month fixed plan, with a rate of $7.206 per Mcf for 12 months. This plan is set to take effect on the customer's next bill, and does not carry any ETFs. The customer also requested an adjustment of his most recent bill, and was advised that his account would be escalated for further review.

Upon review, we determined that we will rerate the customer's most recent variable bill to the rate of $7.206 per Mcf, which will provide the customer with the effect of extending his fixed rate plan an extra month. We've included a chart below detailing our calculations for this adjustment, which amounts to $91.95 for the billing cycle of 2/1/19 – 3/4/19. We attempted to follow up with [redacted] on 3/19/19 to inform him of this adjustment, but were only able to leave a voicemail message.

| Begin Date | End Date | Billed Usage (ccf) | Supply Charge (with tax) | ReRate To: | ReRate PreTax | ReRate Tax | ReRate Total | Amt Due Customer |
|---|---|---|---|---|---|---|---|---|
| 2/1/2019 | 3/4/2019 | 85 | $157.18 | $0.7206 | $61.25 | $3.98 | $65.23 | **$91.95** |

Let us know if we can be of any further assistance. Thank you.

William Schaaf – Asst. Compliance Officer

1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 19, 2019 10:08 AM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257954 [ ref:_00Dt0GzXt._500t0FNf1Y:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Second Request for Information**
**Regarding the Initial Submission of a Consumer Complaint**

**Please Respond Within 3 Days**

**CASE ID:** 00257954
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Orrville, Ohio [redacted]
**SERVICE ADDRESS:** [redacted] Orrville, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:** [redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

An initial complaint was sent to you on 3/12/2019. Please review the customer's concerns and respond within three business days.

Sincerely,

**Maureen Harbolt**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

---------- Original Message ----------
**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
**Sent:** 3/12/2019 8:07 AM
**To:** compliance@indraenergy.com
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00257954 [ ref:_00Dt0GzXt._500t0FNf1Y:ref ]

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00257954
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], Ohio [redacted]
**SERVICE ADDRESS:** [redacted], Orrville, Ohio [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:**
**NIQ:** [redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

Good morning,

[redacted] contacted the PUCO regarding Indra. The customer is concerned regarding the rate he was charged in the last month. The customer is unaware of how the enrollment took place.

When was this account enrolled, and how?

Please provide copies of:

*The sales call to this customer
*The TPV completed at the time of enrollment or the IP address used by the customer to submit the enrollment request
*Welcome Letter with the Terms and Conditions for service mailed or e-mailed to the customer
*Any signed enrollment agreements
*Renewal letters

Please provide any additional information that may assist in investigation.

Sincerely,

**Maureen Harbolt**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department

Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FNf1Y:ref

PALMcoEnergy
8751 18th Avenue
Brooklyn, NY 11214

w: PalmcoEnergy.com
e: CustomerService@PalmcoEnergy.com
toll free: 1 (877) 726 5862

**7/31/2017**

[redacted]
**Orrville, OH** [redacted]

## Thank you for choosing PALMco as your energy supplier!

This letter is confirming your selection of PALMco as your **natural gas** supplier and this package contains a copy of the *Terms and Conditions* of your service with PALMco.

## We are currently processing your enrollment

Your enrollment will be sent to **Dominion East Ohio**. You will receive a confirmation notice from **Dominion East Ohio** confirming your selection of PALMco as your **natural gas** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, and may take up to 1-2 billing cycles.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with PALMco:

## Your account will begin receiving supply from PALMco within 15 to 45 days from the date of this letter.

**Utility Account Number:** [redacted]
**Rate Plan:** **Introductory Rate of $2.99800 for the first three billing cycles, and a variable rate thereafter.**
**Cancellation Fees:** **None**
**Budget Billing:** **Please contact Dominion East Ohio.**

## Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to get your feedback, so please call us at the number below.

## Questions?

If you have any questions, please feel free to contact us at 877-726-5862 weekdays 8:00 am to 6:00 pm or email us at *CustomerService@palmcoenergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

PALMco Customer Service

PS. Learn how to refer friends for discounts! Visit palmcoenergy.com/rewards

## OHIO TERMS AND CONDITIONS

**INTRODUCTION:** This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between PALMco Energy OH, LLC ("PALMco Energy" or "PALMco") and you for natural gas supply service and/or PALMco Power OH, LLC ("PALMco Power or "PALMco") and you for electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to PALMco and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

**ACKNOWLEDGEMENT.** You acknowledge as follows: **(A)** Any PALMco sales representative with whom you have spoken represents PALMco and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** PALMco will not charge you a fee to switch to PALMco as your natural gas and/or electric supplier. **(D)** Your utility(ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and PALMco's charges. **(E)** PALMco does not guarantee savings or promise rates lower than your utility(ies). **(F)** Your incumbent gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

**CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION.** YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR GAS AND/OR ELECTRIC UTILITY(IES) OF THE TRANSFER OF YOUR GAS AND/OR ELECTRIC SUPPLY SERVICE TO PALMCO AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH PALMCO. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH PALMCO WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

**LENGTH OF AGREEMENT AND TERMINATION.** This Agreement will begin when your local utility switches your account to PALMco s. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If PALMco decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address(es). You may terminate this Agreement at any time by (a) calling PALMco at (877) 726-5862; (b) sending a letter to PALMco at 8751 18th Avenue, Brooklyn, NY 11214; or (c) emailing PALMco at CustomerService@PalmcoEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with PALMco is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by PALMco prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from PALMco will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by PALMco; or (c) PALMco returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas supply service with PALMco Energy without penalty if you relocate your Service Address(es) (a) outside of the service territory of your gas utility or (b) within the service territory of your gas utility if your gas utility does not permit you to transfer your PALMco Energy contract to your new Service Address(es). You also may cancel this Agreement with PALMco Power without penalty if you relocate your Service Address(es) to an area that PALMco Power does not serve or to an area where PALMco Power charges a different price for electric supply service. In the case of a Service Address relocation, the cancellation shall apply only to the Service Address(es) you move from, and not any other Service Address(es) covered by this Agreement. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing PALMco, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

**PRICING.**

**Natural Gas and/or Electric Introductory Price:** If you receive natural gas and/or electric supply service from PALMco, you will pay an Introductory Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

**Natural Gas and/or Electric Fixed Price (when applicable):** You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, PALMco will send you a notice with your contract renewal and pricing options. Your service will automatically continue under the specified renewal terms unless you contact PALMco to terminate as set forth herein and as stated in the Renewal Notice. If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**Natural Gas Variable Price (when applicable):** You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by PALMco in its sole discretion, based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that PALMco performs for you, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

**Electric Variable Price (when applicable):** You will pay a Variable Price for electric supply service that may vary from month to month as determined by PALMco in its sole discretion based on a zonal locational marginal price ("LMP") determined on a day ahead or real time basis, any supply and agency functions that PALMco performs for you, line loss, compliance costs, certain transmission, capacity, ancillary, and administrative costs incurred by PALMco, and other prevailing market conditions, plus PALMco's costs, expenses and margins.

**Natural Gas and/or Electric Supply Price Disclosures:** There is no limit on how much the Variable Price of your natural gas and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. PALMco does not guarantee savings in any month or for the entire length of this Agreement. PALMco's current and historical prices are not an indicator of future prices.

**Other Charges:** You are also responsible for paying and reimbursing PALMco for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on PALMco and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish PALMco an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

**No Early Termination Fee.** If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**FIXED TERM AUTOMATIC RENEWAL.** At least forty-five (45) days before the expiration of your Fixed Term, PALMco will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying PALMco in accordance with the Termination section herein, then your Agreement will automatically renew on a month to month basis at the rate then in effect in accordance with the terms set forth in the Renewal Notice. *PALMco can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.*

**RESOURCE MIX AND ENVIRONMENTAL CHARACTERISTICS.** The applicable generation resource mix and environmental characteristics of the electric supply sold by PALMco Power are available at www.palmcoenergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio.

**BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING.** **Natural Gas and/or Electric:** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay PALMco's charges for natural gas and/or electric supply service based on meter readings and consumption information that PALMco receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both PALMco's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by PALMco by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying PALMco's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, PALMco may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from PALMco, without charge, up to 24 months of your payment history covering services rendered by PALMco, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact PALMco and request to be placed on a Budget Billing plan.

**CUSTOMER INFORMATION RELEASE.** You authorize PALMco to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your gas and/or electric utility(ies), so that PALMco can start and continue its service to you. PALMco reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. **PALMco Energy** will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third party supplier. **PALMco Power** will not release your

social security number and/or account number(s) without your written or electronic consent, except for PALMco Power's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third party supplier.

**DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE.** Contact PALMco at 1-877-726-5862 (toll free) between the hours of 8 a.m. and 5 p.m. EST or EDT, by U.S. mail at 8751 18th Avenue, Brooklyn, NY 11214, or by e-mail at CustomerService@PalmcoEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted PALMco and/or your utility, 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 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). The Ohio Consumers' Counsel (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 www.pickocc.org.

**ELECTRONIC COMMUNICATION.** Unless otherwise required by law, if you provide PALMco with your email address, you agree that PALMco may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying PALMco of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to PALMco by you.

**FORCE MAJEURE.** Neither PALMco nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

**LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR PALMCO WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

**ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH PALMCO PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.**

**NO WARRANTIES.** NEITHER PALMCO ENERGY NOR PALMCO POWER MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**APPLICABLE LAWS, ETC.** This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

**MISCELLANEOUS.** PALMco assumes no responsibility or liability for the following items that are the responsibility of the utility(ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utilty's service. This Agreement is the entire understanding between you and PALMco with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. PALMco will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, PALMco wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without PALMco's prior written consent. PALMco may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or PALMco to exercise any right or remedy to which

either party may be entitled to herein will constitute a waiver of that right or remedy.

**EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.**

**V.E.17-03.27**

# SOMETHING NEW
# IS COMING!

PALMCO® ENERGY → indra® ENERGY

Dear Valued Customer,

We are excited to share some important news regarding the evolution of our company and, as our customer, how this update will benefit you. Today we want to announce that our company name will be changing as of October 1, 2018 to Indra Energy.

We feel this name change will better capture our evolving vision and integration of new products and services. This transition will not affect your service and there is no action required on your part.

We value you as a customer and appreciate your feedback. If you have any questions, please contact our customer care team.

Thank you,

PALMco Energy

**PALMco Energy** 8751 18th Avenue Brooklyn, NY 11214 | 1.877.726.5862 | PalmcoEnergy.com

**Indra Energy**
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

**w:** IndraEnergy.com
**e:** CustomerCare@IndraEnergy.com
**toll free:** 1 (888) 50-INDRA
1 (888) 504 6372

**3/12/2019**

[redacted]
**Orrville, OH** [redacted]

## Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **natural gas** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

## We are currently processing your enrollment

Your enrollment will be sent to **Dominion East Ohio**. You will receive a confirmation notice from **Dominion East Ohio** confirming your selection of Indra Energy as your **natural gas** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

**Utility Account Number:** [redacted]
**Rate Plan:** **Fixed Rate of $7.20600/Mcf for 12 months.**
**Cancellation Fees:** **None.**
**Budget Billing:** **Please contact Dominion East Ohio.**
**Renewable Energy Product Information:** **One hundred percent (100%) of your natural gas usage will be matched with carbon offsets.**

## Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

## Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

## OHIO TERMS AND CONDITIONS

**INTRODUCTION.** This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between Indra Energy ("Indra") and you for natural gas supply service and/or electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to Indra and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

**ACKNOWLEDGEMENT.** You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

**CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION.** YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

**LENGTH OF AGREEMENT AND TERMINATION.** This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

**PRICING.**

**Natural Gas and/or Electric Introductory or Initial Price (when applicable):** You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

**Natural Gas and/or Electric Fixed Price (when applicable):** You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

**Natural Gas Variable Price (when applicable):** You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

**Electric Variable Price (when applicable):** You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

**Natural Gas and/or Electric Supply Price Disclosures:** There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

**Other Charges:** You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

**NO EARLY TERMINATION FEE.** If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**FIXED TERM AUTOMATIC RENEWAL**. At least forty-five (45) days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

**RESOURCE MIX, ENVIRONMENTAL CHARACTERISTICS, & RENEWABLE ENERGY INFORMATION.** The applicable generation resource mix and environmental characteristics of the electric supply sold by Indra are available at www.IndraEnergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio. If you select an electric renewable energy product, one hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States which have been qualified as such. If you select a natural gas renewable energy product, one hundred percent (100%) of your natural gas usage will be matched with carbon offsets.

**BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING.** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay Indra's charges for natural gas and/or electric supply service based on meter readings and consumption information that Indra receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both Indra's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Indra by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying Indra's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, Indra may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from Indra, without charge, up to 24 months of your payment history covering services rendered by Indra, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact Indra and request to be placed on a Budget Billing plan.

**CUSTOMER INFORMATION RELEASE.** You authorize Indra to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your natural gas and/or electric utility (ies), so that Indra can start and continue its service to you. Indra reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. For your **natural gas supply**, Indra will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third-party supplier. For your **electric supply**, Indra will not release your social security number, account number(s) without your written or electronic consent, except for Indra's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third-party supplier.

**DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE.** Contact Indra at (888) 504-6372 (toll free), by U.S. mail at 1515 Market Street, Suite 1200, Philadelphia, PA 19102, or by e-mail at CustomerCare@IndraEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted Indra and/or your utility, 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 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). The Ohio Consumers' Counsel (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 www.pickocc.org.

**ELECTRONIC COMMUNICATION.** Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

**FORCE MAJEURE.** Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

**LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR INDRA WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

**ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH INDRA PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.**

**NO WARRANTIES.** INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**APPLICABLE LAWS, ETC.** This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

**AGREEMENT DETAILS.** Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

**MISCELLANEOUS.** Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

**EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.**

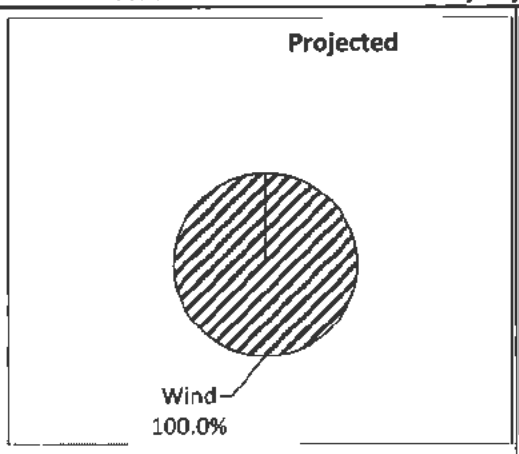
## Green Product Environmental Disclosure Information – Quarterly Comparisons

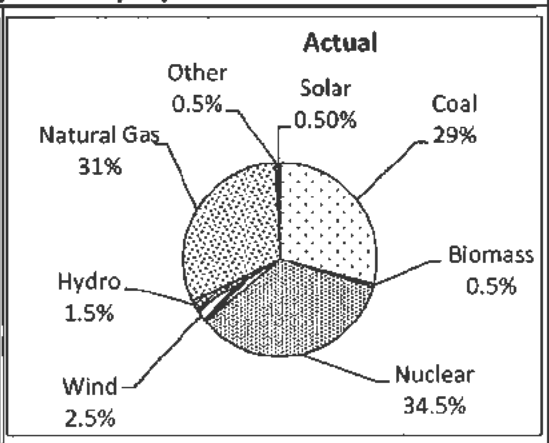
### Indra Energy

### Projected Data for the 2018 Calendar Year

### Actual Data for the Period 01/01/18 to 12/31/18

**Generation Resource Mix -**
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.



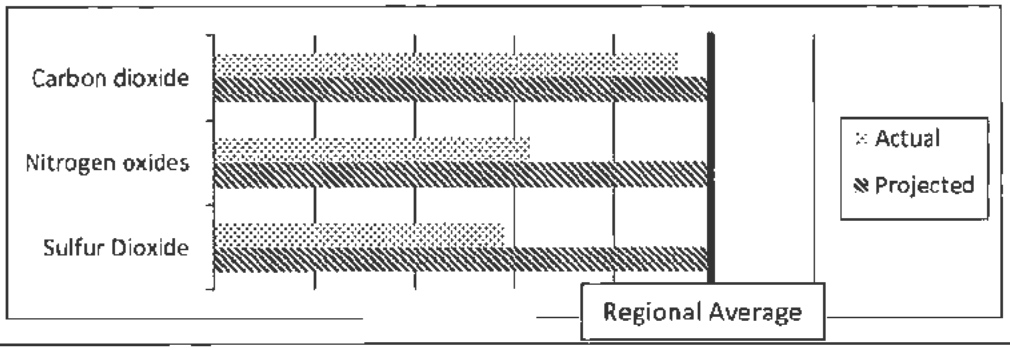

**Environmental Characteristics–**

A description of the characteristics associated with each possible generation resource.

| | |
|---|---|
| Biomass Power | Air Emissions and Solid Waste |
| Coal Power | Air Emissions and Solid Waste |
| Hydro Power | Wildlife Impacts |
| Natural Gas Power | Air Emissions and Solid Waste |
| Nuclear Power | Radioactive Waste |
| Oil Power | Air Emissions and Solid Waste |
| Other Sources | Unknown Impacts |
| Solar Power | No Significant Impacts |
| Unknown Purchased Resources | Unknown Impacts |
| Wind Power | Wildlife Impacts |

**Air Emissions –**

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.




**Radioactive Waste –**

Radioactive waste associated with the product.

| Type: | Quantity: | |
|---|---|---|
| High-Level Radioactive Waste | Unknown | Lbs./1,000 kWh |
| Low-Level Radioactive Waste | Unknown | $Ft^3$/1,000 kWh |

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

VE19-03.01

**Cheryl Smith**

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, May 21, 2019 11:11 AM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Second Request for Information**
**Regarding the Initial Submission of a Consumer Complaint**
**Please Respond Within 3 Days**

**CASE ID:** 00504071
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], Columbus, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], Columbus, Ohio [redacted]
**AIQ:** Palmco Power OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ** [redacted]
***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

**DESCRIPTION OF ISSUE:**
Good morning,

An initial complaint was sent to you on 5/14/19. Please review the customer's concerns and respond within three business days.
Sincerely,
**Shawn Thompson**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0IgVse:ref

## Cheryl Smith

**From:** Indra Energy Compliance
**Sent:** Wednesday, June 12, 2019 3:44 PM
**To:** 'PUCO Consumer Call Center'
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]
**Attachments:** [redacted]Sales Call.wav

Good afternoon.

Attached is the sales call, as requested.

Thanks.

Bellkys Castillo – Compliance Supervisor

1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427

www.IndraEnergy.com

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
**Sent:** Wednesday, June 12, 2019 2:48 PM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]

Good afternoon,

Please resend the sales call.

Thank you,

Shawn Thompson

---------- Original Message ----------
**From:** PUCO Consumer Call Center [contactthepuco@puc.state.oh.us]
**Sent:** 6/4/2019 9:22 AM
**To:** compliance@indraenergy.com
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]

Good morning,

I am unable to open the sales call. Please resend.

Thank you,

Shawn Thompson

---------- Original Message ----------
**From:** Indra Energy Compliance [compliance@indraenergy.com]
**Sent:** 5/29/2019 4:49 PM
**To:** contactthepuco@puco.ohio.gov
**Cc:** compliance@indraenergy.com
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]

Good afternoon.

The customer authorized the enrollment of her electric account on November 16, 2018, via a telemarketing sale, into our variable rate plan at an introductory rate of $0.05200 per kWh for the first two billing cycles, then a variable rate thereafter. Attached are the sales calls, Third-Party Verification conducted by the customer, and the enrollment confirmation packet, inclusive of the terms and conditions of service, sent to the customer clearly summarizing the enrollment of her energy account.

The enrollment was submitted to the customer's utility company on November 20, 2018, with a service start date received from the utility for January 3, 2019. Upon receipt of the customer's cancellation request on April 9, 2019, we immediately processed and received a service end date of May 2, 2019, from the utility. Please note there is no early termination fee assessed to the customer's electric account.

The customer's electric account was assessed the below rates per billing cycle according to the terms and conditions of the enrollment.

| Begin Read Date | End Read Date | Billed Usage | Unit Price (kWh) |
|---|---|---|---|
| 4/2/2019 | 5/2/2019 | 975 | $ 0.16874 |
| 3/4/2019 | 4/2/2019 | 1,055 | $ 0.17404 |
| 2/1/2019 | 3/4/2019 | 1,124 | $ 0.05200 |
| 1/3/2019 | 2/1/2019 | 1,209 | $ 0.05200 |

Regards,

Compliance

1515 Market Street, Suite 1200

Philadelphia, PA 19102

P: 888.504.6372

F: 718.851.2427

www.IndraEnergy.com

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, May 21, 2019 11:11 AM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**

**Second Request for Information**

**Regarding the Initial Submission of a Consumer Complaint**

**Please Respond Within 3 Days**

**CASE ID:** 00504071

**CUSTOMER:** [redacted]

**ADDRESS:** [redacted], Columbus, Ohio [redacted]

**SERVICE ADDRESS:** [redacted], Columbus, Ohio [redacted]

**AIQ:** Palmco Power OH LLC

**SERVICE ACCOUNT NUMBER:** [redacted]

[redacted]

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

**DESCRIPTION OF ISSUE:**

Good morning,

An initial complaint was sent to you on 5/14/19. Please review the customer's concerns and respond within three business days.

Sincerely,

**Shawn Thompson**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0IgVse:ref

**Cheryl Smith**

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, May 14, 2019 3:00 PM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0lgVse:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Provider of Natural Gas or Electric Supply**
**Please Respond Within 3 Business Days**

**CASE ID:** [redacted]4071
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], Columbus, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], Columbus, Ohio [redacted]
**AIQ:** Palmco Power OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:** [redacted]
***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v) or O.A.C. 4901:1-21-06(D)(1)(h)(v)***

**DESCRIPTION OF ISSUE:**

Good afternoon,

This customer has contacted the PUCO regarding their enrollment with your company. Customer states that she was misled by the agent. She was told that her rate would not be more than AEP's rate. Customer states that she has cancelled the service, but would like to see if she can get any reimbursement.

Please review the account and advise:

1. When, how, and by whom the enrollment was completed?
2. If the enrollment was for a fixed, variable, or variable with an introductory rate product.
3. What was the customer billed per CCF/MCF/kWh for all service periods during which the customer was enrolled?

4. The date the enrollment was forwarded to the distribution utility and the service effective date provided by the distribution utility.
5. Has a request to cancel or drop the enrollment been received? If so, please provide the service end date provided by the distribution utility.
6. Are there any early termination fees associated with this enrollment? If so, will the fees be waived and if not, why?

Please also provide copies of all enrollment materials to include (as applicable):

1. The sales script and/or sales call used to market this customer.
2. The signed agreement for service.
3. The Terms and Conditions of Service.
4. The signed Acknowledgement form.
5. The Welcome Letter mailed to the customer.
6. The Third Party Verification recording for this enrollment.
7. The contract expiration notices mailed to the customer.

Sincerely,
**Shawn Thompson**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0IgVse:ref

**Cheryl Smith**

**From:** Indra Energy Compliance
**Sent:** Wednesday, May 29, 2019 4:50 PM
**To:** 'Shawn Thompson'
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]
**Attachments:** [redacted]Conformation Package Electric.pdf; [redacted] Sales Call.wav; [redacted] TPV.mp3

Good afternoon.

The customer authorized the enrollment of her electric account on November 16, 2018, via a telemarketing sale, into our variable rate plan at an introductory rate of $0.05200 per kWh for the first two billing cycles, then a variable rate thereafter. Attached are the sales calls, Third-Party Verification conducted by the customer, and the enrollment confirmation packet, inclusive of the terms and conditions of service, sent to the customer clearly summarizing the enrollment of her energy account.

The enrollment was submitted to the customer's utility company on November 20, 2018, with a service start date received from the utility for January 3, 2019. Upon receipt of the customer's cancellation request on April 9, 2019, we immediately processed and received a service end date of May 2, 2019, from the utility. Please note there is no early termination fee assessed to the customer's electric account.

The customer's electric account was assessed the below rates per billing cycle according to the terms and conditions of the enrollment.

| Begin Read Date | End Read Date | Billed Usage | Unit Price (kWh) |
|---|---|---|---|
| 4/2/2019 | 5/2/2019 | 975 | $ 0.16874 |
| 3/4/2019 | 4/2/2019 | 1,055 | $ 0.17404 |
| 2/1/2019 | 3/4/2019 | 1,124 | $ 0.05200 |
| 1/3/2019 | 2/1/2019 | 1,209 | $ 0.05200 |

Regards,

Compliance

indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
P: 888.504.6372
F: 718.851.2427
www.IndraEnergy.com

**From:** Shawn Thompson <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, May 21, 2019 11:11 AM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00504071 [ ref:_00Dt0GzXt._500t0IgVse:ref ]

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Second Request for Information**
**Regarding the Initial Submission of a Consumer Complaint**
**Please Respond Within 3 Days**

**CASE ID:** 00504071
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], Columbus, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], Columbus, Ohio [redacted]
**AIQ:** Palmco Power OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:** [redacted]
***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-21-06(D)(1)(h)(v)***

**DESCRIPTION OF ISSUE:**
Good morning,

An initial complaint was sent to you on 5/14/19. Please review the customer's concerns and respond within three business days.
Sincerely,
**Shawn Thompson**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov
This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0IgVse:ref

**Indra Energy**
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

**w:** IndraEnergy.com
**e:** CustomerCare@IndraEnergy.com
**toll free:** 1 (888) 50-INDRA
1 (888) 504 6372

**11/19/2018**

[redacted]

**Columbus, OH** [redacted]

## Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

## We are currently processing your enrollment

Your enrollment will be sent to **AEP**. You will receive a confirmation notice from **AEP** confirming your selection of Indra Energy as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

**Utility Account Number:** [redacted]
**Rate Plan:** **Introductory Rate of $0.05200/kWh for the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/.**
**Cancellation Fees:** **None.**
**Budget Billing:** **Available upon request.**
**Renewable Energy Product Information:** **One hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States.**

## Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

## Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

## OHIO TERMS AND CONDITIONS

**INTRODUCTION.** This is an agreement, together with your Confirmation Letter, and any and all Renewal Notices (if applicable) (collectively, the "Agreement"), between Indra Energy ("Indra") and you for natural gas supply service and/or electric supply service at each of the account service addresses listed in your Confirmation Letter (or in an addendum). You agree to authorize a switch of your natural gas and/or electric supply service to Indra and to purchase all the natural gas and/or electricity required to service each of the accounts listed in your Confirmation Letter (or listed in an addendum) at a price as described in this Agreement.

**ACKNOWLEDGEMENT.** You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

**CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION.** YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

**LENGTH OF AGREEMENT AND TERMINATION.** This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

**PRICING.**

**Natural Gas and/or Electric Introductory or Initial Price (when applicable):** You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

**Natural Gas and/or Electric Fixed Price (when applicable):** You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

**Natural Gas Variable Price (when applicable):** You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

**Electric Variable Price (when applicable):** You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

**Natural Gas and/or Electric Supply Price Disclosures:** There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

**Other Charges:** You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

**NO EARLY TERMINATION FEE.** If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**FIXED TERM AUTOMATIC RENEWAL.** At least forty-five (45) days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

**RESOURCE MIX, ENVIRONMENTAL CHARACTERISTICS, & RENEWABLE ENERGY INFORMATION.** The applicable generation resource mix and environmental characteristics of the electric supply sold by Indra are available at www.IndraEnergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio. If you select an electric renewable energy product, one hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States which have been qualified as such.

**BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING.** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay Indra's charges for natural gas and/or electric supply service based on meter readings and consumption information that Indra receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both Indra's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Indra by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying Indra's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, Indra may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from Indra, without charge, up to 24 months of your payment history covering services rendered by Indra, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact Indra and request to be placed on a Budget Billing plan.

**CUSTOMER INFORMATION RELEASE.** You authorize Indra to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your natural gas and/or electric utility (ies), so that Indra can start and continue its service to you. Indra reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. For your **natural gas supply**, Indra will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third-party supplier. For your **electric supply**, Indra will not release your social security number, account number(s) without your written or electronic consent, except for Indra's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third-party supplier.

**DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE.** Contact Indra at (888) 504-6372 (toll free), by U.S. mail at 1515 Market Street, Suite 1200, Philadelphia, PA 19102, or by e-mail at CustomerCare@IndraEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted Indra and/or your utility, 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 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). The Ohio Consumers' Counsel (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 www.pickocc.org.

**ELECTRONIC COMMUNICATION.** Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

**FORCE MAJEURE.** Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

**LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR INDRA WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

**ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH INDRA PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.**

**NO WARRANTIES.** INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**APPLICABLE LAWS, ETC.** This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

**AGREEMENT DETAILS.** Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

**MISCELLANEOUS.** Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

**EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.**

**V.E.18-10.01**

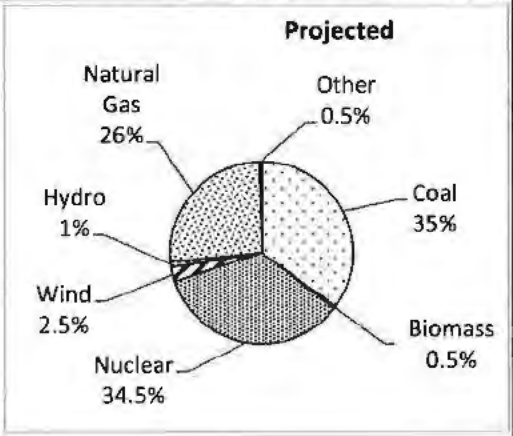
## Environmental Disclosure Information – Quarterly Comparisons

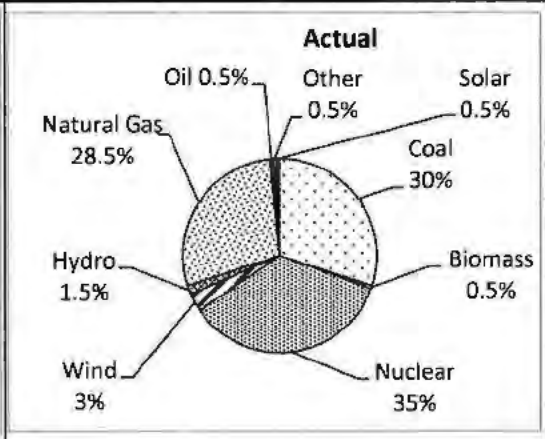
## Indra Energy

## Projected Data for the 2018 Calendar Year

## Actual Data for the Period 01/01/18 to 6/30/18

**Generation Resource Mix -**
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.



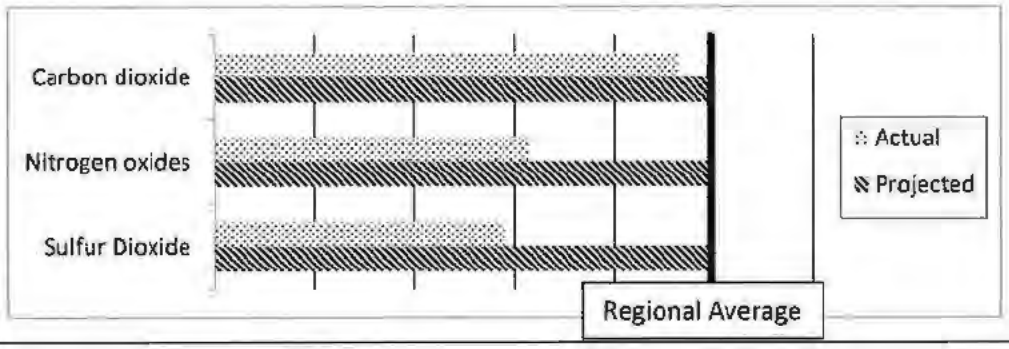

**Environmental Characteristics–**

A description of the characteristics associated with each possible generation resource.

| | |
|---|---|
| Biomass Power | Air Emissions and Solid Waste |
| Coal Power | Air Emissions and Solid Waste |
| Hydro Power | Wildlife Impacts |
| Natural Gas Power | Air Emissions and Solid Waste |
| Nuclear Power | Radioactive Waste |
| Oil Power | Air Emissions and Solid Waste |
| Other Sources | Unknown Impacts |
| Solar Power | No Significant Impacts |
| Unknown Purchased Resources | Unknown Impacts |
| Wind Power | Wildlife Impacts |

**Air Emissions –**

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.




**Radioactive Waste –**

Radioactive waste associated with the product.

| Type: | Quantity: | |
|---|---|---|
| High-Level Radioactive Waste | Unknown | Lbs./1,000 kWh |
| Low-Level Radioactive Waste | Unknown | $Ft^3$/1,000 kWh |

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

**Sariah Brinker**

**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
**Sent:** Friday, April 05, 2019 11:41 AM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262543 [ ref:_00Dt0GzXt._500t0GIjet:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Please Respond Within 10 Business Days**

**CASE ID:** 00262543
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted], Doylestown, Ohio [redacted]
**SERVICE ADDRESS:** [redacted], Doylestown, Ohio [redacted]
**AIQ:** Palmco Power OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**
She enrolled with Indra in Nov or Dec with a promise of lower rates and no additional charges and she did not do a TPV. She was on budget for $77. When her most recent bill on 4/3 was $280....this caused alarm. OE advised caller that she was paying 0.17.32 per kwh vs .0521 with OE.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

**Kelly Mabra**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0GIjet:ref

**Second Submission of a Consumer Complaint**

**Please Respond Within 10 Business Days**

**CASE ID:** 00262543

**COMPANY:**

**CUSTOMER:** [redacted]

**ADDRESS:** [redacted], Doylestown, Ohio [redacted]

**SERVICE ADDRESS:** [redacted], Doylestown, Ohio [redacted]

**AIQ:** Palmco Power OH LLC

**SERVICE ACCOUNT NUMBER:** [redacted]

**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**
She enrolled with Indra in Nov or Dec with a promise of lower rates and no additional charges and she did not do a TPV. She was on budget for $77. When her most recent bill on 4/3 was $280....this caused alarm. OE advised caller that she was paying 0.17.32 per kwh vs .0521 with OE.

PUCO Question(s):
How (telephone, kiosk or door-to-door) and when was this customer signed up? Who agreed to the contract? How much was the term rate? Fixed or variable? If applicable, when was the reminder sent to address regarding the contract end date? Please provide a copy of the contract, call script, recorded call with the customer and marketer and TPV.

Sincerely,

**Kelly Mabra**

Public Utilities Commission of Ohio

Service Monitoring and Enforcement Department

Customer Service Investigator

(800) 686-PUCO (7826)

www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0GIjet:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | Keenia Joseph |
| **Sent:** | Tuesday, May 07, 2019 10:00 AM |
| **To:** | 'contactthepuco@puco.ohio.gov' |
| **Cc:** | Indra Energy Compliance; Mark Whitt; Becky Glover |
| **Subject:** | RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262543 [ ref:_00Dt0GzXt._500t0GIjet:ref ] |
| **Attachments:** | [redacted] TPV.mp3; Confirmation Package Electric.pdf |

Hello Kelly,

[redacted] electric account was enrolled via door-to-door sales on December 4, 2018, with a service start date of December 28, 2018. On December 11, 2018, as part of our quality control measures, [redacted] was contacted by the company to confirm that that she enrolled her account. She confirmed that the she wanted to enroll her account. On April 3, 2019, [redacted] contacted the company regarding her rates, she requested the cancellation of her supply service with the company. On the same day as her request, the company submitted a drop request to her utility. The utility returned with a service end date of April 29th, 2019.

Rate Plan: Introductory Rate of $0.05100/kWh for the first two billing cycles, and a variable rate thereafter.

Please find attached the TPV, and confirmation package sent to [redacted]. After a diligent search of our records, we were unable to locate the door-to-door sales agreement executed by [redacted] There is no renewal letter to provide as the rate was offered to [redacted] for two months

Regards,

Keenia Joseph – Director of Compliance

indra ENERGY

1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427

www.IndraEnergy.com

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**From:** PUCO Consumer Call Center <contactthepuco@puc.state.oh.us>
**Sent:** Wednesday, April 17, 2019 4:15 PM
**To:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00262543 [ ref:_00Dt0GzXt._500t0GIjet:ref ]

Ohio | Public Utilities Commission

**Indra Energy**
1515 Market Street, Suite 1200
Philadelphia, PA, 19102

**w:** IndraEnergy.com
**e:** CustomerCare@IndraEnergy.com
**toll free:** 1 (888) 50-INDRA
1 (888) 504 6372

**12/6/2018**

[redacted]

**Doylestown, OH** [redacted]

## Thank you for choosing Indra Energy as your energy supplier!

This letter is confirming your selection of Indra Energy as your **electricity** supplier and this package contains a copy of the *Terms and Conditions* of your service with Indra Energy.

## We are currently processing your enrollment

Your enrollment will be sent to **Ohio Edison**. You will receive a confirmation notice from **Ohio Edison** confirming your selection of Indra Energy as your **electricity** supplier. Your service will begin with your first meter read by your utility after your enrollment is accepted, which may take up to 1-2 billing cycles. If you decide to rescind your enrollment request, per Ohio state regulations, you must contact your utility to do so.

If, for any reason, we are unable to enroll your account we will be sure to contact you to resolve the issue.

Below is a summary of your service account with Indra Energy:

**Utility Account Number:** [redacted]
**Rate Plan:** **Introductory Rate of $0.05100/kWh for the first two billing cycles, and a variable rate thereafter. To access future variable pricing information, updated monthly, visit Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/.**
**Cancellation Fees:** **None.**
**Budget Billing:** **Available upon request.**
**Renewable Energy Product Information:** **One hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States.**

## Your feedback is important to us!

You may receive a phone call from us to obtain your feedback regarding your enrollment experience.
If not, we'd love to hear from you, so please call us at the number below.

## Questions?

If you have any questions, please feel free to contact us at 888-504-6372 weekdays 8:00 am to 7:00 pm or email us at *CustomerCare@IndraEnergy.com*.

Thank you again for choosing us as your energy supplier!

Sincerely,

Indra Energy Customer Care

PS. Learn how to refer friends for rewards! Visit IndraEnergyRewards.com

## OHIO TERMS AND CONDITIONS

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**ACKNOWLEDGEMENT.** You acknowledge as follows: **(A)** Any Indra sales representative with whom you have spoken represents Indra and is not from your utility or affiliated with your utility. **(B)** You are the named customer on each of the account(s) listed above (or in any addendum), or you are the spouse of the named customer on such account(s), or you are over 18 years old and authorized to make decisions concerning such account(s). **(C)** Indra will not charge you a fee to switch to Indra as your natural gas and/or electric supplier. **(D)** Your utility (ies) will continue to deliver your gas and/or electricity and send you your natural gas and/or electricity bills, which will contain both your utility's charges and Indra's charges. **(E)** Indra does not guarantee savings or promise rates lower than your utility (ies). **(F)** Your incumbent natural gas and/or electric utility may charge you switching fees. **(G)** There are no cancellation fees under this Agreement. **(H)** You are not currently approved for or enrolled in PIPP and/or any other such utility arrearage crediting program.

**CONFIRMATION NOTICE, YOUR RIGHT OF RESCISSION.** YOU WILL RECEIVE A WRITTEN CONFIRMATION NOTICE FROM YOUR NATURAL GAS AND/OR ELECTRIC UTILITY (IES) OF THE TRANSFER OF YOUR NATURAL GAS AND/OR ELECTRIC SUPPLY SERVICE TO INDRA AND ADVISING YOU OF YOUR RIGHT TO RESCIND YOUR ENROLLMENT WITH INDRA. FOR GAS SUPPLY SERVICE, YOU HAVE 7 BUSINESS DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR NATURAL GAS ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR GAS UTILITY (ORALLY OR IN WRITING). FOR ELECTRIC SUPPLY SERVICE, YOU HAVE 7 DAYS FROM THE DATE OF THE POSTMARK OF THAT NOTICE DURING WHICH YOU MAY RESCIND THIS AGREEMENT AND YOUR ELECTRIC ENROLLMENT WITH INDRA WITHOUT PENALTY BY CONTACTING YOUR ELECTRIC UTILITY (ORALLY, ELECTRONICALLY, OR IN WRITING).

**LENGTH OF AGREEMENT AND TERMINATION.** This Agreement will begin when your local utility switches your account to Indra. For Variable Price natural gas and/or electric supply service, this Agreement will continue on a month-to-month basis. For Fixed Price natural gas and/or electric supply service, this Agreement will continue for the period of time set forth in your Confirmation Letter. If Indra decides to terminate as provided in this Agreement, it shall provide advance notice to you in writing to your Service Address (es). You may terminate this Agreement at any time by: (a) calling (888) 504-6372; (b) sending a letter to 1515 Market Street, Suite 1200, Philadelphia, PA 19102; or (c) emailing CustomerCare@IndraEnergy.com. Upon termination as provided in this Agreement, you will be returned to your utility's standard service or you may choose another supplier. In any case in which your natural gas and/or electric supply service with Indra is terminated as provided in this Agreement, you will remain obligated to pay for the natural gas and/or electric supply service provided by Indra prior to the effective date of the termination. The effective date of termination will be determined by your utility. Your natural gas and/or electric supply service from Indra will terminate automatically without penalty to you if any of the following occurs: (a) your Service Address(es) is not served or no longer served by your utility; (b) you move outside your utility's service area or to an area not served by Indra; or (c) Indra returns you to your utility's applicable tariff service pursuant to the terms of this Agreement. You may also cancel your natural gas and/or electric supply service with Indra without penalty if you relocate your Service Address(es): (a) outside of the service territory of your gas and/or electric utility(ies); (b) within the service territory of your gas and/or electric utility(ies) if your utility does not permit you to transfer your Indra contract to your new Service Address(es); or (c) to an area where Indra charges a different price for natural gas and/or electric supply service. If you voluntarily return or switch back to your natural gas and/or electric utility after choosing Indra, you may not be served under the same rates, terms, and conditions as those available to other customers served by your natural gas and/or electric utility.

**PRICING.**

**Natural Gas and/or Electric Introductory or Initial Price (when applicable):** You will pay an Introductory/Initial Price as set forth in your Confirmation Letter for the time period set forth in your Confirmation Letter, and thereafter, your price for natural gas and/or electric supply service will automatically become for the length of this Agreement either a Variable or Fixed price as described herein and as stated in your Confirmation Letter.

**Natural Gas and/or Electric Fixed Price (when applicable):** You will pay a Fixed Price as set forth in your Confirmation Letter for the fixed term indicated in your Confirmation Letter. Before the end of your fixed term, Indra will send you a notice with your contract renewal and pricing options.

**Natural Gas Variable Price (when applicable):** You will pay a Variable Price for natural gas supply service that may vary from month to month as determined by Indra in its sole discretion, based on the wholesale cost of natural gas to the Delivery Point, administrative and regulatory compliance costs, supply and agency functions that Indra performs for you, and other prevailing business considerations and market conditions, plus Indra's costs, expenses and margins. This list of factors is not exhaustive and no single factor will determine the rate.

**Electric Variable Price (when applicable):** You will pay a variable rate for electric supply service that may vary from month to month as determined by Indra based on the wholesale market prices acquired for energy, any supply and agency functions that Indra performs for you, line loss, certain transmission, capacity, ancillary, administrative and regulatory compliance costs incurred by Indra, alternative and renewable energy requirements, market conditions, expenses and margins.

**Natural Gas and/or Electric Supply Price Disclosures:** There is no limit on how much the Variable Price of your natural gas

and/or electric supply service may change from one billing cycle to the next and your Variable Price may be higher or lower than your utility's standard offer service rate in any given month. Indra does not guarantee savings in any month or for the entire length of this Agreement. Indra's current and historical prices are not an indicator of future prices. You can access future variable pricing information, updated monthly, by visiting Indra's website at https://IndraEnergy.com/ohio/ohio-variable-rates/ or by calling (888) 504-6372.

**Other Charges:** You are also responsible for paying and reimbursing Indra for all applicable taxes, and other government fees, assessments, and charges, however designated, relating to the natural gas and/or electric supply service provided under this Agreement. This may include, but shall not be limited to, utility taxes, gross receipts taxes, and sales or use taxes imposed on Indra and/or you by federal, state, and/or local authorities. If you are tax exempt, you must furnish Indra an exemption certificate before service commences. This Agreement does not include utility transportation, delivery, or other charges that your gas or electric utility charges you for those services.

**NO EARLY TERMINATION FEE.** If you terminate this Agreement prior to the expiration of the term, you will not be subject to any early termination fees.

**FIXED TERM AUTOMATIC RENEWAL.** At least forty-five (45) days before the expiration of your Fixed Term, Indra will provide written notice to you of the Agreement's renewal ("Renewal Notice"). The Renewal Notice will set forth the proposed renewal option(s), including any applicable information required by the Commission. If you do not respond to the Renewal Notice or otherwise terminate this Agreement by notifying Indra in accordance with the Termination section herein, then your Agreement will automatically renew at the rate then in effect in accordance with the terms set forth in the Renewal Notice. **Indra can renew this Agreement without your affirmative consent even when there is a change in the rate or other terms and conditions.**

**RESOURCE MIX, ENVIRONMENTAL CHARACTERISTICS, & RENEWABLE ENERGY INFORMATION.** The applicable generation resource mix and environmental characteristics of the electric supply sold by Indra are available at www.IndraEnergy.com. This information is updated periodically following the requirements of the Public Utilities Commission of Ohio. If you select an electric renewable energy product, one hundred percent (100%) of your electricity usage will be matched with renewable energy credits (RECs), generated from renewable or alternative energy sources in the United States which have been qualified as such. If you select a natural gas renewable energy product, one hundred percent (100%) of your natural gas usage will be matched with carbon offsets.

**BILL PAYMENT/LATE PAYMENT CHARGES/BUDGET BILLING.** You will be billed by your utility(ies) at intervals established by your utility(ies). You will pay Indra's charges for natural gas and/or electric supply service based on meter readings and consumption information that Indra receives from your utility ("Billing Quantity"). You will receive a single monthly bill from your utility that contains both Indra's charges and your utility's charges. Your payment for natural gas and/or electric supply service is due on the date set forth on the bill. You shall pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Indra by the due date of the bill, at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower. You shall also be responsible for paying Indra's reasonable attorneys' fees, costs, and expenses incurred by it in collecting any such payment from you. If you fail to pay your bill for natural gas and/or electric supply service or you fail to satisfy any agreed upon payment arrangement you may have, your utility may disconnect your service in accordance with the provisions of its tariff. If your utility disconnects your service, this Agreement may be automatically terminated. In addition, if your payment for natural gas and/or electric supply service is not received from you on a timely basis or does not meet any agreed-upon payment plan, Indra may, after 14 calendar days' written notice to you, terminate this Agreement and its natural gas and/or electric supply service to you. You have the right to request from Indra, without charge, up to 24 months of your payment history covering services rendered by Indra, without charge, twice within any 12-month period. Budget Billing is available for both the delivery and natural gas and/or electric supply service portions of your bill. If you are interested in Budget Billing, you should contact your utility and request to be placed on a Budget Billing plan. If your electric utility is Duke Energy Ohio, to request Budget Billing for the electric supply service portion of your electric bill, you should contact Indra and request to be placed on a Budget Billing plan.

**CUSTOMER INFORMATION RELEASE.** You authorize Indra to begin your enrollment, initiate service to the accounts listed in your Confirmation Letter (or in any addendum) and to obtain historical billing data and other information about you ("Customer Information") from your natural gas and/or electric utility (ies), so that Indra can start and continue its service to you. Indra reserves the right to refuse to provide service to you under this Agreement if it is unable to obtain the necessary Customer Information or it obtains Customer Information that it considers to be unsatisfactory. For your **natural gas supply**, Indra will not release your social security number, account number(s), or any other Customer Information without your express written or electronic consent, except in accordance with rules 4901:1-28-04 and 4901:1-29-09 of the Ohio Administrative Code, or if it sells or assigns this Agreement to another third-party supplier. For your **electric supply**, Indra will not release your social security number, account number(s) without your written or electronic consent, except for Indra's own collections and/or credit reporting, participation in programs funded by the universal service fund, pursuant to section 4928.52 of the Revised Code, or if it sells or assigns this Agreement to another third-party supplier.

**DISPUTE PROCEDURES AND QUESTIONS CONCERNING YOUR SERVICE.** Contact Indra at (888) 504-6372 (toll free), by U.S. mail at 1515 Market Street, Suite 1200, Philadelphia, PA 19102, or by e-mail at CustomerCare@IndraEnergy.com, if you have any questions or complaints about your service under this Agreement. If your complaint is not resolved after you have contacted Indra and/or your utility, 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 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). The Ohio Consumers' Counsel (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 www.pickocc.org.

**ELECTRONIC COMMUNICATION.** Unless otherwise required by law, if you provide Indra with your email address, you agree that Indra may transmit to you all notices and other communications, including those required in this Agreement, electronically to the email address provided by you. You shall be responsible for notifying Indra of any change in email address and/or any withdrawal of your consent to electronic communications. Notices transmitted to you via email will be deemed to have been received if transmitted to you at the email address provided to Indra by you.

**FORCE MAJEURE.** Neither Indra nor you will be liable for a breach of this Agreement if such breach is due to a force majeure event. A "force majeure event" means a material, unavoidable occurrence beyond a party's control, such as a fire, act of god or public enemy, labor strike, lockout or other industrial disturbance, act of terrorism, government action, utility action, storm, hurricane, flood, explosion, shortage or unavailability of transmission facilities, and other events that cannot be prevented or overcome by ordinary due diligence. A force majeure event does not include an inability to pay any amount owing under this Agreement.

**LIMITATION OF LIABILITY.** TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, NEITHER YOU NOR INDRA WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOST REVENUES.

**ARBITRATION. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE OHIO LAW, IF THERE IS AN ISSUE, CLAIM OR DISPUTE RELATING TO THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE THAT NEEDS TO BE RESOLVED AND WE ARE UNABLE TO RESOLVE IT INFORMALLY, IT MAY BE RESOLVED THROUGH ARBITRATION. INCLUDED ARE ALL ISSUES, CLAIMS AND DISPUTES ARISING OUT OF OR RELATING TO ANY ASPECT OF YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WHETHER ARISING DURING OR AFTER YOUR PARTICIPATION IN THIS AGREEMENT FOR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE. ANY SUCH ARBITRATIONS PERMITTED BY APPLICABLE OHIO LAW SHALL BE CONDUCTED ON AN INDIVIDUAL (AND NOT A CLASS-WIDE) BASIS AND AN ARBITRATOR SHALL HAVE NO AUTHORITY TO AWARD CLASS-WIDE RELIEF. NOTWITHSTANDING THE FOREGOING, THIS PARAGRAPH DOES NOT PREVENT YOU FROM FILING A COMPLAINT RELATING TO YOUR ELECTRIC AND/OR NATURAL GAS SUPPLY SERVICE WITH INDRA PURSUANT TO THE LAWS GOVERNING RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS IN YOUR STATE AND THE REGULATIONS OF ANY AGENCY IN YOUR STATE WITH JURISDICTION OVER RETAIL ELECTRIC AND/OR NATURAL GAS SUPPLIERS.**

**NO WARRANTIES.** INDRA ENERGY MAKES ANY WARRANTIES, AFFIRMATIONS OF FACT, OR PROMISES, EXPRESS OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**APPLICABLE LAWS, ETC.** This Agreement is subject to all applicable Federal, state, and local laws, and the orders, rules, and regulations of governmental agencies having jurisdiction over the subject matter of this Agreement, including, without limitation, the Public Utilities Commission of Ohio. THIS AGREEMENT WILL BE GOVERNED AND CONSTRUED IN ACCORDANCE WITH OHIO LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAW.

**AGREEMENT DETAILS.** Our full, legal name is Palmco Power OH, LLC dba Indra Energy for electric supply service and Palmco Energy OH, LLC dba Indra Energy for natural gas supply service, but we have used "we", "us", "our" or "Indra Energy" to refer to ourselves for the purposes of this Agreement. We use "you" or "your" to refer to you, the customer.

**MISCELLANEOUS.** Indra assumes no responsibility or liability for the following items that are the responsibility of the utility (ies): operation and maintenance of the utility's natural gas and/or electrical system, any interruption of service, termination of service, and deterioration of the utility's service. This Agreement is the entire understanding between you and Indra with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Indra will not make a material change to the terms of this Agreement without first obtaining your consent in writing or through third party verification (TPV), except if due a change in market conditions, Indra wishes lower the price (per ccf or mcf or kilowatt-hour as applicable) charged under this Agreement and no other terms and conditions are changed. You may not assign this Agreement without Indra's prior written consent. Indra may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company or other entity in accordance with the rules and procedures of the PUCO, if any, governing such transactions. This Agreement will inure to and be binding upon the successors and assignees of the parties hereto. No delay or failure by either you or Indra to exercise any right or remedy to which either party may be entitled to herein will constitute a waiver of that right or remedy.

**EMERGENCIES. IN THE EVENT OF A GAS OR ELECTRICITY-RELATED EMERGENCY, SUCH AS A GAS OR ELECTRIC OUTAGE OR GAS LEAK, YOU SHOULD IMMEDIATELY CONTACT YOUR LOCAL UTILITY.**

**V.E.18-12.01**

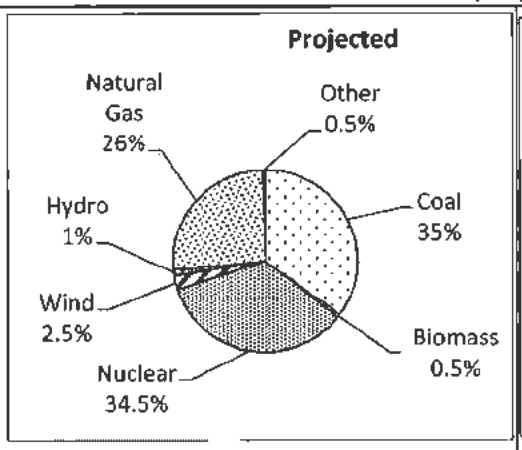
## Environmental Disclosure Information – Quarterly Comparisons

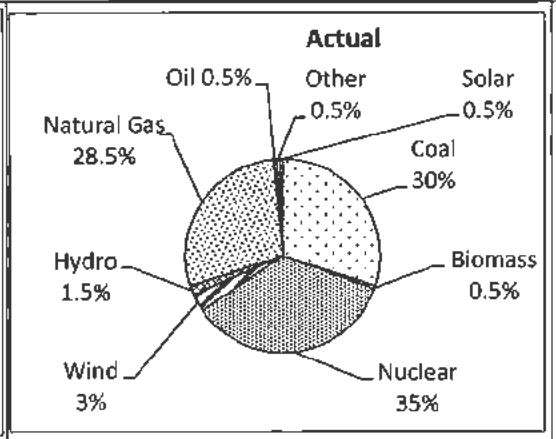
### Indra Energy

### Projected Data for the 2018 Calendar Year

### Actual Data for the Period 01/01/18 to 6/30/18

**Generation Resource Mix -**
A comparison between the sources of generation projected to be used to generate this product and the actual resources used during this period.



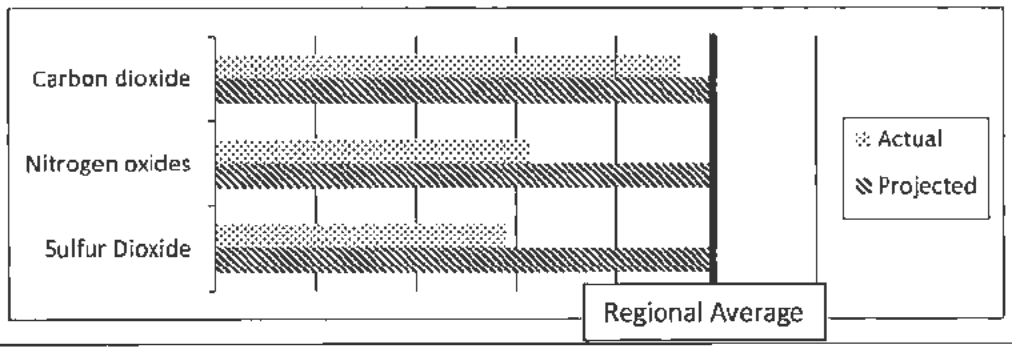

**Environmental Characteristics–**

A description of the characteristics associated with each possible generation resource.

| | |
|---|---|
| Biomass Power | Air Emissions and Solid Waste |
| Coal Power | Air Emissions and Solid Waste |
| Hydro Power | Wildlife Impacts |
| Natural Gas Power | Air Emissions and Solid Waste |
| Nuclear Power | Radioactive Waste |
| Oil Power | Air Emissions and Solid Waste |
| Other Sources | Unknown Impacts |
| Solar Power | No Significant Impacts |
| Unknown Purchased Resources | Unknown Impacts |
| Wind Power | Wildlife Impacts |

**Air Emissions –**

Product-specific projected and actual air emissions for this period compared to the regional average air emissions.




**Radioactive Waste –**

Radioactive waste associated with the product.

| Type: | Quantity: | |
|---|---|---|
| High-Level Radioactive Waste | Unknown | Lbs./1,000 kWh |
| Low-Level Radioactive Waste | Unknown | $Ft^3$/1,000 kWh |

With in-depth analysis, the environmental characteristics of any form of electric generation will reveal benefits as well as costs. For further information, contact Indra Energy at www.IndraEnergy.com or by phone at (888) 504-6372.

**Orpheus Craigue**

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Wednesday, February 27, 2019 11:32 AM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

Ohio | Public Utilities Commission

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00255577
**COMPANY:** [redacted]
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted] Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

**This customer contacted the PUCO for assistance in resolving a billing dispute she has with the company. She stated that she had enrolled with he company in 2017 after being promised $.20 per ccf in savings from the Columbia Gas of Ohio rate. She said that her bills have gone way up.**

**1. What was the method of enrollment?**

**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed**

**enrollment documents, and the terms and conditions of the enrollment.**

**3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-29-10(F).**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMTjf:ref

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**1. What was the method of enrollment?**

**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed**

**enrollment documents, and the terms and conditions of the enrollment.**

**3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-29-10(F).**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMTjf:ref

**William Schaaf**

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 5, 2019 3:23 PM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:** [redacted]
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted] Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please provide a copy of the signed enrollment documents for this customer.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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ref:_00Dt0GzXt._500t0FMTjf:ref

## William Schaaf

**From:** William Schaaf
**Sent:** Tuesday, March 12, 2019 9:33 AM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

Hello Michael,

We reviewed this one, and can proceed with the credit you've requested. However, first we thought we should confirm, is this all of the billing cycles that you are requesting to be rerated? It looks like these calculations cover six older bills, and does not include more recent bills over the past year or so.

Appreciate if you can help clarify here before we process this adjustment. Thanks.

William Schaaf – Asst. Compliance Officer
1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427
www.IndraEnergy.com

**From:** Michael Coady [mailto:contactthepuco@puc.state.oh.us]
**Sent:** Wednesday, March 6, 2019 5:12 PM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:** [redacted]
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted] Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC [redacted]
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please find my calculations for this customer's re-rate.**

**Please advise when he can expect to receive her refund or credit to her bill.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

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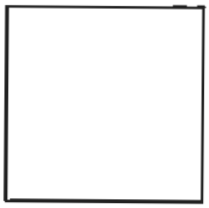


ref:_00Dt0GzXt._500t0FMTjf:ref

**William Schaaf**

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, March 12, 2019 10:31 AM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted] Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**My apologies. I will follow up once I have received the remaining bills from Columbia Gas of Ohio.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMTjf:ref

## William Schaaf

**From:** William Schaaf
**Sent:** Wednesday, March 6, 2019 10:43 AM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

Hello Michael,

We have been unable to locate a signed agreement for this customer.

William Schaaf – Lead Compliance Investigator
1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427
www.IndraEnergy.com

**From:** Michael Coady [mailto:contactthepuco@puc.state.oh.us]
**Sent:** Tuesday, March 5, 2019 3:23 PM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:** [redacted]
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted],Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

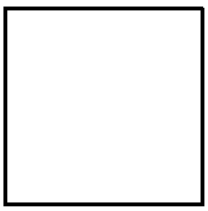
**DESCRIPTION OF ISSUE:**

**Please provide a copy of the signed enrollment documents for this customer.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



ref:_00Dt0GzXt._500t0FMTjf:ref

## William Schaaf

**From:** William Schaaf
**Sent:** Tuesday, March 5, 2019 10:36 AM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]
**Attachments:** [redacted]TPV.MP3; [redacted]-Confirmation Pack.pdf

Hello Michael and the PUCO,

Regarding Case # 00255577, [redacted]

Ms. [redacted] enrolled her gas account in Palmco's variable rate plan on 9/14/17, upon completion of the attached TPV recording as a result of a door-to-door sale. We've also attached the confirmation package sent to the customer detailing the terms of service. Palmco began servicing the customer's account on 9/20/17.

**Gas Plan:** Variable. This included a three-month introductory rate of $0.4050 per Ccf, after which rate would vary month-to-month.

In October 2018, Palmco began doing business as Indra Energy. The customer was sent a postcard explaining the brand name change, and Indra continued servicing the customer's gas account in line with the terms of her enrollment.

On 2/25/19, Ms. [redacted] contacted our Customer Service line and requested to cancel her service with Indra. As a result, an outbound drop transaction was processed, and the customer's utility (Columbia Gas) determined a service end date of 3/25/19. No termination fees were issued for the customer's decision to opt out of our supply.

The customer had already dropped her account prior to her PUCO complaint and has one bill remaining with Indra as her supplier. With that said, if we can help in resolving the customer's concerns here regarding her recent bills, we'd be happy to assist; please feel free to reach out.

Thank you.

William Schaaf – Lead Compliance Investigator
indra ENERGY
1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427
www.IndraEnergy.com

**From:** Michael Coady [mailto:contactthepuco@puc.state.oh.us]
**Sent:** Wednesday, February 27, 2019 11:32 AM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

**Initial Submission of a Consumer Complaint**
**Marketer of Natural Gas**
**Please Respond Within 3 Business Days**

**CASE ID:** 00255577
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted] Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***Note to supplier: To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. A status update must be provided within 3 business days of the initial request and a final response needs to be provided within 10 business days. If a copy of the TPV is requested, this must be provided within 3 business days, per O.A.C. 4901:1-29-06(D)(6)(b)(v)***

**DESCRIPTION OF ISSUE:**

**This customer contacted the PUCO for assistance in resolving a billing dispute she has with the company. She stated that she had enrolled with he company in 2017 after being promised $.20 per ccf in savings from the Columbia Gas of Ohio rate. She said that her bills have gone way up.**

**1. What was the method of enrollment?**

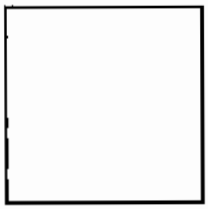
**2. Please provide all proof of enrollment consistent with the method of enrollment including, but not limited to, copies of any sales calls, copies of any welcome letters, copies of any TPVs, I.P. addresses used, e-mail addresses used to enroll, copies of any signed enrollment documents, and the terms and conditions of the enrollment.**

**3. If this was originally a fixed contract which transitioned to a variable rate after the fixed contract expired, please provide a copy of the notice sent to the customer per O.A.C. 4901:1-29-10(F).**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.



ref:_00Dt0GzXt._500t0FMTjf:ref

**Sariah Brinker**

| | |
|---|---|
| **From:** | Michael Coady <contactthepuco@puc.state.oh.us> |
| **Sent:** | Wednesday, March 06, 2019 5:12 PM |
| **To:** | Indra Energy Compliance |
| **Subject:** | PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ] |
| **Attachments:** | BRITTANY N DOTY 1-24-2018.pdf; BRITTANY N DOTY 10-20-2017.pdf; BRITTANY N DOTY 11-20-2017.pdf; BRITTANY N DOTY 12-21-2017.pdf; BRITTANY N DOTY 2-22-2018.pdf; BRITTANY N DOTY 3-23-2018.pdf; Gas Refund calculation.xlsx |

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted],Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please find my calculations for this customer's re-rate.**

**Please advise when he can expect to receive her refund or credit to her bill.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator

(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMTjf:ref

| Billing Period | Usage | Palmco Price | CGO 5CO | Difference | Refund Before Monthly Charge | Monthly Charge | Refund including Monthly Charge |
|---|---|---|---|---|---|---|---|
| 9/20/17 to 10/19/17 | 28 | 0.4050000000 | 0.4250000000 | -0.02 | -0.5600000000 | 0.0000000000 | -0.5600000000 |
| 10/19/17 to 11/17/17 | 90 | 0.4050000000 | 0.4420000000 | -0.037 | -3.3300000000 | 0.0000000000 | -3.3300000000 |
| 11/17/18 to 12/20/17 | 181 | 0.4050000000 | 0.5950000000 | -0.19 | -34.3900000000 | 0.0000000000 | -34.3900000000 |
| 12/20/17 to 1/23/19 | 258 | 0.8498000000 | 0.4870000000 | 0.3628 | 93.6024000000 | 0.0000000000 | 93.6024000000 |
| 1/23/19 top 2/21/19 | 178 | 0.7410000000 | 0.4180000000 | 0.323 | 57.4940000000 | 0.0000000000 | 57.4940000000 |
| 2/21/19 to 3/22/19 | 131 | 0.8480000000 | 0.4085000000 | 0.4395 | 57.5745000000 | 0.0000000000 | 57.5745000000 |
| Total | | | | | | | 174.2809000000 |

Columbia Gas of Ohio
A NiSource Company

PALMco
Electricity Sales - Natural Gas Sales
We Treat you Like Family

**Account Number:** [redacted]
**Statement Date: 01/24/2018**
**13383**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]
**Your Contact Information:** [redacted]
Toledo OH 43612-1061
[redacted]
**Type of Customer:** Resident
Income Qualified Program

- Is your contact information correct? Make all changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 01/09/2018 | $230.41 |
| Payments Received by 01/08/2018 Thank you | - $110.00 |
| Late Payment Fee | + $1.81 |
| Balance on 01/23/2018 | $122.22 |
| Charges for Gas Service This Period | + $285.54 |
| **Amount Past Due - Pay Immediately** | **$120.41** |
| **Current Charges Due by 02/07/2018** | **$287.35** |

- If paid after 02/07/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 scheduled on or after **February 8, 2018, you must pay $120.41** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web** ColumbiaGasOhio.com
**Mobile** m.ColumbiaGasOhio.com
**Phone** 1-800-344-4077

Account Number: [redacted]
**Amount Due by 02/07/2018: $407.76**
**Amount Enclosed:** $ .

BRITTANY N DOTY
3516 LEYBOURN AV
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16581
Columbus, OH 43216-6581

00043427 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000004077691325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.
- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

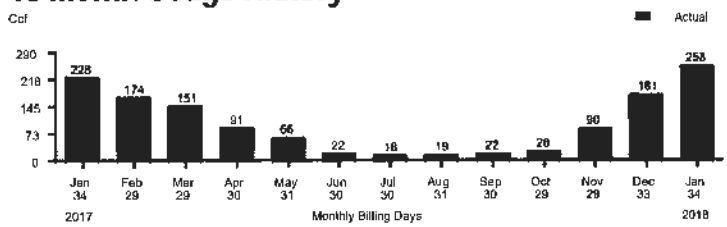
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NISource Company

PALMco™
Electricity Sales · Natural Gas Sales
*We Treat you Like Family*™



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1081

**Meter Readings** - 34 Billing Days

| | |
|---|---|
| Actual Reading on 1/23 | 5064 |
| Actual Reading on 12/20 | 4806 |
| **Gas Used (Ccf)** | **258** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Jan 17 | 228 | 31.2° | 6.7 |
| Dec 17 | 181 | 35.8° | 5.5 |
| **Jan18** | **258** | **20.7°** | **7.6** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1120 Ccf.
Your next meter reading date is
02/21/2018

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $21.00 |
| **Delivery - Columbia Gas of Ohio** | **+$47.91** |
| Gross Receipts Tax @ 4.987% | $2.48 |
| **Taxes & Fees** | **+$2.48** |
| Customer CHOICE Program | |
| Gas Supply Cost Incl Sales Tax | $235.15 |
| **Supply - Palmco Energy Oh, LLC** | **+$235.15** |
| **Total Current Utility Charges** | **$285.54** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $219.25 at the rate of $0.84980 per Ccf and sales tax of $15.90.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family®



## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]
**Account Number:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

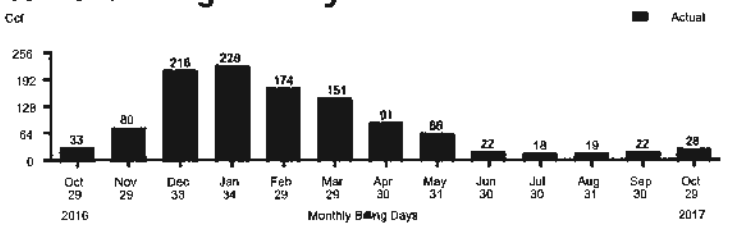
## Account Summary

| | |
|---|---|
| Previous Amount Due on 10/05/2017 | $79.01 |
| Payments Received by 10/09/2017 Thank you | -$38.41 |
| Late Payment Fee | +$0.61 |
| Balance on 10/19/2017 | $41.21 |
| Charges for Gas Service This Period | +$42.54 |
| **Total Amount Due** | **$83.75** |
| **Amount Past Due - Pay Immediately** | **$41.21** |
| **Current Charges Due by 11/03/2017** | **$42.54** |

- If paid after 11/03/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

## 13 Month Usage History




**Meter Number:** [redacted]

**Service Address:** [redacted]
Toledo OH 43612-1061

**Meter Readings -** 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 10/19 | | 4535 |
| Actual Reading on 9/20 | - | 4507 |
| **Gas Used (Ccf)** | | **28** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Oct 16 | 33 | 61.3° | 1.1 |
| Sep 17 | 22 | 63.3° | 0.7 |
| **Oct 17** | **28** | **65.5°** | **1.0** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1115 Ccf.
Your next meter reading date is 11/17/2017.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 11/03/2017: $83.75**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16561
Columbus, OH 43216-6561

00044473 01 AV 0.370 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000837521325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services

## Legal Information

**Public Utilities Commission of Ohio**
If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 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)

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $2.00 |
| **Delivery - Columbia Gas of Ohio** | **+$28.91** |
| Gross Receipts Tax @ 4.987% | $1.47 |
| **Taxes & Fees** | **+$1.47** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $12.16 |
| **Supply - Palmco Energy** | **+$12.16** |
| **Total Current Utility Charges** | **$42.54** |

- Current billing charges include Palmco Energy gas supply costs of $11.34 at the rate of $0.40500 per Ccf and sales tax of $0.82

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit **ColumbiaGasOhio.com/SavingMatters** .

## Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™

Account Number [redacted]
Statement Date: 11/20/2017
13404


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

[redacted]:
[redacted]

**Your Contact Information:**
[redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 11/03/2017 | $83.75 |
| Payments Received by 11/10/2017 Thank you | - $50.00 |
| Late Payment Fee | + $0.51 |
| Balance on 11/17/2017 | $34.26 |
| Charges for Gas Service This Period | + $74.08 |
| **Total Amount Due** | **$108.34** |
| **Amount Past Due - Pay Immediately** | **$34.26** |
| **Current Charges Due by 12/06/2017** | **$74.08** |

- If paid after 12/06/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Your Safety

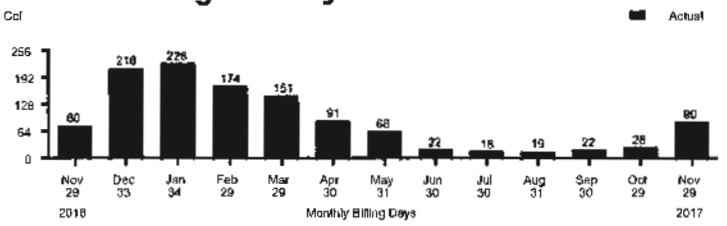
In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## 13 Month Usage History




**Meter Number:**
[redacted]

**Service Address:**
3516 Laybourn Av
Toledo OH 43612-1061

**Meter Readings** - 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 11/17 | | 4625 |
| Actual Reading on 10/19 | - | 4535 |
| **Gas Used (Ccf)** | | **90** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Nov 16 | 80 | 48.5 * | 2.8 |
| Oct 17 | 28 | 65.5 * | 1.0 |
| **Nov 17** | **90** | **45.7°** | **3.1** |

Your Average Monthly Usage = 94 Ccf.
Your Total Annual Usage = 1125 Ccf.
Your next meter reading date is 12/20/2017.

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 18581
Columbus, OH 43218-6581

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 12/06/2017: $108.34**
**Amount Enclosed:** $ .

00043867 01 AV 0.370 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000108341132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

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**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $6.39 |
| **Delivery - Columbia Gas of Ohio** | **+$33.30** |
| Gross Receipts Tax @ 4.987% | $1.69 |
| **Taxes & Fees** | **+$1.69** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $39.09 |
| **Supply - Palmco Energy** | **+$39.09** |
| **Total Current Utility Charges** | **$74.08** |

- Current billing charges include Palmco Energy gas supply costs of $36.45 at the rate of $0.40500 per Ccf and sales tax of $2.64.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

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- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit **ColumbiaGasOhio.com/SavingMatters**

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Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™



## Contact Us

**Phone**
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For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

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**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

**Customer Name:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:** [redacted]
Customer Choice Program

**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 12/06/2017 | $108.34 |
| Payments Received by 12/20/2017 Thank you | $0.00 |
| Late Payment Fee | + $1.63 |
| Balance on 12/20/2017 | $109.97 |
| Charges for Gas Service This Period | + $120.44 |
| **Amount Past Due - Pay Immediately** | **$108.34** |
| **Current Charges Due by 01/09/2018** | **$122.07** |

- If paid after 01/09/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

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## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service a[redacted] Toledo Oh 43612-1061 scheduled on or after **January 10, 2018, you must pay $108.34** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number [redacted]
**Amount Due by 01/09/2018: $230.41**
**Amount Enclosed:** $ .

00043477 01 AV 0.370 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000230413132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

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## Legal Information

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If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

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**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

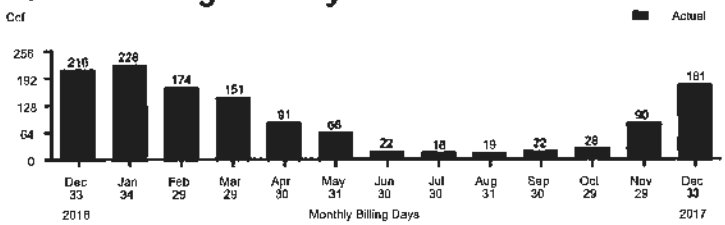
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings** - 33 Billing Days

| | |
|---|---|
| Actual Reading on 12/20 | 4806 |
| Actual Reading on 11/17 | - 4625 |
| **Gas Used (Ccf)** | **181** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Dec 16 | 216 | 31.6° | 6.5 |
| Nov 17 | 80 | 45.7° | 3.1 |
| **Dec 17** | **181** | **35.8°** | **5.5** |

Your Average Monthly Usage = 91 Ccf.
Your Total Annual Usage = 1090 Ccf.
Your next meter reading date is 01/23/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $12.85 |
| **Delivery - Columbia Gas of Ohio** | **+$39.76** |
| Gross Receipts Tax @ 4.987% | $2.06 |
| **Taxes & Fees** | **+$2.06** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $78.62 |
| **Supply - Palmco Energy** | **+$78.62** |
| **Total Current Utility Charges** | **$120.44** |

- Current billing charges include Palmco Energy gas supply costs of $73.31 at the rate of $0.40500 per Ccf and sales tax of $5.31.

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- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™



## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

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Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

Termination

**Customer Name:** [redacted]
**Your Contact Information:** [redacted]
Toledo OH 43612-1061
**Type of Customer:** Residential
Customer Helping Program
**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 02/07/2018 | $407.76 |
| Payments Received by 02/19/2018 Thank you | -$120.41 |
| Late Payment Fee | +$4.31 |
| Balance on 02/21/2018 | $291.66 |
| Charges for Gas Service This Period | +$185.15 |
| **Amount Past Due - Pay Immediately** | **$287.35** |
| **Current Charges Due by 03/08/2018** | **$189.46** |

- If paid after 03/08/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 scheduled on or after **March 9, 2018, you must pay $287.35** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web** ColumbiaGasOhio.com
**Mobile** m.ColumbiaGasOhio.com
**Phone** 1-800-344-4077

Account Number: [redacted]
**Amount Due by 03/08/2018: $476.81**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16561
Columbus, OH 43216-6561

00042943 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000476819132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

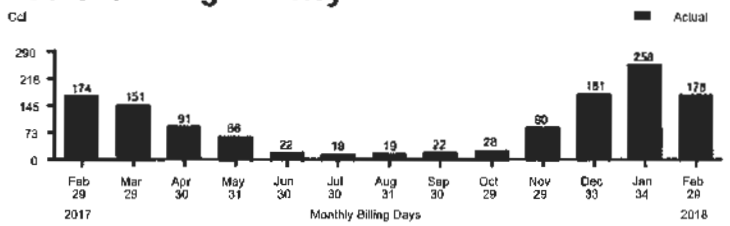
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
*We Treat you Like Family!*



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
3[redacted]
Toledo OH 43612-1061

**Meter Readings -** 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 2/21 | | 5242 |
| Actual Reading on 1/23 | - | 5064 |
| **Gas Used (Ccf)** | | **178** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Feb 17 | 174 | 34.1° | 6.0 |
| Jan 18 | 258 | 20.7° | 7.8 |
| **Feb 18** | **178** | **29.9°** | **6.1** |

Your Average Monthly Usage = 94 Ccf.
Your Total Annual Usage = 1124 Ccf.
Your next meter reading date is 03/22/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $14.50 |
| **Delivery - Columbia Gas of Ohio** | **+$41.41** |
| Gross Receipts Tax @ 4.987% | $2.28 |
| **Taxes & Fees** | **+$2.28** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $141.46 |
| **Supply - Palmco Energy Oh, LLC** | **+$141.46** |
| **Total Current Utility Charges** | **$185.15** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $131.90 at the rate of $0.74100 per Ccf and sales tax of $9.56.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales · Natural Gas Sales
It's Treat you Like Family™

Account Numbe[redacted]
Statement Date: [redacted]
13402


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

Termination

**Customer Name:** [redacted]
**Account Number:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:** [redacted]
Customer Choice Program

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 03/08/2018 | $476.81 |
| Payments Received by 03/05/2018 Thank you | -$287.35 |
| Late Payment Fee | +$2.84 |
| Balance on 03/22/2018 | $192.30 |
| Charges for Gas Service This Period | +$135.80 |
| **Amount Past Due - Pay Immediately** | **$189.46** |
| **Current Charges Due by 04/09/2018** | **$138.64** |

- If paid after 04/09/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 **scheduled** on or after **April 10, 2018, you must pay $189.46** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 04/09/2018: $328.10**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16581
Columbus, OH 43216-6581

00057138 01 AV 0.375 1
****AUTO**5 DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000328103132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

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The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

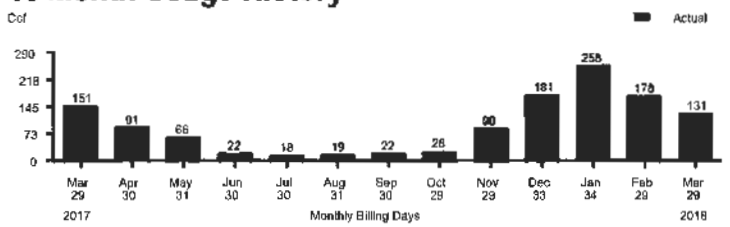
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call **Columbia at 1-800-344-4077.** Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
*We Treat you Like Family.*



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings -** 29 Billing Days

| | |
|---|---|
| Actual Reading on 3/22 | 5373 |
| Actual Reading on 2/21 | - 5242 |
| **Gas Used (Ccf)** | **131** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Mar 17 | 151 | 36.9 ° | 5.2 |
| Feb 18 | 178 | 29.9 ° | 6.1 |
| **Mar 18** | **131** | **35.4°** | **4.5** |

Your Average Monthly Usage = 92 Ccf
Your Total Annual Usage = 1104 Ccf.
Your next meter reading date is 04 / 23 / 2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $10.66 |
| **Delivery - Columbia Gas of Ohio** | **+$37.57** |
| Gross Receipts Tax @ 4.987% | $2.02 |
| **Taxes & Fees** | **+$2.02** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $96.21 |
| **Supply - Palmco Energy Oh, LLC** | **+$96.21** |
| **Total Current Utility Charges** | **$135.80** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $89.71 at the rate of $0.68480 per Ccf and sales tax of $6.50.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-8655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

**Sariah Brinker**

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, April 02, 2019 12:11 PM
**To:** Indra Energy Compliance
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]
**Attachments:** [redacted]-2018-03-23-[redacted].pdf; [redacted]018-04-24-[redacted].pdf; [redacted]-2018-05-23-[redacted].pdf; [redacted]-2018-06-22-[redacted].pdf; [redacted]-2018-07-24-[redacted].pdf; [redacted]2018-08-22-[redacted].pdf; [redacted]2018-09-21-[redacted].pdf; [redacted]-2018-10-22-[redacted].pdf; [redacted]-2018-11-20-[redacted].pdf; [redacted]2018-12-21-[redacted](1).pdf; [redacted]-2019-01-24-[redacted](1).pdf; [redacted]2019-02-22-[redacted].pdf; [redacted]1-24-2018.pdf; [redacted]10-20-2017.pdf; [redacted]11-20-2017.pdf; [redacted]12-21-2017.pdf; [redacted]2-22-2018.pdf; [redacted] - March 25, 2019 billing.pdf; Gas Refund calculation.xlsx

Ohio | Public Utilities Commission

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS** [redacted] Toledo, Ohio 43612
**SERVICE ADDRESS:** [redacted] Toledo, Ohio 43612
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please find attached my calculations and supporting documentation for this customer's refund. As stated on the phone, please mail the refund directly to her at the mailing address referenced above.**

**Please advise when she can expect to receive it.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMTjf:ref

| Billing Period | Usage | Palmco Price | Sales tax rate | Palmco Price with Tax | CGO 5CO | 5CO Price Before Tax | SCO Price after sales tax | Difference |
|---|---|---|---|---|---|---|---|---|
| 9/20/17 to 10/19/17 | 28 | 0.4050000000 | 0.0725 | 12.1600 | 0.4420000000 | 12.3760000000 | 13.27326 | -0.22 |
| 10/19/17 to 11/17/17 | 90 | 0.4050000000 | 0.0725 | 39.0900 | 0.4200000000 | 37.8000000000 | 40.5405 | 1.29 |
| 11/17/18 to 12/20/17 | 181 | 0.4050000000 | 0.0725 | 78.6200 | 0.4520000000 | 81.8120000000 | 87.74337 | -3.19 |
| 12/20/17 to 1/23/18 | 258 | 0.8498000000 | 0.0725 | 235.1500 | 0.4190000000 | 108.1020000000 | 115.939395 | 127.05 |
| 1/23/18 top 2/21/18 | 178 | 0.7410000000 | 0.0725 | 141.4600 | 0.5080000000 | 90.4240000000 | 96.97974 | 51.04 |
| 2/21/18 to 3/22/18 | 131 | 0.8480000000 | 0.0725 | 96.2100 | 0.4090000000 | 53.5790000000 | 57.4634775 | 42.63 |
| 3/22/18 to 4/23/18 | 136 | 0.7448000000 | 0.0725 | 108.6300 | 0.3920000000 | 53.3120000000 | 57.17712 | 55.32 |
| 4/23/18 tto 5/22/18 | 37 | 0.6920000000 | 0.0725 | 27.4600 | 0.4050000000 | 14.9850000000 | 16.0714125 | 12.48 |
| 5/22/18 to 6/21/18 | 18 | 0.6544000000 | 0.0725 | 12.6300 | 0.4110000000 | 7.3980000000 | 7.934355 | 5.23 |
| 6/21/18 to 7/23/18 | 17 | 0.8803000000 | 0.0725 | 16.0600 | 0.4230000000 | 7.1910000000 | 7.7123475 | 8.87 |
| 7/23/18 to 8/21/18 | 17 | 0.4050000000 | 0.0725 | 7.3900 | 0.4050000000 | 6.8850000000 | 7.3841625 | 0.50 |
| 8/21/18 to 9/20/18 | 17 | 0.4050000000 | 0.0725 | 7.3900 | 0.4130000000 | 7.0210000000 | 7.5300225 | 0.37 |
| 9/20/18 to 10/19/18 | 35 | 0.3700000000 | 0.0725 | 13.8900 | 0.4250000000 | 14.8750000000 | 15.9534375 | -0.98 |
| 10/19/18 to 11/19/18 | 124 | 0.3700000000 | 0.0725 | 49.2100 | 0.4420000000 | 54.8080000000 | 58.78158 | -5.60 |
| 11/19/18 to 12/20/18 | 159 | 0.3700000000 | 0.0725 | 63.1000 | 0.5950000000 | 94.6050000000 | 101.4638625 | -31.51 |
| 12/20/18 tp 1/23/19 | 181 | 0.3700000000 | 0.0725 | 71.8300 | 0.4870000000 | 88.1470000000 | 94.5376575 | -16.32 |
| 1/23/19 to 2/21/19 | 196 | 1.7463000000 | 0.0725 | 367.0800 | 0.4180000000 | 81.9280000000 | 87.86778 | 285.15 |
| 2/21/19 to 3/22/19 | 166 | 1.3933000000 | 0.0725 | 248.0600 | 0.4085000000 | 67.8110000000 | 72.7272975 | 180.25 |
| Total | | | | | | | | 712.36 |

Columbia Gas of Ohio
A NiSource Company

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Electricity Sales · Natural Gas Sales
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## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

Termination

**Customer Name:** [redacted]

**Your Contact Information:**
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 03/08/2018 | $476.81 |
| Payments Received by 03/05/2018 Thank you | - $287.35 |
| Late Payment Fee | + $2.84 |
| Balance on 03/22/2018 | $192.30 |
| Charges for Gas Service This Period | + $135.80 |
| **Amount Past Due - Pay Immediately** | **$189.46** |
| **Current Charges Due by 04/09/2018** | **$138.64** |

- If paid after 04/09/18, a late payment charge of 1.5% may be applied
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 scheduled on or after **April 10, 2018, you must pay $189.46** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 04/09/2018: $328.10**
**Amount Enclosed:** $ .

00057138 01 AV 0 375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000003281031325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

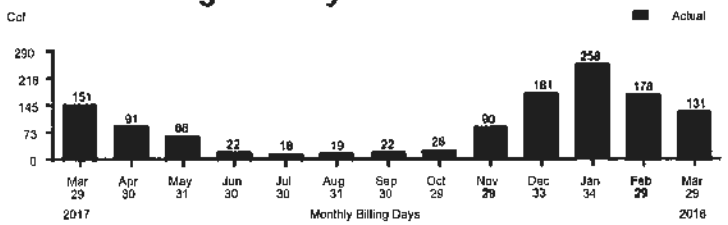
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

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## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings -** 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 3/22 | | 5373 |
| Actual Reading on 2/21 | - | 5242 |
| **Gas Used (Ccf)** | | **131** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Mar 17 | 151 | 36.9 ° | 5.2 |
| Feb 18 | 178 | 29.9 ° | 6.1 |
| **Mar 18** | **131** | **35.4°** | **4.5** |

Your Average Monthly Usage = 92 Ccf.
Your Total Annual Usage = 1104 Ccf.
Your next meter reading date is 04 / 23 / 2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $10.66 |
| **Delivery - Columbia Gas of Ohio** | **+$37.57** |
| Gross Receipts Tax @ 4.987% | $2.02 |
| **Taxes & Fees** | **+$2.02** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $96.21 |
| **Supply - Palmco Energy Oh, LLC** | **+$96.21** |
| **Total Current Utility Charges** | **$135.80** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $89.71 at the rate of $0.68480 per Ccf and sales tax of $6.50.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

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Account Number: [redacted]
Statement Date: 04/24/2018
13395


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

Termination

**Customer Name:** [redacted]
**Your Contact Information:** [redacted] Toledo OH 43612-1061
**Type of Customer:** Residential Customer-Home Energy Program
**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 04/09/2018 | $328.10 |
| Payments Received by 03/27/2018 Thank you | - $189.46 |
| Late Payment Fee | + $2.08 |
| Balance on 04/23/2018 | $140.72 |
| Charges for Gas Service This Period | + $148.98 |
| **Amount Past Due - Pay Immediately** | **$138.64** |
| **Current Charges Due by 05/08/2018** | **$151.06** |

- If paid after 05/08/18, a late payment charge of 1.5% may be applied
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 scheduled on or after **May 9, 2018, you must pay $150.64** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P O BOX 16581
Columbus, OH 43216-6581

**Web** ColumbiaGasOhio.com
**Mobile** m.ColumbiaGasOhio.com
**Phone** 1-800-344-4077

Account Number: [redacted]
**Amount Due by 05/08/2018: $283.70**
**Amount Enclosed:** $ .

00043516 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

19551658001000100000002897091325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

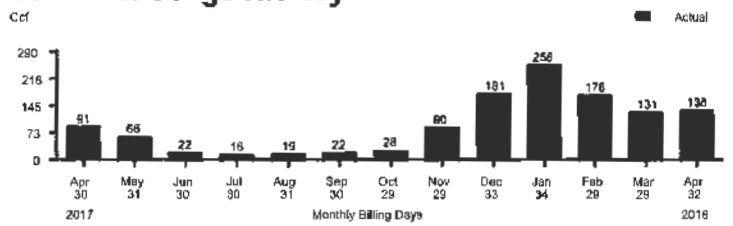
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

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## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings** - 32 Billing Days

| | | |
|---|---|---|
| Actual Reading on 4/23 | | 5509 |
| Actual Reading on 3/22 | - | 5373 |
| **Gas Used (Ccf)** | | **136** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Apr 17 | 81 | 49.8 ° | 3.0 |
| Mar 18 | 131 | 35.4 ° | 4.5 |
| **Apr 18** | **136** | **39.6°** | **4.3** |

Your Average Monthly Usage = 96 Ccf.
Your Total Annual Usage = 1149 Ccf.
Your next meter reading date is 05/22/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $11.42 |
| **Delivery** - **Columbia Gas of Ohio** | **+$38.33** |
| Gross Receipts Tax @ 4.987% | $2.02 |
| **Taxes & Fees** | **+$2.02** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $108.63 |
| **Supply** - **Palmco Energy Oh, LLC** | **+$108.63** |
| **Total Current Utility Charges** | **$148.98** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $101.29 at the rate of $0.74480 per Ccf and sales tax of $7.34.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-651-6855. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales · Natural Gas Sales
We Treat you Like Family™



## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

**Customer Name:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:** [redacted]
Customer is HCLIEAP program

**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 05/08/2018 | $289.70 |
| Payments Received by 05/09/2018 Thank you | -$140.00 |
| Late Payment Fee | +$2.25 |
| Balance on 05/22/2018 | $151.95 |
| Charges for Gas Service This Period | +$59.12 |
| **Amount Past Due - Pay Immediately** | **$149.70** |
| **Current Charges Due by 06/07/2018** | **$61.37** |

- If paid after 06/07/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service [redacted] Toledo Oh 43612-1061 scheduled on or after **June 8, 2018,** [redacted] In full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.
- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O BOX 16561
Columbus, OH 43216-6561

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 06/07/2018: $211.07**
**Amount Enclosed:** $ .

00043058 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

19551658001000100000021107813 25

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

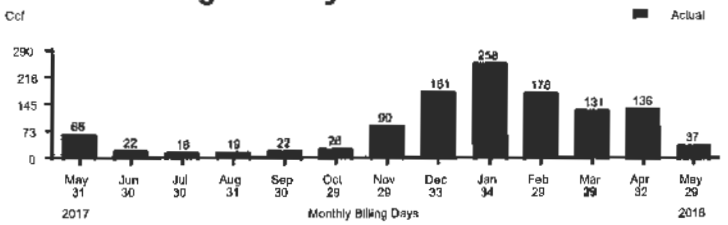
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance

Address

City

State Zip Code

Phone Number

Add or Edit Email

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## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
TOLEDO OH 43612-1061

**Meter Readings -** 29 Billing Days

| | |
|---|---|
| Actual Reading on 5/22 | 5546 |
| Actual Reading on 4/23 | 5509 |
| **Gas Used (Ccf)** | **37** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| May 17 | 66 | 55.6 ° | 2.1 |
| Apr 18 | 136 | 39.8 ° | 4.3 |
| **May 18** | **37** | **60.2°** | **1.3** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1120 Ccf.
Your next meter reading date is 06/21/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.91 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $3.19 |
| **Delivery - Columbia Gas of Ohio** | **+$30.05** |
| Gross Receipts Tax @ 4.987% | $1.61 |
| **Taxes & Fees** | **+$1.61** |
| Customer CHOICE Program | |
| Gas Supply Cost Incl Sales Tax | $27.46 |
| **Supply - Palmco Energy Oh, LLC** | **+$27.46** |
| **Total Current Utility Charges** | **$59.12** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $25.60 at the rate of $0.69200 per Ccf and sales tax of $1.86.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

**Infrastructure Replacement Program**
An annual adjustment to the Infrastructure Replacement Program Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in replacement of risers, customer service lines, bare steel mains, and installation of automated meter reading devices. Beginning May 1, 2018, the adjustment results in a decrease of $0.05 to your total bill each month.

**Energy Efficiency**
Your bill also reflects an updated Demand-Side Management Rider rate of $0.02336/ccf, an increase of approximately $0.0024/ccf over the prior year, to recover costs associated with Columbia's investment in energy efficiency programs for residential and commercial customers.

## Message Board

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- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
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Account Number [redacted]
Statement Date: 06/22/2018
13284


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

**Customer Name:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 06/07/2018 | $211.07 |
| Payments Received by 06/11/2018 Thank you | -$150.00 |
| Late Payment Fee | +$0.92 |
| Balance on 06/21/2018 | $61.99 |
| Charges for Gas Service This Period | +$42.60 |
| **Total Amount Due** | **$104.59** |
| **Amount Past Due - Pay Immediately** | **$61.99** |
| **Current Charges Due by 07/09/2018** | **$42.60** |

- If paid after 07/09/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

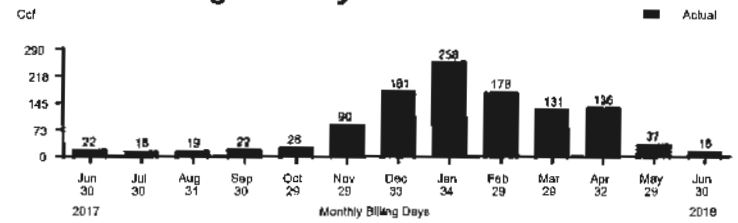
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## 13 Month Usage History




**Meter Number:** [redacted]

**Service Address:** [redacted]
Toledo OH 43612-1061

**Meter Readings** - 30 Billing Days

| | |
|---|---|
| Actual Reading on 6/21 | 6584 |
| Actual Reading on 5/22 | - 5546 |
| **Gas Used (Ccf)** | **18** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Jun 17 | 22 | 68.3° | 0.7 |
| May 18 | 37 | 60.2° | 1.3 |
| **Jun 18** | **18** | **72.3°** | **0.6** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1116 Ccf.
Your next meter reading date is 07/23/2018.

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16561
Columbus, OH 43216-6561

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number [redacted]
**Amount Due by 07/09/2018: $104.59**
**Amount Enclosed:** $ .

00042724 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000104596 1325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $6.91 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $1.77 |
| **Delivery - Columbia Gas of Ohio** | **+$28.50** |
| Gross Receipts Tax @ 4.987% | $1.47 |
| **Taxes & Fees** | **+$1.47** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $12.63 |
| **Supply - Palmco Energy Oh, LLC** | **+$12.63** |
| **Total Current Utility Charges** | **$42.60** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $11.78 at the rate of $0.65440 per Ccf and sales tax of $0.85.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal information in the left column of your bill.

**Infrastructure Development Rider**
An annual adjustment to the Infrastructure Development Rider has been reflected on your bill. The rider recovers costs associated with Columbia's investment in economic development projects. Beginning May 31, 2018, the adjustment results in a charge of $0.01 to your total bill each month.

## Message Board

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit **ColumbiaGasOhio.com/SavingMatters**.

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™

**Account Number:** [redacted]
**Statement Date: 07/24/2018**
**13156**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

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Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
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**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:** [redacted]
Customer Help Program

**Account Number:** [redacted]

- Is your contact information correct? Make any changes on the reverse side

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 07/09/2018 | $104.59 |
| Payments Received by 07/23/2018 Thank you | $0.00 |
| Late Payment Fee | +$1.57 |
| Balance on 07/23/2018 | $106.16 |
| Charges for Gas Service This Period | +$45.93 |
| **Amount Past Due - Pay Immediately** | **$104.59** |
| **Current Charges Due by 08/07/2018** | **$47.50** |

- If paid after 08/07/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

**Budget Payment Plan**
The new Budget year starts next month! Be sure to check your bill next month for an opportunity to join the Budget Payment Plan and spread the cost of winter heating more evenly over the entire year.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 scheduled on or after **August 8, 2018, you must pay $104.59** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16561
Columbus, OH 43216-6561

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 08/07/2018: $152.09**
**Amount Enclosed:** $ _____

00042930 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000001520981325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.
- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-894-1628** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

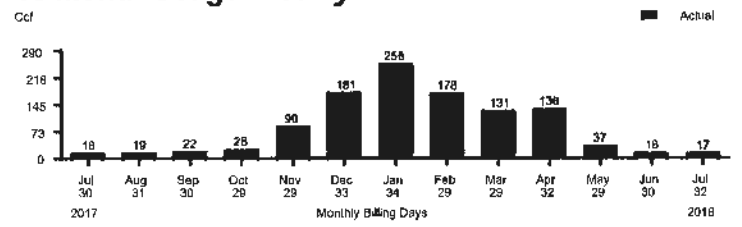
Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco
Electricity Sales · Natural Gas Sales
We Treat you Like Family



## 13 Month Usage History




**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings** - 32 Billing Days

| | |
|---|---|
| Actual Reading on 7/23 | 5581 |
| Actual Reading on 8/21 | 5564 |
| **Gas Used (Ccf)** | **17** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Jul 17 | 18 | 71.0 ° | 0.6 |
| Jun 18 | 18 | 72.3 ° | 0.6 |
| **Jul 18** | **17** | **75.5°** | **0.5** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1115 Ccf.
Your next meter reading date is 08/21/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.91 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $1.65 |
| **Delivery - Columbia Gas of Ohio** | **+$28.38** |
| Gross Receipts Tax @ 4.987% | $1.49 |
| **Taxes & Fees** | **+$1.49** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $16.06 |
| **Supply - Palmco Energy Oh, LLC** | **+$16.06** |
| **Total Current Utility Charges** | **$45.93** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $14.97 at the rate of $0.88030 per Ccf and sales tax of $1.09.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales · Natural Gas Sales
We Treat you Like Family™

**Account Number:** [redacted]
**Statement Date: 08/22/2018**
**13061**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]
[redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

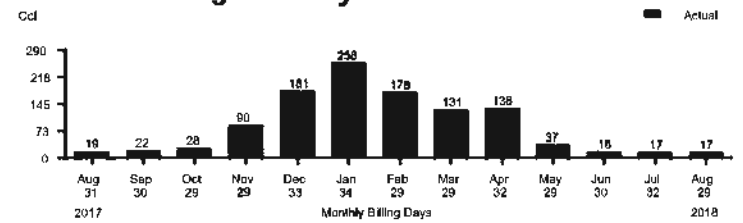
## Account Summary

| | |
|---|---|
| Previous Amount Due on 08/07/2018 | $152.09 |
| Payments Received by 08/17/2018 Thank you | - $110.09 |
| Other Debits & Credits 08/20/2018 | + $5.50 |
| Late Payment Fee | + $0.71 |
| Balance on 08/21/2018 | $48.21 |
| Charges for Gas Service This Period | + $37.22 |
| **Total Amount Due** | **$85.43** |
| **Amount Past Due - Pay Immediately** | **$48.21** |
| **Current Charges Due by 09/06/2018** | **$37.22** |

- If paid after 09/06/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

**Budget Payment Plan**
Remember winter heating bills? Get a jump on next winter and spread the cost of heating more evenly over the year. Just pay $83.00 for your natural gas service, which includes your past due balance, plus any charges for a security deposit, Optional Services, or HeatShare contribution instead of the amount due this month, and you'll be enrolled in the Budget Payment Plan automatically.

## 13 Month Usage History




**Meter Number:** [redacted]

**Service Address:** [redacted]
Toledo OH 43612-1061

**Meter Readings -** 29 Billing Days

| | |
|---|---|
| Actual Reading on 8/21 | 5598 |
| Actual Reading on 7/23 | 5581 |
| **Gas Used (Ccf)** | **17** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Aug 17 | 19 | 70.7 ° | 0.8 |
| Jul 18 | 17 | 75.5 ° | 0.5 |
| **Aug 18** | **17** | **73.7°** | **0.6** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1113 Ccf.
Your next meter reading date is 09 / 20 / 2018.

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16561
Columbus, OH 43216-6561

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 09/06/2018: $85.43**
**Amount Enclosed:** $ .

00042818 01 AV 0 375 1
[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000000854381325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.91 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $1.65 |
| **Delivery - Columbia Gas of Ohio** | **+$28.38** |
| Gross Receipts Tax @ 4.987% | $1 45 |
| **Taxes & Fees** | **+$1.45** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $7 39 |
| **Supply - Palmco Energy** | **+$7.39** |
| **Total Current Utility Charges** | **$37.22** |

- Current billing charges include Palmco Energy gas supply costs of $6.89 at the rate of $0 40500 per Ccf and sales tax of $0.50.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- At Columbia Gas of Ohio, we believe saving matters That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet For more information, visit **ColumbiaGasOhio.com/SavingMatters** .

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco
Electricity Sales - Natural Gas Sales
We Treat you Like Family

Account Number [redacted]
Statement Date: 09/21/2018
13049


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

[redacted]

**Your Contact Information:**
[redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 09/06/2018 | $85.43 |
| Payments Received by 09/17/2018 Thank you | -$47.50 |
| Late Payment Fee | +$0.57 |
| Balance on 09/20/2018 | $38.50 |
| Charges for Gas Service This Period | +$37.21 |
| **Total Amount Due** | **$75.71** |
| **Amount Past Due - Pay Immediately** | **$38.50** |
| **Current Charges Due by 10/05/2018** | **$37.21** |

- If paid after 10/05/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

**Budget Payment Plan**
Pay $86.00 instead of the amount due this month for your utility service, plus any charges for a security deposit, Optional Services, or HeatShare contribution, and you'll be enrolled in the Budget Payment Plan automatically. Or log in to your account at our website to enroll online anytime if your account is current. The Budget Payment Plan is your best option to manage your winter heating bills.

## Your Safety

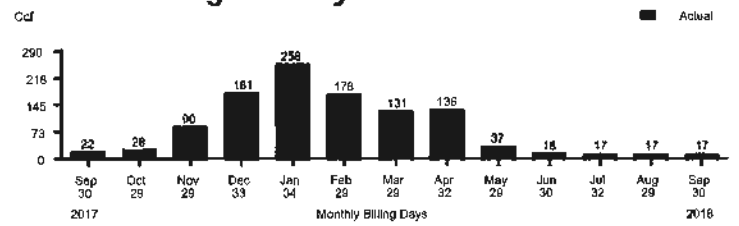
In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## 13 Month Usage History




**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings** - 30 Billing Days

| | |
|---|---|
| Actual Reading on 9/20 | 5615 |
| Actual Reading on 8/21 | - 5598 |
| **Gas Used (Ccf)** | **17** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Sep 17 | 22 | 63.3 ° | 0.7 |
| Aug 18 | 17 | 73.7 ° | 0.6 |
| **Sep 18** | **17** | **72.3°** | **0.6** |

Your Average Monthly Usage = 92 Ccf.
Your Total Annual Usage = 1108 Ccf.
Your next meter reading date is 10/ 19/ 2018.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 10/05/2018: $75.71**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P O BOX 16561
Columbus, OH 43216-6561

00042561 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000000757161325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

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**Apples to Apples**
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**Other Correspondence (except payments)**
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## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.91 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $1.65 |
| **Delivery - Columbia Gas of Ohio** | **+$28.38** |
| Gross Receipts Tax @ 4.987% | $1.44 |
| **Taxes & Fees** | **+$1.44** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $7.39 |
| **Supply - Palmco Energy** | **+$7.39** |
| **Total Current Utility Charges** | **$37.21** |

- Current billing charges include Palmco Energy gas supply costs of $6.89 at the rate of $0.40500 per Ccf and sales tax of $0.50

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

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- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit **ColumbiaGasOhio.com/SavingMatters**.

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™

**Account Number:** [redacted]
**Statement Date: 10/22/2018**
**13067**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at **8-1-1** at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

**Account Number:** [redacted]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 10/05/2018 | $75.71 |
| Payments Received by 10/19/2018 Thank you | $0.00 |
| Late Payment Fee | + $1.14 |
| Balance on 10/19/2018 | $76.85 |
| Charges for Gas Service This Period | + $44.78 |
| **Amount Past Due - Pay Immediately** | **$75.71** |
| **Current Charges Due by 11/05/2018** | **$45.92** |

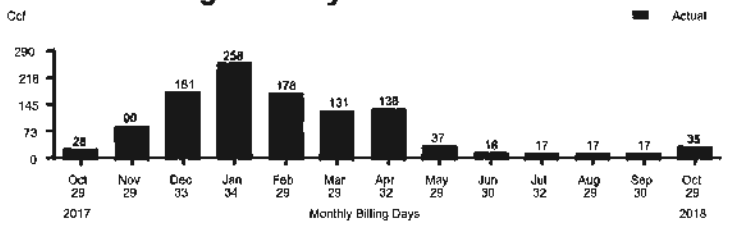
- If paid after 11/05/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

**Notice**
Your account is past due. To avoid possible interruption of service, we must receive your payment of at least $75.71 or you must provide a payment receipt number by calling **1-800-344-4077** before the due date for current charges. Visit us at **ColumbiaGasOhio.com** or call **1-800-344-4077** to learn more.

## 13 Month Usage History




**Meter Number:** [redacted]

**Service Address:** [redacted]
Toledo OH 43612-1061

**Meter Readings** - 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 10/19 | | 5650 |
| Actual Reading on 9/20 | - | 5615 |
| **Gas Used (Ccf)** | | **35** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Oct 17 | 28 | 65.5 ° | 1.0 |
| Sep 18 | 17 | 72.3 ° | 0.6 |
| **Oct 18** | **35** | **60.7°** | **1.2** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1115 Ccf.
Your next meter reading date is 11/19/2018.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 11/05/2018: $121.63**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16561
Columbus, OH 43216-6561

00043848 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000121639132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 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).

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The Ohio Consumers' Counsel (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

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.91 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $2.64 |
| **Delivery - Columbia Gas of Ohio** | **+$29.37** |
| Gross Receipts Tax @ 4.987% | $1.52 |
| **Taxes & Fees** | **+$1.52** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $13.89 |
| **Supply - Palmco Energy Dba Indra Energy** | **+$13.89** |
| **Total Current Utility Charges** | **$44.78** |

- Current billing charges include Palmco Energy Dba Indra Energy gas supply costs of $12.95 at the rate of $0.37000 per Ccf and sales tax of $0.94

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Dba Indra Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Dba Indra Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

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Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales · Natural Gas Sales
We Treat you Like Family!

Account Number: [redacted]
Statement Date: 11/20/2018
13130


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

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1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

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811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]

**Account Number:** [redacted]

**Your Contact Information:** [redacted]
Toledo OH 43612-1061

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

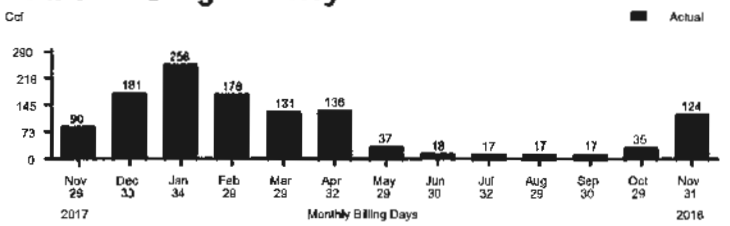
| | |
|---|---|
| Previous Amount Due on 11/05/2018 | $121.63 |
| Payments Received by 11/05/2018 Thank you | -$75.71 |
| Late Payment Fee | + $0.69 |
| Balance on 11/19/2018 | $46.61 |
| Charges for Gas Service This Period | + $87.07 |
| **Total Amount Due** | **$133.68** |
| **Amount Past Due - Pay Immediately** | **$46.61** |
| **Current Charges Due by 12/06/2018** | **$87.07** |

- If paid after 12/06/18, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

Our records show you have utilized our payment vendor, Bill Matrix, in the past six months. We are excited to let you know Columbia Gas is partnering with a new payment vendor, Paymentus, starting in December. As a result, your phone or online payment experience will be enhanced with a new look and feel, but will be just as quick and easy.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## 13 Month Usage History




**Meter Number:** [redacted]

**Service Address:**
3516 Leybourn Av
Toledo OH 43612-1061

**Meter Readings** - 31 Billing Days

| | |
|---|---|
| Actual Reading on 11/19 | 5774 |
| Actual Reading on 10/19 | - 5650 |
| **Gas Used (Ccf)** | **124** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Nov 17 | 90 | 45.7 ° | 3.1 |
| Oct 18 | 35 | 60.7 ° | 1.2 |
| **Nov 18** | **124** | **41.5°** | **4.0** |

Your Average Monthly Usage = 96 Ccf.
Your Total Annual Usage = 1149 Ccf.
Your next meter reading date is 12/20/2018.

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P O BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 12/06/2018: $133.68**
**Amount Enclosed:** $ .

00043420 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000133680132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

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**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826

**Bankruptcy Notices**
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**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.91 |
| Infrastructure Development Rider | $0 01 |
| Usage Based Charges | $9.30 |
| **Delivery - Columbia Gas of Ohio** | **+$36.03** |
| Gross Receipts Tax @ 4.987% | $1 83 |
| **Taxes & Fees** | **+$1.83** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $49.21 |
| **Supply - Palmco Energy Dba Indra Energy** | **+$49.21** |
| **Total Current Utility Charges** | **$87.07** |

- Current billing charges include Palmco Energy Dba Indra Energy gas supply costs of $45.88 at the rate of $0.37000 per Ccf and sales tax of $3.33

**Customer CHOICE Program**
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Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

indra



## Contact Us

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**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

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**Mobile**
Make payments and access your account at m ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

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In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

**Customer Name:** [redacted]

**Your Contact Information:**
Toledo OH 43612-1061

**Type of Customer:** [redacted]

**Account Number:** [redacted]

- Is your contact information correct? Make any changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 12/06/2018 | $133.68 |
| Payments Received by 12/20/2018 Thank you | $0.00 |
| Late Payment Fee | + $2.01 |
| Balance on 12/20/2018 | $135.69 |
| Charges for Gas Service This Period | + $105.21 |
| **Amount Past Due - Pay Immediately** | **$133.68** |
| **Current Charges Due by 01/09/2019** | **$107.22** |

- If paid after 01/09/19, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

**Our records show you have utilized our payment vendor, Bill Matrix, in the past six months. We are excited to let you know Columbia Gas is partnering with a new payment vendor, Paymentus, starting in December. As a result, your phone or online payment experience will be enhanced with a new look and feel, but will be just as quick and easy.**

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service [redacted] Toledo OH 43612-1061 scheduled on or after **January 10,** [redacted] in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 01/09/2019: $240.90**
**Amount Enclosed:** $ .

00043693 01 AV 0.375 1
****AUTO**5-DIGIT 43612
[redacted]
TOLEDO OH 43612-1061

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000240902132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

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## Legal Information

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## Termination Notice *continued*

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.
- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $108.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

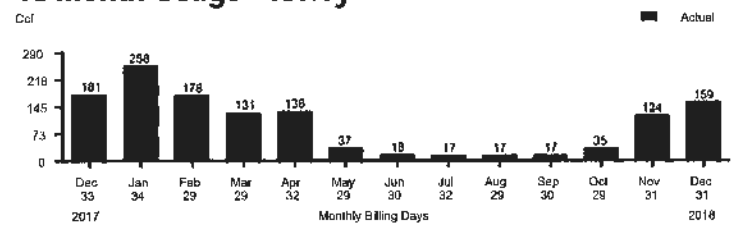
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

indra®



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings -** 31 Billing Days

| | | |
|---|---|---|
| Actual Reading on 12/20 | | 5933 |
| Actual Reading on 11/19 | - | 5774 |
| **Gas Used (Ccf)** | | **159** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Dec 17 | 161 | 35.8 ° | 5.5 |
| Nov 18 | 124 | 41.5 ° | 4.0 |
| **Dec 18** | **159** | **33.8°** | **5.1** |

Your Average Monthly Usage = 94 Ccf.
Your Total Annual Usage = 1127 Ccf.
Your next meter reading date is
01/23/2019

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $16.75 |
| Infrastructure Replacement Program Rider | $8.91 |
| Capital Expenditure Program Rider | $3.51 |
| Federal Tax Reform Credit | -$1.06 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $11.89 |
| **Delivery - Columbia Gas of Ohio** | **+$40.01** |
| Gross Receipts Tax @ 4.987% | $2.10 |
| **Taxes & Fees** | **+$2.10** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $63.10 |
| **Supply - Palmco Energy Dba Indra Energy** | **+$63.10** |
| **Total Current Utility Charges** | **$105.21** |

- This bill reflects the approval of rates by the Public Utilities Commission of Ohio, which became effective November 29, 2018, that provide for recovery of costs incurred in the operation of Columbia's Capital Expenditure Program.
- This bill reflects the approval of a reduction in base rates by the Public Utilities Commission of Ohio, retroactive to January 1, 2018, in recognition of the passage of the Tax Reform Act of 2017.
- Current billing charges include Palmco Energy Dba Indra Energy gas supply costs of $58.83 at the rate of $0.37000 per Ccf and sales tax of $4.27.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Dba Indra Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Dba Indra Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

indra



## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

[redacted]

Type of Customer: Residential
Customer Choice Program

Termination

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 01/09/2019 | $240.90 |
| Payments Received by 01/11/2019 Thank you | -$133.68 |
| Late Payment Fee | +$1.61 |
| Balance on 01/23/2019 | $108.83 |
| Charges for Gas Service This Period | +$116.38 |
| **Amount Past Due - Pay Immediately** | **$107.22** |
| **Current Charges Due by 02/07/2019** | **$117.99** |

- If paid after 02/07/19, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service a[redacted] Toledo Oh 43612-1061 **scheduled** on or after **February 8, 20[illegible]** [illegible]7.22 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P O BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 02/07/2019: $225.21**
**Amount Enclosed:** $ .

00043661 01 AV 0.375 1

[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000225214 1325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.
- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $108.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

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Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

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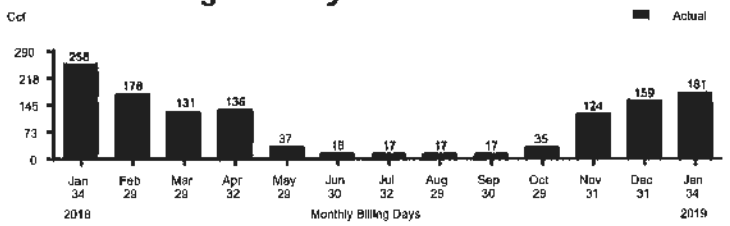
**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-894-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

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## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Meter Readings -** 34 Billing Days

| | | |
|---|---|---|
| Actual Reading on 1/23 | | 6114 |
| Actual Reading on 12/20 | - | 5933 |
| **Gas Used (Ccf)** | | **181** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Jan 18 | 268 | 20.7 ° | 7.6 |
| Dec 18 | 159 | 33.8 ° | 5.1 |
| **Jan19** | **181** | **31.6°** | **5.3** |

Your Average Monthly Usage = 88 Ccf.
Your Total Annual Usage = 1050 Ccf.
Your next meter reading date is 02/21/2019.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $16.75 |
| Infrastructure Replacement Program Rider | $8.91 |
| Capital Expenditure Program Rider | $3.51 |
| Federal Tax Reform Credit | -$1.06 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $14.24 |
| **Delivery - Columbia Gas of Ohio** | **+$42.36** |
| Gross Receipts Tax @ 4.987% | $2.19 |
| **Taxes & Fees** | **+$2.19** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $71.83 |
| **Supply - Indra Energy** | **+$71.83** |
| **Total Current Utility Charges** | **$116.38** |

- Current billing charges include Indra Energy gas supply costs of $66.97 at the rate of $0.37000 per Ccf and sales tax of $4.86.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Indra Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Indra Energy, 1515 Market St, Ste 1200, Philadelphia PA 19102, at 1-888-504-6372. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

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**Account Number:** [redacted]
**Statement Date: 02/22/2019**
**13448**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

[redacted]

Type of Customer: [redacted]
Customer Home Energy Program

Account Number: [redacted]

- Is your contact information correct? Make all changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 02/07/2019 | $225.21 |
| Payments Received by 02/01/2019 Thank you | -$107.22 |
| Late Payment Fee | +$1.77 |
| Balance on 02/21/2019 | $119.76 |
| Charges for Gas Service This Period | +$412.87 |
| **Amount Past Due - Pay Immediately** | **$117.99** |
| **Current Charges Due by 03/08/2019** | **$414.64** |

- If paid after 03/08/19, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service [redacted] Toledo Oh 43612-1061 scheduled on or after **March 11, 20[illegible]** [redacted].99 in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 03/08/2019: $532.63**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16581
Columbus, OH 43216-6581

00050750 01 AV 0.380 1
****AUTO**5 DIGIT 43612
[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

19551658001000100000053263213 25

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

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## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

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**Rights and Responsibilities**
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**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $108.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

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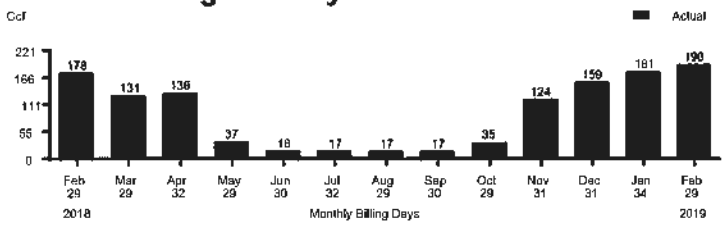
**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

indra



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Meter Readings** - 29 Billing Days

| | |
|---|---|
| Actual Reading on 2/21 | 6310 |
| Actual Reading on 1/23 | 6114 |
| **Gas Used (Ccf)** | **196** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Feb 18 | 178 | 29.9 ° | 6.1 |
| Jan 19 | 181 | 31.6 ° | 5.3 |
| **Feb 19** | **196** | **25.3°** | **6.8** |

Your Average Monthly Usage = 89 Ccf.
Your Total Annual Usage = 1068 Ccf.
Your next meter reading date is 03/22/2019.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $16.75 |
| Infrastructure Replacement Program Rider | $8.91 |
| Capital Expenditure Program Rider | $3.51 |
| Federal Tax Reform Credit | -$1.06 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $15.41 |
| **Delivery - Columbia Gas of Ohio** | **+$43.53** |
| Gross Receipts Tax @ 4.987% | $2.26 |
| **Taxes & Fees** | **+$2.26** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $367.08 |
| **Supply - Indra Energy** | **+$367.08** |
| **Total Current Utility Charges** | **$412.87** |

- Current billing charges include Indra Energy gas supply costs of $342.27 at the rate of $1.74630 per Ccf and sales tax of $24.81.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Indra Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Indra Energy, 1515 Market St, Ste 1200, Philadelphia PA 19102, at 1-888-504-6372. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco
Electricity Sales - Natural Gas Sales
We Treat you Like Family

Account Number [redacted]
Statement Date: 01/24/2018
13383


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

[redacted]

Type of Customer: [redacted]
Customer Choice Program

- Is your contact information correct? Make any changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 01/09/2018 | $230.41 |
| Payments Received by 01/08/2018 Thank you | -$110.00 |
| Late Payment Fee | +$1.81 |
| Balance on 01/23/2018 | $122.22 |
| Charges for Gas Service This Period | +$285.54 |
| **Amount Past Due - Pay Immediately** | **$120.41** |
| **Current Charges Due by 02/07/2018** | **$287.35** |

- If paid after 02/07/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service a[redacted] Toledo Oh 43612-1061 scheduled on or after **February 8, 2018, you must pay $120.41** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P O BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 02/07/2018: $407.76**
**Amount Enclosed:** $ .

00043427 01 AV 0.375 1
***AUTO**5-DIGIT 43612
[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1555165800100010000004077691325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.
- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

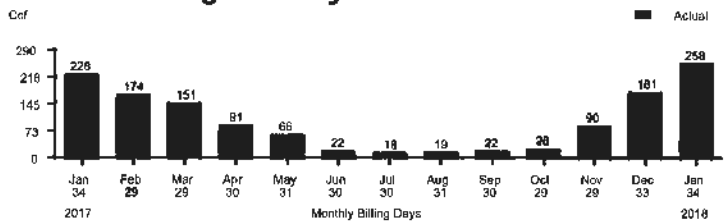
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Meter Readings -** 34 Billing Days

| | |
|---|---|
| Actual Reading on 1/23 | 6064 |
| Actual Reading on 12/20 | 4806 |
| **Gas Used (Ccf)** | **258** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Jan 17 | 228 | 31.2° | 6.7 |
| Dec 17 | 181 | 35.8° | 5.5 |
| **Jan 18** | **258** | **20.7°** | **7.6** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1120 Ccf.
Your next meter reading date is 02/21/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $21.00 |
| **Delivery - Columbia Gas of Ohio** | **+$47.91** |
| Gross Receipts Tax @ 4.987% | $2.48 |
| **Taxes & Fees** | **+$2.48** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $235.15 |
| **Supply - Palmco Energy Oh, LLC** | **+$235.15** |
| **Total Current Utility Charges** | **$285.54** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $219.25 at the rate of $0.84980 per Ccf and sales tax of $15.90.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™

**Account Number:** [redacted]
**Statement Date: 10/20/2017**
**13090**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

[redacted]

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

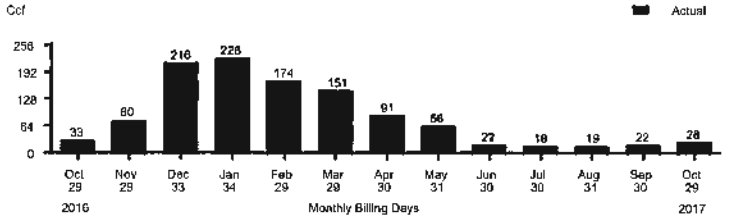
## Account Summary

| | |
|---|---|
| Previous Amount Due on 10/05/2017 | $79.01 |
| Payments Received by 10/09/2017 Thank you | - $38.41 |
| Late Payment Fee | + $0.61 |
| Balance on 10/19/2017 | $41.21 |
| Charges for Gas Service This Period | + $42.54 |
| **Total Amount Due** | **$83.75** |
| **Amount Past Due - Pay Immediately** | **$41.21** |
| **Current Charges Due by 11/03/2017** | **$42.54** |

- If paid after 11/03/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

We are required to include your name, address, and usage information on lists of eligible customers that are made available to retail natural gas suppliers or governmental aggregators. If you wish to be excluded from this list, call 1-800-344-4077 or write Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318.

## 13 Month Usage History




**Meter Number:**
[redacted]

**Service Address:**
[redacted]
TOLEDO OH 43612-1061

**Meter Readings** - 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 10/19 | | 4535 |
| Actual Reading on 9/20 | - | 4507 |
| **Gas Used (Ccf)** | | **28** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Oct 16 | 33 | 61.3° | 1.1 |
| Sep 17 | 22 | 63.3° | 0.7 |
| **Oct 17** | **28** | **65.5°** | **1.0** |

Your Average Monthly Usage = 93 Ccf.
Your Total Annual Usage = 1115 Ccf.
Your next meter reading date is 11/17/2017.

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16561
Columbus, OH 43216-6561

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 11/03/2017: $83.75**

**Amount Enclosed:** $ .

00044473 01 AV 0.370 1

[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

19551658001000100000000637521325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 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).

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**Rights and Responsibilities**
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**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $2.00 |
| **Delivery - Columbia Gas of Ohio** | **+$28.91** |
| Gross Receipts Tax @ 4.987% | $1.47 |
| **Taxes & Fees** | **+$1.47** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $12.16 |
| **Supply - Palmco Energy** | **+$12.16** |
| **Total Current Utility Charges** | **$42.54** |

- Current billing charges include Palmco Energy gas supply costs of $11 34 at the rate of $0.40500 per Ccf and sales tax of $0.82.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs Call **1-800-344-4077** to see if you're eligible.
- At Columbia Gas of Ohio, we believe saving matters That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit **ColumbiaGasOhio.com/SavingMatters**

## Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Royalty™

**Account Number** [redacted]
**Statement Date: 11/20/2017**
**13404**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

[redacted]

**Type of Customer:**
Residential
Customer CHOICE Program

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 11/03/2017 | $83.75 |
| Payments Received by 11/10/2017 Thank you | -$50.00 |
| Late Payment Fee | +$0.51 |
| Balance on 11/17/2017 | $34 26 |
| Charges for Gas Service This Period | +$74.08 |
| **Total Amount Due** | **$108.34** |
| **Amount Past Due - Pay Immediately** | **$34.26** |
| **Current Charges Due by 12/06/2017** | **$74.08** |

- If paid after 12/06/17, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies

## Your Safety

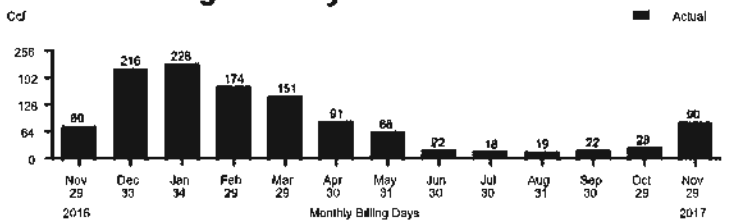
In case of an emergency, such as odor of gas, carbon monoxide or fire:
1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## 13 Month Usage History




**Meter Number:**
[redacted]

**Service Address:**
[redacted]
Toledo OH 43612-1061

**Meter Readings -** 29 Billing Days

| | |
|---|---|
| Actual Reading on 11/17 | 4625 |
| Actual Reading on 10/19 - | 4535 |
| **Gas Used (Ccf)** | **90** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Nov 16 | 80 | 49 5 ° | 2 8 |
| Oct 17 | 28 | 65 6 ° | 1.0 |
| **Nov 17** | **90** | **45.7°** | **3.1** |

Your Average Monthly Usage = 94 Ccf.
Your Total Annual Usage = 1125 Ccf.
Your next meter reading date is 12/ 20 / 2017.

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com
**Mobile**
m ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 12/06/2017: $108.34**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16581
Columbus, OH 43216-6581

00043867 01 AV 0.370 1
[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000001083411325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services

## Legal Information

**Public Utilities Commission of Ohio**
If your complaint is not resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $6.39 |
| **Delivery - Columbia Gas of Ohio** | **+$33.30** |
| Gross Receipts Tax @ 4.987% | $1.69 |
| **Taxes & Fees** | **+$1.69** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $39.09 |
| **Supply - Palmco Energy** | **+$39.09** |
| **Total Current Utility Charges** | **$74.08** |

- Current billing charges include Palmco Energy gas supply costs of $36.45 at the rate of $0.40500 per Ccf and sales tax of $2.64.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.
- At Columbia Gas of Ohio, we believe saving matters. That's why we provide a variety of energy efficiency offerings that not only keep your family warm in the winter and cool in the summer, but also make sure you have a little extra in your wallet. For more information, visit **ColumbiaGasOhio.com/SavingMatters** .

## Change Contact Information

If information is incorrect in the Account Profile, please update and print clearly in the space provided below.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™

**Account Number:** [redacted]
**Statement Date: 12/21/2017**
**13355**


## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

[redacted]

Termination

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 12/06/2017 | $108.34 |
| Payments Received by 12/20/2017 Thank you | $0.00 |
| Late Payment Fee | +$1.63 |
| Balance on 12/20/2017 | $109.97 |
| Charges for Gas Service This Period | +$120.44 |
| **Amount Past Due - Pay Immediately** | **$108.34** |
| **Current Charges Due by 01/09/2018** | **$122.07** |

- If paid after 01/09/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service [redacted] Toledo Oh 43612-1061 scheduled on or after **January 10, 2018, you must pay $108.34** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com

**Mobile**
m.ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 01/09/2018: $230.41**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P O BOX 16581
Columbus, OH 43216-6581

00043477 01 AV 0.370 1
****AUTO**5-DIGIT 43612
[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000230413132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

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**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

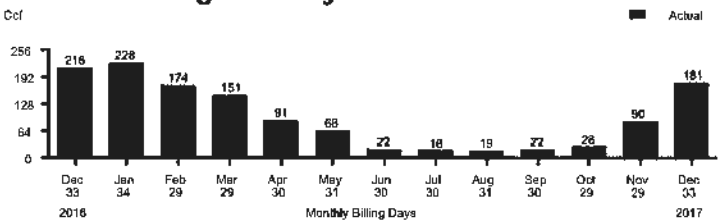
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales · Natural Gas Sales
*We Treat you Like Family*™



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Meter Readings -** 33 Billing Days

| | | |
|---|---|---|
| Actual Reading on 12/20 | | 4806 |
| Actual Reading on 11/17 | - | 4625 |
| **Gas Used (Ccf)** | | **181** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Dec 16 | 218 | 31.6 * | 6.5 |
| Nov 17 | 90 | 45.7 * | 3.1 |
| **Dec 17** | **181** | **35.8°** | **5.5** |

Your Average Monthly Usage = 91 Ccf.
Your Total Annual Usage = 1090 Ccf.
Your next meter reading date is 01/23/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $12.85 |
| **Delivery - Columbia Gas of Ohio** | **+$39.76** |
| Gross Receipts Tax @ 4.987% | $2.06 |
| **Taxes & Fees** | **+$2.06** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $78.62 |
| **Supply - Palmco Energy** | **+$78.62** |
| **Total Current Utility Charges** | **$120.44** |

- Current billing charges include Palmco Energy gas supply costs of $73.31 at the rate of $0.40500 per Ccf and sales tax of $5.31.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

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- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™



## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711.

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mobile**
Make payments and access your account at m.ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Account Profile

Termination

[redacted] [redacted]

Type of Customer: Residential
Customer Holiday Program

Account Number: [redacted]

- Is your contact information correct? Make all changes on the reverse side.

## Account Summary

| | |
|---|---|
| Previous Amount Due on 02/07/2018 | $407.76 |
| Payments Received by 02/19/2018 Thank you | -$120.41 |
| Late Payment Fee | + $4.31 |
| Balance on 02/21/2018 | $291.66 |
| Charges for Gas Service This Period | + $185.15 |
| **Amount Past Due - Pay Immediately** | **$287.35** |
| **Current Charges Due by 03/08/2018** | **$189.46** |

- If paid after 03/08/18, a late payment charge of 1.5% may be applied.
- For more information regarding these charges, see the Detail Charges section.

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In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
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**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service at [redacted] Toledo Oh 43612-1061 scheduled on or after **March 9, 2018, you must pay $287.35** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

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- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
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Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company
P.O. BOX 16581
Columbus, OH 43216-6581

**Web**
ColumbiaGasOhio.com
**Mobile**
m.ColumbiaGasOhio.com
**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 03/08/2018: $476.81**
**Amount Enclosed:** $ .

00042943 01 AV 0.375 1
[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

195516580010001000000476817132 5

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage.

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Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $111.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

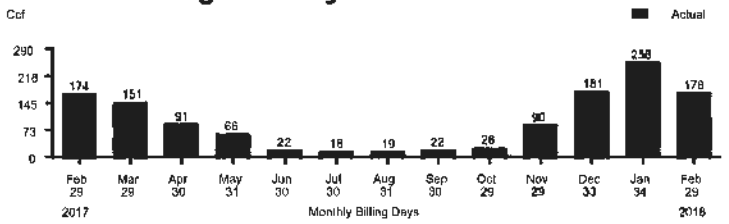
Customers who utilize a Medical Certificate must enter into a payment plan prior to the end of the medical certificate period or be subject to disconnection. Medical Certificates may be renewed two additional times and may not exceed 90 days per household in a 12-month period.

**Payment Options**
You can choose from the following payment options:

- Pay by credit/debit card or an electronic check by calling **1-866-694-1828** or visit us online at **ColumbiaGasOhio.com.** Please note, fees do apply.
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

PALMco™
Electricity Sales - Natural Gas Sales
We Treat you Like Family™



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Meter Readings -** 29 Billing Days

| | | |
|---|---|---|
| Actual Reading on 2/21 | | 5242 |
| Actual Reading on 1/23 | - | 5064 |
| **Gas Used (Ccf)** | | **178** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Feb 17 | 174 | 34.1° | 6.0 |
| Jan 18 | 258 | 20.7° | 7.6 |
| **Feb 18** | **178** | **29.9°** | **6.1** |

Your Average Monthly Usage = 94 Ccf.
Your Total Annual Usage = 1124 Ccf.
Your next meter reading date is 03/22/2018.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $17.81 |
| Infrastructure Replacement Program Rider | $8.96 |
| Infrastructure Development Rider | $0.14 |
| Usage Based Charges | $14.50 |
| **Delivery - Columbia Gas of Ohio** | **+$41.41** |
| Gross Receipts Tax @ 4.987% | $2.28 |
| **Taxes & Fees** | **+$2.28** |
| Customer CHOICE Program Gas Supply Cost Incl Sales Tax | $141.46 |
| **Supply - Palmco Energy Oh, LLC** | **+$141.46** |
| **Total Current Utility Charges** | **$185.15** |

- Current billing charges include Palmco Energy Oh, LLC gas supply costs of $131.90 at the rate of $0.74100 per Ccf and sales tax of $9.56.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Palmco Energy Oh, LLC. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Palmco Energy Oh, LLC, 8751 18th Avenue, Brooklyn NY 11214, at 1-718-851-6655. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

Columbia Gas of Ohio
A NiSource Company

indra®



## Contact Us

**Phone**
**Emergency Service 24/7**
1-800-344-4077
For gas leaks or odors of gas

Customer Service
1-800-344-4077
7 a.m. - 7 p.m. Mon. - Fri.
8 a.m. - 12 p.m. Sat.

For hearing-impaired relay call 711

**Web**
Make payments and access your account at ColumbiaGasOhio.com

**Mail Payments**
Columbia Gas of Ohio
P.O. Box 742510
Cincinnati, OH 45274-2510

**Authorized Payment Locations**
Find locations online at ColumbiaGasOhio.com

## Your Safety

In case of an emergency, such as odor of gas, carbon monoxide or fire:

1. Leave the area immediately.
2. Leave windows and doors in their positions and avoid doing anything that could cause a spark.
3. From a safe area, call **911** and Columbia Gas at **1-800-344-4077.**

**Always Call 8-1-1 Before You Dig**
If you're planning a home or landscaping project, call O.U.P.S. at 8-1-1 at least two business days before digging. A representative will mark the approximate location of underground utility lines for free.

811 Know what's below. Call before you dig.

**Employee Identification**
All of our employees and contractors carry photo identification. If someone claims to represent us, ask to see identification. Call the police if you see suspicious activity.

## Account Profile

[redacted] [redacted]

Type of Customer: Residential
Customer Help Program

Account Number: [redacted]

- Is your contact information correct? Make all changes on the reverse side.

Termination

## Account Summary

| | |
|---|---|
| Previous Amount Due on 03/08/2019 | $532.63 |
| Payments Received by 02/26/2019 Thank you | - $117.99 |
| Late Payment Fee | + $6.22 |
| Balance on 03/22/2019 | $420.86 |
| Charges for Gas Service This Period | + $291.59 |
| **Amount Past Due - Pay Immediately** | **$414.64** |
| **Current Charges Due by 04/08/2019** | **$297.81** |

- If paid after 04/08/19, a late payment charge of 1.5% may be applied to your utility balance.
- For more information regarding these charges, see the Detail Charges section.

**Foreign language interpreter service** is available by phone. This service is available 24/7 to report emergencies.

## Termination Notice

**Your account is past-due.** To avoid disconnection of service a[redacted] Toledo Oh 43612-1061 scheduled on or after **April 9, 2019, you must pay $414.64** in full. Please be aware that partial payments will not protect you from shut-off, unless you arrange one of the payment plans listed below in advance, if eligible. To discuss eligibility of one of these payment plans, please call **1-800-344-4077**, or visit **ColumbiaGasOhio.com.**

**Payment Plans**

- One-ninth Payment Plan - A nine-month budget bill, which includes one-ninth of past-due amounts each month. The plan estimates usage for the nine-month period and may be adjusted periodically.
- One-sixth Payment Plan - Current bill plus one-sixth of the past-due amount monthly.
- Winter Heating Season Plan - One-third of your total bill, including the past due amount.
- Percent of Income Payment Plan Plus (PIPP Plus) - If income eligible, pay 6% of your total monthly household income or $10, whichever is greater, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.
- Graduate Percentage of Income Payment Plan Plus (Graduate PIPP Plus) - If eligible, pay PIPP Plus installment amount plus budget bill divided by two for 12 months, and receive credits for paying on time and in full. To determine eligibility, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m.

**Reconnection Process and Additional Fees**
It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- If our representative visits your home to disconnect service and a payment is made at the time our representative is at your home, a $5.50 collection fee applies.

Termination Notice continued on next page

▼ Please fold on the perforation below, detach and return with your payment.

**Web**
ColumbiaGasOhio.com

**Phone**
1-800-344-4077

Account Number: [redacted]
**Amount Due by 04/08/2019: $712.45**
**Amount Enclosed:** $ .

[redacted]
TOLEDO OH 43612-1061

Columbia Gas of Ohio
A NiSource Company

P.O. BOX 16561
Columbus, OH 43216-6561

[redacted]

**Make check payable to:**
COLUMBIA GAS
P O BOX 742510
CINCINNATI OH 45274-2510

1955165800100010000007124561325

## Helpful Definitions

**Ccf** is equal to 100 cubic feet and is used to measure your gas usage

**Estimated Readings** are calculated based on your typical monthly usage rather than on an actual meter reading.

**Fixed Monthly Delivery Charge** covers a portion of the fixed costs required to ensure that natural gas service is available to your home. This amount is the same with each bill.

**Usage Based Charges** are basic charges for natural gas supply services to retail customers, excluding natural gas distribution services.

## Legal Information

**Public Utilities Commission of Ohio**
If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Columbia Gas of Ohio, 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 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).

**Office of Ohio Consumers' Counsel**
The Ohio Consumers' Counsel (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.

**Rights and Responsibilities**
A summary of customer rights and responsibilities is available at ColumbiaGasOhio.com or by calling 1-800-344-4077. Information covers rules regarding service installation, security deposits, billing and payment, payment plans, low-income assistance, disconnection and reconnection of service, meter reading and testing, usage and payment history, natural gas safety, maintenance of customer owned service lines, employee identification, rate information and alternatives, Customer CHOICE, privacy rights, and complaint procedures. You may obtain a copy of the full minimum gas service standards at the PUCO website or phone numbers shown above.

**Apples to Apples**
For a comparison of available competitive natural gas suppliers, visit the PUCO website at www.energychoice.ohio.gov or call 1-800-686-7826.

**Bankruptcy Notices**
Mail to Columbia Gas of Ohio, Revenue Recovery, PO Box 117, Columbus, OH 43216.

**Other Correspondence (except payments)**
Mail to Columbia Gas of Ohio, P.O. Box 2318, Columbus, OH 43216-2318 or contact us at ColumbiaGasOhio.com.

## Termination Notice *continued*

- To reconnect service after it has been shut-off, you will be required to pay a $52.00 reconnection fee in addition to the past-due amount. A $108.00 security deposit or a creditworthy guarantor may also be required.
- If service is disconnected for 10 business days or less, reconnection will be scheduled by the close of the next business day.
- Service that has been disconnected more than 10 business days will be reconnected within three business days after the required payment has been made.

**Energy Assistance** - If you meet income requirements, you might qualify for financial aid or weatherization services through the Home Energy Assistance Program (HEAP). To learn more, call the Ohio Development Services Agency's Office of Community Assistance, at 1-800-282-0880 Monday - Friday, 7:00 a.m. - 5:00 p.m., visit http://www.development.ohio.gov/is/is_heap.htm or visit **ColumbiaGasOhio.com.**

**Medical Certificate** - If disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises or disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical, a Medical Certificate can delay the disconnection of service for 30 days. Initial certification may be made by telephone if written certification is forwarded to Columbia Gas within seven days.

Columbia Gas can fax a medical certificate form to your licensed health care professional, who must complete, sign and return it to Columbia Gas prior to the shut off date. Upon request, Columbia will provide the medical certification to you, which must be completed, signed and returned to Columbia prior to the shut-off date. This form is also available on the Public Utilities Commission of Ohio's website at http://www.puco.ohio.gov/puco/index.cfm/puco-forms/30-day-medical-certification-form/, and it must be completed, signed and returned to Columbia prior to the shut-off date. If the service has been disconnected, Columbia Gas must receive the form within 21 days for the restoration of service to the same residence.

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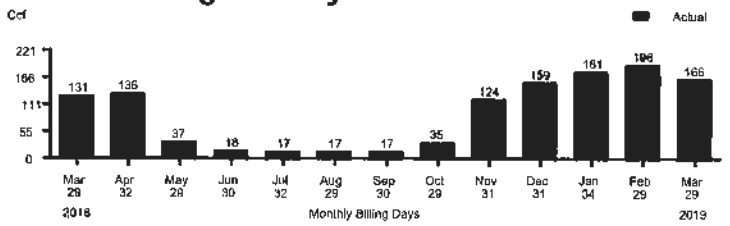
- Pay online with your checking account at **ColumbiaGasOhio.com.** No additional charges apply.
- Pay in-person at an authorized payment center. Visit **ColumbiaGasOhio.com** to find a list of authorized payment locations near you, or you can call Columbia at 1-800-344-4077. Please note, these payment locations do charge an additional fee.

Failure to pay charges for optional, non-regulated products or services that appear on your bill may result in the loss of those products and services. If you have made your payment, please accept our thanks and disregard this notice.

## 13 Month Usage History




13 Month Usage History continued on next page

## Change Contact Information

By providing Columbia Gas a telephone number, it enables us to call you about your utility service, future service appointments and other important information pertaining to your account and you're agreeing to receive autodialed and prerecorded voice calls. Please notify us if you wish to opt out or if you no longer use this number. Thank you in advance.

Address

City

State Zip Code

Phone Number

Add or Edit Email

Columbia Gas of Ohio
A NiSource Company

indra



## 13 Month Usage History *continued*

**Meter Number:**
[redacted]

**Meter Readings** - 29 Billing Days

| | |
|---|---|
| Actual Reading on 3/22 | 6476 |
| Actual Reading on 2/21 | - 6310 |
| **Gas Used (Ccf)** | **166** |

**Usage Comparison - Ccf**

| Month | Ccf | Avg Temp | Ccf Per Day |
|---|---|---|---|
| Mar 18 | 131 | 35.4 ° | 4.5 |
| Feb 19 | 196 | 26.3 ° | 6.8 |
| **Mar 19** | **166** | **32.2°** | **5.7** |

Your Average Monthly Usage = 92 Ccf.
Your Total Annual Usage = 1103 Ccf.
Your next meter reading date is 04/23/2019.

## Detail Charges

| | |
|---|---|
| Fixed Monthly Delivery Charge | $16.75 |
| Infrastructure Replacement Program Rider | $8.91 |
| Capital Expenditure Program Rider | $3.51 |
| Federal Tax Reform Credit | -$1.06 |
| Infrastructure Development Rider | $0.01 |
| Usage Based Charges | $13.05 |
| **Delivery - Columbia Gas of Ohio** | **+$41.17** |
| Gross Receipts Tax @ 4.987% | $2.36 |
| **Taxes & Fees** | **+$2.36** |
| Customer CHOICE Program<br>Gas Supply Cost Incl Sales Tax | $248.06 |
| **Supply - Indra Energy** | **+$248.06** |
| **Total Current Utility Charges** | **$291.59** |

- Current billing charges include Indra Energy gas supply costs of $231.29 at the rate of $1.39330 per Ccf and sales tax of $16.77.

**Customer CHOICE Program**
As a participant of the Columbia Gas Customer CHOICE Program, your gas is being supplied by Indra Energy. This bill reflects Columbia Gas charges for service and delivery of natural gas and your supplier's charges for the gas supply. For questions about your gas supply charges, please contact Indra Energy, 1515 Market St, Ste 1200, Philadelphia PA 19102, at 1-888-504-6372. If your questions are not resolved after you have called your supplier or Governmental aggregator, you may call the Public Utilities Commission of Ohio (PUCO) or the Ohio Consumers' Counsel (OCC) toll free number(s) listed under Legal Information in the left column of your bill.

## Message Board

- Enjoy the convenience of managing your account online by enrolling in Paperless Billing. Monthly email alerts, 24/7 account access and up to two years of past bills and payment history! Enroll today at **ColumbiaGasOhio.com/PaperlessBilling.**
- Never worry about missing a payment or writing a check again by enrolling in Automatic Payment today at **ColumbiaGasOhio.com.**
- Having trouble making ends meet? Take advantage of our special payment arrangements or energy assistance programs. Call **1-800-344-4077** to see if you're eligible.

## Sariah Brinker

**From:** William Schaaf
**Sent:** Tuesday, April 02, 2019 1:15 PM
**To:** Michael Coady
**Cc:** Indra Energy Compliance
**Subject:** RE: PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

Hello Michael,

Thanks for providing your calculations. We will be sending a check directly to the customer in the amount of $712.36, and expect the customer to receive it within one week.

William Schaaf – Asst. Compliance Officer

indra ENERGY

www.IndraEnergy.com

1515 Market Street, Suite 1200
Philadelphia, PA 19102
**P**: 888.504.6372
**F**: 718.851.2427

**From:** Michael Coady <contactthepuco@puc.state.oh.us>
**Sent:** Tuesday, April 2, 2019 12:11 PM
**To:** Indra Energy Compliance <Compliance@indraenergy.com>
**Subject:** PUBLIC UTILITIES COMMISSION OF OHIO - CASE #: 00255577 [ ref:_00Dt0GzXt._500t0FMTjf:ref ]

**PUBLIC UTILITIES COMMISSION OF OHIO**
**Consumer Services Division**
**Memorandum**

**CASE ID:** 00255577
**COMPANY:**
**CUSTOMER:** [redacted]
**ADDRESS:** [redacted]
**SERVICE ADDRESS:** [redacted]
**AIQ:** Palmco Energy OH LLC
**SERVICE ACCOUNT NUMBER:** [redacted]
**NIQ:**

***To ensure your response attaches to the appropriate case, please reply to this email without changing the subject line. Thank you!***

**DESCRIPTION OF ISSUE:**

**Please find attached my calculations and supporting documentation for this customer's refund. As stated on the phone, please mail the refund directly to her at the mailing address referenced above.**

**Please advise when she can expect to receive it.**

Sincerely,

**Michael Coady**
Public Utilities Commission of Ohio
Service Monitoring and Enforcement Department
Lead Customer Service Investigator
(800) 686-PUCO (7826)
www.PUCO.ohio.gov

This message and any response to it may constitute a public record and thus may be publicly available to anyone who requests it.

ref:_00Dt0GzXt._500t0FMTjf:ref

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

**Commission of Ohio Docketing Information System on**

**10/10/2019 12:27:55 PM**

**in**

**Case No(s). 19-0957-GE-COI**

Summary: Exhibit Ex. 7 Part 21 Filed by the Office of the Ohio Consumers' Counsel electronically filed by Ms. Deb J. Bingham on behalf of Etter, Terry L.