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November 26, 2019

**VIA ELECTRONIC FILING**

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

Re: City of Toledo  
Case # 02-1655-GA-GAG

Dear Sir/Madam:

Please find enclosed for filing in the above-referenced case record the opt-out notice for eligible residential and small commercial natural gas customers in the City of Toledo. The opt-out notice will be mailed December 10, 2019 with a response due date of December 31, 2019.

Very truly yours,

VOLUNTEER ENERGY SERVICES, INC.

*/s/ John L. Einstein, IV, Esq.*

John L. Einstein, IV, Esq.



The Northwest Ohio Aggregation Coalition Community Pricing: NYMEX + \$0.105/CCF  
Columbia Gas SCO Supplier Gas Pricing: NYMEX + \$0.118/CCF  
December 10, 2019

**DO NOT DISCARD:**  
Important Natural Gas Aggregation  
Information Enclosed.

Dear Natural Gas Consumer,

The Northwest Ohio Aggregation Coalition (NOAC) has selected Volunteer Energy to continue as its preferred supplier for the next term of its Natural Gas Governmental Aggregation Program. Voters of each NOAC community approved this program as follows: Village of Holland in May 2002, Lake Township in January 2004, Lucas County in July 2001, City of Maumee in November 2002, City of Northwood in July 2001, City of Oregon in January 2002, Village of Ottawa Hills in August 2010, City of Perrysburg in August 2001, City of Sylvania in July 2001, City of Toledo in August 2001, City of Rossford in November 2001, Village of Walbridge in April 2010. The opt-out aggregation program is for the period spanning February 2020 through May 2021 billing cycles. **For participating members Volunteer Energy will deliver gas at a rate of NYMEX plus \$0.105 per Ccf. Columbia Gas is still your utility and will continue to provide monthly billing and service.**

### You are automatically enrolled.

As an eligible NOAC resident or small business, **you are automatically enrolled and do not need to take any further steps in order to receive this special rate.** Or, you may choose at this time to opt-out of the program by taking one of the steps outlined below. To learn more about Volunteer Energy and the Governmental Aggregation Program please see the enclosed Terms and Conditions and Frequently Asked Questions (FAQs).

### If you choose to opt-out.

You don't need to do anything to get this special rate. However, if you decide not to participate in the program we must receive your opt-out response by December 31, 2019 either by mail or phone.

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

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

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

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



### ABOUT THE PROGRAM

- Because of NOAC's buying power, you will receive a negotiated rate of NYMEX plus \$0.105 per Ccf for your 2/20 through 5/21 billing cycles.
- You will still receive one bill from Columbia Gas. That bill will simply list Volunteer Energy as your natural gas supplier, along with your special rate.
- You will still contact Columbia Gas for all service calls and emergencies.
- Budget billing and auto payment are still available from Columbia Gas.

The rate provided will NOT include taxes or local utility charges. If you are already enrolled with another natural gas supplier, a cancellation fee may apply if you choose to end your agreement with that supplier. The Terms and Conditions govern your participation in the program. If you have additional questions about this offer, contact Volunteer Energy at 1-800-977-8374, Ohio supplier certification # 02-022G(9).

## AGGREGATION PROGRAM OPT-OUT FORM

☐ I do NOT want to participate in the NOAC Natural Gas Governmental Aggregation Program.

Governmental Aggregation opt-out number:



service address:

EMAIL ADDRESS

PHONE

**SIGNATURE REQUIRED** Account Holder

PRINTED NAME

DATE

ACCOUNT HOLDER'S SIGNATURE

☐ Check here if any of the information above is incorrect. Please make corrections on the back of this form.

Detach completed form and return by December 31, 2019 to: NOAC Governmental Aggregation Program, Volunteer Energy, 790 Windmill Drive, Pickerington, OH 43147



# ENERGY SUPPLY TERMS AND CONDITIONS

KEEP FOR YOUR RECORDS

**UTILITY** ..... Columbia Gas of Ohio  
**RATE PLAN** ..... NOAC Governmental Aggregation Rate  
**INITIAL PRICE & TERMS** ..... NYMEX plus \$0.105 per Ccf February 2020 through May 2021 billing cycles  
**CANCELLATION FEE** ..... None

These ENERGY SUPPLY TERMS AND CONDITIONS have important information you need to know before you commit to natural gas service from Volunteer Energy Services, Inc. ("VESI"). VESI is an Ohio corporation whose customers include a variety of Ohio natural gas end users. As a supply customer of VESI, you agree to the Terms and Conditions of VESI's natural gas supply contract.

**Service Arrangement:** VESI's energy supply will be delivered to your residence or facility via the utility's pipeline on a month to month basis. Upon acceptance by the utility company Columbus Gas of Ohio will continue to deliver VESI-supplied natural gas to your home at the agreed upon rate.

**Term:** The term of this Agreement shall commence with your February 2020 billing cycle and shall continue through your May, 2021 billing cycle, unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by Columbia Gas of Ohio. You may terminate this Agreement with VESI by providing a 30-day notice in writing to VESI or by telephone.

**Rate:** Beginning with the February 2020 billing cycle through the May 2021 billing cycle, your rate shall be NYMEX month end settle plus \$0.105 per Ccf which does not include applicable sales tax or NGDC transportation and other charges.

**Renewal:** If the NOAC Aggregation Program continues beyond the May 2021 billing cycle, NOAC or its supplier shall provide notice of the new terms and conditions and your right to opt-out without penalty.

**Office Locations and Hours:** VESI's offices are located at 790 Windmill Drive, Pickerington, Ohio 43147 and are open from 9:00 a.m. to 4:30 p.m. E.S.T., Monday through Friday. VESI can be reached by telephone at (614) 856-3128 or toll free at 800-977-8374. Telephone service hours are from 9:00 A.M. to 5:00 P.M. E.S.T., Monday through Friday. E-mail address is [sraffeld@volunteerenergy.com](mailto:sraffeld@volunteerenergy.com)

**Bill Payment Process:** Columbia Gas of Ohio will continue to bill you monthly for their delivery services and also for VESI's natural gas supplies. Should you fail to pay the bill or fail to meet any agreed upon payment arrangement, Columbia Gas of Ohio may terminate your service in accordance with its company tariffs, and this agreement with VESI may be automatically terminated. If VESI is providing billing services, VESI may terminate this agreement with fourteen (14) days' notice for failure to pay the bill or failure to meet any agreed upon payment arrangements.

**Complaint Dispute Resolution:** If you have any complaints regarding your natural gas service or your monthly bill, please contact us at 1-800-977-8374. Upon request, VE will provide to you up to twenty-four months of your payment history without charge. If your complaint is not resolved after you have called VE, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from 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). Additionally, the Ohio Consumers' Council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.occ.ohio.gov>.

**Amendment to Agreement:** VESI may amend VESI's Supply Agreement from time to time upon approval from NOAC. Any amendments made would not take effect for a minimum of thirty (30) days and you will receive thirty (30) days written notice at members service address.

**Emergency Service Problems:** If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact the utility at the number listed on your gas bill.

**Termination/Rescission of Agreement:** You may rescind your natural gas supply enrollment with Columbia Gas of Ohio within seven (7) days of the post mark date of the confirmation notice from Columbus Gas of Ohio. After the initial seven (7) day period, either you or VESI may terminate the contract at any time by providing the non-terminating party thirty (30) days written notice or by telephone of such termination, without penalty. You will remain responsible for all natural gas consumed by you prior to the actual cessation of services. If your supply contract with VESI is terminated, your natural gas supply will automatically be provided by the utility under its standard tariff unless or until you choose another supplier. If you voluntarily terminate participation in the NOAC natural gas governmental aggregation program, you may be charged a price other than the Columbia Gas of Ohio regulated sales service rate. **There will be no early termination fees associated with the NOAC program.** This agreement will automatically terminate upon the occurrence of any of the following: (1) the requested service location is not served by Columbia Gas of Ohio; (2) you move outside the Columbia Gas of Ohio service area or to an area not served by VESI; or (3) VESI terminates your supply agreement and returns you to the incumbent natural gas company. You have the right to terminate this agreement, without penalty, for any reason at any time.

**Program Compliance:** The utility's deregulation program is subject to the ongoing jurisdiction of the PUCO. If the PUCO cancels the program, this contract is rendered void with no penalty to either party. The laws of the State of Ohio will govern this agreement.

**Eligibility:** VESI's aggregation program rate excludes utility charges and taxes. Service is subject to enrollment processing timelines as determined by your local utility and VESI's aforementioned Terms and Conditions of Service. To be eligible to participate in the aggregation, you must: (1) have a residence or business located in one of the NOAC communities; (2) be eligible to receive natural gas from Columbia Gas of Ohio; (3) meet Ohio non-mercantile requirements; (4) be current with your natural gas payments or payment arrangements; (5) not be enrolled in the PIPP program; and (6) currently not taking natural gas supply service from another natural gas marketer. If you believe you received this letter in error, please contact VESI to remove your account from our aggregation list.

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

PLEASE COMPLETE IF THE INFORMATION ON THE FRONT OF THIS FORM IS INCORRECT

NAME as it appears on your utility bill

SERVICE ADDRESS as it appears on your utility bill

CITY

STATE

ZIP



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

**Commission of Ohio Docketing Information System on**

**11/26/2019 2:13:07 PM**

**in**

**Case No(s). 02-1655-GA-GAG**

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