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Date of Hearing: 11/8/11

Case No. 10-2395-GA-CSS

PUCO

PUCO Case Caption: _____

Complaint of the Office of

Consumers' Counsel, et al.

vs. Interstate Gas Supply

d/b/a Columbia Retail Energy

List of exhibits being filed:

IGS Ex. 1

PUCO

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Technician MM Date Processed NOV 14 2011

Reporter's Signature: Maria O'Paulo Jones

Date Submitted: 11/11/11

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

- - -

In the Matter of the
Complaint of the Office
of the Ohio Consumers'
Counsel, et al.,

Complainants,

vs.

Interstate Gas Supply
d/b/a Columbia Retail
Energy,

Respondent.

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Case No. 10-2395-GA-CSS

- - -

PROCEEDINGS

before Ms. Katie Stenman, Attorney Examiner, at the
Public Utilities Commission of Ohio, 180 East Broad
Street, Room 11-C, Columbus, Ohio, called at 10:00
a.m. on Tuesday, November 8, 2011.

- - -

VOLUME II

- - -

ARMSTRONG & OKEY, INC.
222 East Town Street, Second Floor
Columbus, Ohio 43215-5201
(614) 224-9481 - (800) 223-9481
Fax - (614) 224-5724

- - -



Columbia
Retail
EnergySM

[illegible]

SECOH01

Form FCOH-CRE-75-0911LRY

Term: The term of this program will begin with the first billing cycle my enrollment or rate change is confirmed with Columbia Gas of Ohio ("COH") and will continue through my **September 2011** billing cycle ("Primary Term") and automatically continue **year-to-year** thereafter (**October through the following September** billing cycles each "Secondary Term") until canceled by notice as provided by this Agreement. Interstate Gas Supply, Inc. (doing business as "Columbia Retail EnergySM") will supply the commodity portion of my natural gas and COH will continue to be my Natural Gas Distribution Company ("NGDC"). Within 3 business days of enrollment, Columbia Retail Energy will notify the NGDC to transfer gas services to this program. Due to the volatility of the gas market, Columbia Retail Energy reserves the right to discontinue this contract any time before enrollment. If I am currently a Columbia Retail Energy customer, Columbia Retail Energy reserves the right to not accept or rescind this enrollment or to require me to pay the applicable cancellation fee for my existing program to be eligible for this program. **The trademark COLUMBIA RETAIL ENERGY including the starburst design is a trademark of NiSource Corporate Services Company and is used under license by Interstate Gas Supply, Inc. Interstate Gas Supply, Inc., is not an affiliate of NiSource Corporate Services Company or Columbia Gas of Ohio.**

Renewal Term and Price: For each Secondary Term this Agreement will automatically renew on a year to year basis, unless Columbia Retail Energy provides me with notice of a different term (which could include month to month). Columbia Retail Energy will send me notice of my renewal at least 45 but not more than 90 days prior to the end of my Primary Term. Columbia Retail Energy reserves the right to make changes to the terms of this Agreement, including price and pricing methodology and term for any Secondary Term(s). Such notice will be made at least 45 but not more than 90 days prior to the automatic renewal of this agreement. If I do not cancel the Agreement at that time, this Agreement will continue at my new noticed price and terms for the Secondary Term. Columbia Retail Energy reserves the right to lower my price at any time for any month or months and thereafter return my price to the last noticed price, without providing me with notice of either.

Cancellation: During the periods described in Rescission Period above, there is no cancellation fee to end this Agreement. Further, either party can cancel this Agreement at the end of the Primary or any Secondary Term, to be effective at the end of such term with no cancellation fee, by providing notice to the other not less than 30 days prior to term end, or as otherwise provided in the renewal notice. At all other times, this Agreement may be cancelled by either party by providing notice of cancellation to the other and the payment of a \$100.00 cancellation fee. However, notwithstanding anything to the contrary in this agreement, if I enter into a new fixed price contract (this does not include governmental aggregation agreements, variable rate contracts or short term, less than 6 months monthly fixed price contracts) with Columbia Retail Energy any time after enrollment and before September 2011, Columbia Retail Energy will waive my cancellation fee. Cancellation notices provided after the NGDC deadline may result in an additional month(s) of service beyond the contract period at the new price, which I agree to pay, as the effective date of all cancellations are subject to NGDC guidelines. I understand that if I switch my service to another supplier or back to the NGDC an NGDC switching fee may apply under the NGDC's tariff and the NGDC may charge a price other than the standard service offer rate. If Columbia Retail Energy raises my price for any Secondary Term and the term is 6 months or longer, the cancellation fee will be reduced to \$25.00 for that term.

Contact and Dispute Resolutions: In the event of a billing dispute or issues regarding volume or metering, I should contact the NGDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the Columbia Retail Energy choice department by phone weekdays from 8:00 a.m. to 5:00 p.m. ET at 1-888-493-6790, by fax 1-800-584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at www.ColumbiaRetailEnergy.com. Also, I can contact Columbia Retail Energy through e-mail at choice@ColumbiaRetailEnergy.com. If my questions or concerns or complaint are not resolved after I have called Columbia Retail Energy, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY toll free at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays or visit www.pickoc.org.

Billing: For my convenience I will receive only one bill, which will be issued by the NGDC each month and will contain Columbia Retail Energy's gas price plus applicable taxes and all of the NGDC's transportation and other applicable charges, including any late fees assessed by the NGDC. I agree to continue to pay the NGDC for the entire gas bill under the NGDC's payment terms and conditions. If I pay under the budget bill payment plan, I understand that this service will remain available. Columbia Retail Energy reserves the right to issue an invoice to me directly, such invoice would contain Columbia Retail Energy's gas price and may also contain applicable taxes and all of the NGDC's transportation and other applicable charges. If Columbia Retail Energy invoices me directly and I fail to pay within the terms specified on the invoice(s) a late fee of 1.5% per month on all past-due amounts will apply. If Columbia Retail Energy bills me directly for services provided, Columbia Retail Energy may terminate this Agreement with fourteen (14) days written notice should I fail to pay the bill or meet any agreed-upon payment arrangements. If I fail to pay my invoices timely which include Columbia Retail Energy charges, the NGDC may disconnect my service, according to tariff guidelines. I may request, at no charge, up to 24 months of my payment history for services rendered by Columbia Retail Energy. Other than for operation, maintenance, assignment and transfer of my account or, where Columbia Retail Energy is performing billing services, or for commercial collections, Columbia Retail Energy will not disclose my account number to any other third party without my affirmative written consent or electronic authorization or pursuant to a court or Commission order and that, other than for credit checking and credit reporting, if Columbia Retail Energy is performing billing services, Columbia Retail Energy will not disclose my social security number without my affirmative written consent or pursuant to court order. I authorize Columbia Retail Energy to obtain my billing payment and usage history from the NGDC.

Moving/Termination: I understand that this contract will automatically terminate, without penalty, if I relocate outside the NGDC service territory, or if the requested service location is not served by the NGDC. Also, I understand that I have the right to terminate this Agreement, without penalty, if I relocate inside the NGDC service territory and the NGDC does not have contract portability. If I relocate within the NGDC service territory and do not exercise my right to cancel this Agreement, if any, at Columbia Retail Energy's option, this Agreement may continue for service at my new location. I agree that if I do not terminate this Agreement as provided in this paragraph, I grant the NGDC the right to provide Columbia Retail Energy with my account and meter number(s) for my new location and to transfer my contract to my new location. If requested by Columbia Retail Energy, I will also provide Columbia Retail Energy with this information. If Columbia Retail Energy does not transfer this Agreement for service at my new location within 90 days of relocation, this Agreement will automatically terminate. I understand that I am not entitled to the pricing or service from Columbia Retail Energy hereunder at my new location until such time as the NGDC accepts my enrollment with Columbia Retail Energy at my new location and/or transfers my contract to my new location and that the pricing hereunder will not be extended for additional months that I was not with Columbia Retail Energy, unless agreed to in writing by Columbia Retail Energy. Except as provided in this Agreement, if Columbia Retail Energy returns me to the NGDC's sales service, this Agreement will terminate without penalty to me.

Eligibility / Limitation of Liability / Jurisdiction: This Agreement is for residential and small commercial customers in the Columbia Gas of Ohio service territory. By entering this Agreement, I represent and agree that the account(s) served by Columbia Retail Energy under this Agreement is (are) residential or small commercial account(s), in the COH service territory and I am not an existing Columbia Retail Energy customer. Columbia Retail Energy reserves the exclusive right, at any time, to not enroll or to terminate service to customer locations that do not meet the preceding criteria, including those that consume more than **20,000 CCF** per year and return the customer to the NGDC (or previous Columbia Retail Energy product, whichever is applicable) with no penalty to Columbia Retail Energy. This limitation applies to related accounts that individually may not exceed the limit, but collectively may. Furthermore, participation in the program is subject to the rules of the NGDC and customers are sometimes terminated from the residential program either in error or for being in arrears. In such instances, I can contact the NGDC to correct the problem and be reinstated in the residential program. Regardless of the reason for termination, in no case will the original term be extended for months that I was unable to participate nor will Columbia Retail Energy have any liability for any early termination or for any months that I was unable to participate in the program. Columbia Retail Energy assumes no liability or responsibility for losses or consequential damages arising from items associated with the NGDC including, but not limited to: operations and maintenance of their system; any interruption of service; termination of service; or deterioration of service, nor does Columbia Retail Energy assume responsibility or liability for damages arising from any in-home or building damages and in addition shall not be responsible for any indirect, consequential, special or punitive damages whether arising under contract or tort (including negligence or strict liability) or any other legal theory. The parties agree that if the customer is unable to resolve its issues through the PUCO as detailed under "Contract and Dispute Resolution" above or if suit is filed, any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Franklin County, Ohio or the United States District Court sitting in Franklin County, Ohio. I submit to the personal jurisdiction in such courts and irrevocably waive any objections that I have or might have in the future to such courts as the proper forum for any and all actions arising under this Agreement. The parties agree that this Agreement shall be interpreted under the laws of the State of Ohio, regardless of Ohio's choice of law provisions.

City: _____ State: _____ Zip: _____

Your signature on the other side of this card indicates that you wish to be enrolled in the Columbia Retail EnergySM natural gas program with Columbia Retail Energy as your supplier. Columbia Retail Energy reserves the right to limit enrollments on this offer to the earlier of Friday, October 22, 2010 or 10,000 enrollments. This offer is open to residents on the Columbia Gas of Ohio distribution system. Additionally, this offer is only intended for residential and small commercial customers using 20,000 CCF per year or less and Columbia Retail Energy reserves the right to not enroll or discontinue services to customers outside this limitation. By signing this consent form you authorize Columbia Retail Energy to be your agent for purposes of arranging for your natural gas needs, which includes enrolling you in the program, supplying your natural gas, interacting with the utility on your behalf and receiving information regarding your account. You acknowledge receipt of the terms and conditions enclosed with this offer and by signing this card agree to the terms and conditions of this program. You authorize Columbia Retail Energy as your supplier to obtain information about your account from your local utility.

Frequently Asked Questions

Are you my utility?

No. Columbia Retail Energy is a natural gas supplier. Because we are not your utility, we can provide your natural gas at fixed rates, something that your utility cannot do. However, if you enroll with Columbia Retail Energy, your utility will continue to deliver your gas, read your meter, and send you a monthly bill. The only thing that will change is the price you pay.

If I switch to Columbia Retail Energy, will my utility be upset?

No. Your utility offers a customer choice program specifically to give you the freedom to choose a natural gas supplier. Columbia Retail Energy is an approved supplier, certified by the Public Utilities Commission of Ohio (PUCO) (Columbia Retail Energy is a trademark licensed to Interstate Gas Supply and is not the utility).

If I choose Columbia Retail Energy, will I receive a separate bill?

No. Your bill will come directly from your utility, but your bill will now show that your natural gas is supplied by Columbia Retail Energy.

How does a fixed-rate plan benefit me?

By choosing a fixed rate with Columbia Retail Energy, you have the peace of mind knowing what your rate will be through September 2011. If natural gas prices increase during the term of your contract, you don't need to worry. Your rate of 75¢ per CCF is guaranteed through September 2011. And if prices decrease prior to the end of your initial term, you can switch to another available Columbia Retail Energy fixed rate plan by simply contacting us.

Columbia
Retail
EnergySM

NFA11



Prsrt STD
U.S. Postage Paid
Columbus, OH
Permit #1560

**Columbia Gas of Ohio Natural Gas Customer
Important Natural Gas Information**



*Columbia Retail Energy is not an affiliate
of NiSource or Columbia Gas of Ohio.*

Dear

REDACTED

Columbia Retail Energy is pleased to offer you the stability of a fixed-rate plan for your natural gas.

Columbia Retail Energy is currently offering a low fixed rate of 75¢ per CCF through your September 2011 billing cycle.

What are the benefits of a fixed rate?

With a Columbia Retail Energy fixed-rate plan, you get the peace of mind knowing that your rate is guaranteed and will not change through your September 2011 billing cycle. This low fixed rate will protect you if market prices increase.

Prices may be low but what happens if natural gas prices decrease even further?

Besides being protected from price increases, you may benefit from even lower prices because with Columbia Retail Energy you have the ability to switch to any of our other fixed-rate products at any time during the initial term ending September 2011. Simply contact us to enroll in another fixed-rate plan and we will waive your early termination fee.

What if you do not lock in a fixed rate?

Effective April 2010, your utility changed to a market-based monthly variable rate called the Standard Service Offer (SSO). The SSO price is based on the monthly NYMEX price of gas plus an additional 19.3¢ per CCF.

What is the difference between your utility's variable rate and this fixed rate offer?

Your utility's SSO rate is a variable rate that changes monthly and may be higher or lower than 75¢. In addition, had the SSO pricing structure been in place over the last five years, the average price would have been 88¢ which is 17% higher than this Columbia Retail Energy fixed-rate plan.

Columbia Retail Energy is based in Ohio and is certified by the Public Utilities Commission of Ohio (PUCO).¹ It's easy to enroll, and your service will not change.

This offer is available for a limited time only. Please enroll no later than Friday, October 22, 2010.

Choose one of three easy ways to enroll:



Phone: Call Columbia Retail Energy toll-free at **888-493-6790** Monday – Friday, 8am to 8pm, and Saturday 9am to 3pm (ET).



Mail: Complete the enclosed enrollment card and return it in the postage-paid envelope.



Internet: Go to **ColumbiaRetailEnergy.com** and enter the Promo Code below.

Due to high interest in our recent offers, we are experiencing high call volumes. For your convenience, we recommend you use our Mail and Internet enrollment options.

You will need your Columbia Gas of Ohio account number at the time you enroll. You can find your account number on your gas bill. You will also need the Columbia Retail Energy Promo Code that appears below.

Columbia Retail Energy Promo Code: NFA11B046500

¹The trademark COLUMBIA RETAIL ENERGY including the starburst design is a trademark of NiSource Corporate Services Company and is used under license by Interstate Gas Supply, Inc. Interstate Gas Supply, Inc., is not an affiliate of NiSource Corporate Services Company or Columbia Gas of Ohio.

My Natural Gas Supply Contract with Columbia Retail EnergySM (Interstate Gas Supply, Inc.)

1 FCOH-CRE-75-0911LRY

Keep for your records

The term of this program will begin with the first billing cycle my enrollment or rate change is confirmed with Columbia Gas of Ohio ("COH") and will continue through my **September 2011** billing cycle ("Primary Term") and automatically continue **year-to-year** thereafter (**October through the following September** billing cycles each "Secondary Term") in accordance with notice as provided by this Agreement. Interstate Gas Supply, Inc. (doing business as "Columbia Retail EnergySM") will supply the commodity portion of my natural gas and will continue to be my Natural Gas Distribution Company ("NGDC"). Within 3 business days of enrollment, Columbia Retail Energy will notify the NGDC to transfer gas services to this program. Due to the volatility of the gas market, Columbia Retail Energy reserves the right to discontinue this contract any time before enrollment. If I am currently a Columbia Retail Energy customer, Columbia Retail Energy reserves the right to not accept or rescind this enrollment or to require me to pay the applicable cancellation fee for my existing program to be eligible for this program. **The trademark COLUMBIA RETAIL ENERGY including the starburst design is a trademark of NiSource Corporate Services Company and is used under license by Interstate Gas Supply, Inc. Interstate Gas Supply, Inc., is not an affiliate of NiSource Corporate Services Company or Columbia Gas of Ohio.**

Notice: The residential natural gas program is subject to ongoing Public Utilities Commission of Ohio ("PUCO") and COH jurisdiction and I understand that if the residential program is modified or materially altered, this Agreement may be terminated by Columbia Retail Energy without penalty.

Starting with my first billing cycle on this contract through my **September 2011** billing cycle, my price will be **\$0.75 per CCF** each billing cycle. Thereafter my price will be as set below. I am responsible for and my price does not include applicable taxes and/or NGDC charges, which will be billed by the NGDC.

Renewal Term and Price: For each Secondary Term this Agreement will automatically renew on a year to year basis, unless Columbia Retail Energy provides me with notice of a different term which could include month to month. Columbia Retail Energy will send me notice of my renewal at least 45 but not more than 90 days prior to the end of my Primary Term. Columbia Retail Energy reserves the right to make changes to the terms of this Agreement, including price and pricing methodology and term for any Secondary Term(s). Such notice will be made at least 45 but not more than 90 days prior to the automatic renewal of this agreement. If I do not cancel the Agreement at that time, this Agreement will continue at my new noticed price for the Secondary Term. Columbia Retail Energy reserves the right to lower my price at any time for any month or months and thereafter return my price to the last noticed price, without providing me with notice of either.

Rescission Period: If I am a new customer to Columbia Retail Energy this Agreement may be rescinded by me with no cancellation fee by: (1) contacting the NGDC in writing or by phone at the number provided on the confirmation notice within 7 business days from the post-mark date of the confirmation notice sent by the NGDC ("Rescission Period"), or (2) contacting Columbia Retail Energy in writing or by telephone within 30 days of enrollment with Columbia Retail Energy on this program ("Cancellation Period"). If I am an existing customer and receive a confirmation notice from the NGDC but, in the event I decide to rescind enrollment in this Agreement during the Rescission Period, I will be returned to my previous enrollment with Columbia Retail Energy without penalty under this Agreement.

Termination: During the periods described in Rescission Period above, there is no cancellation fee to end this Agreement. Further, either party can cancel this Agreement at the end of my Primary or any Secondary Term, to be effective at the end of such term with no cancellation fee, by providing notice to the other not less than 30 days prior to term end, or as otherwise provided in the renewal notice. At all other times, this Agreement may be cancelled by either party by providing notice of cancellation to the other and the payment of a \$100.00 termination fee. However, notwithstanding anything to the contrary in this agreement, if I enter into a new fixed price contract (this does not include governmental aggregation contracts, variable rate contracts or short term, less than 6 months monthly fixed price contracts) with Columbia Retail Energy any time after enrollment and before **September 2011**, Columbia Retail Energy will waive my cancellation fee. Cancellation notices provided after the NGDC deadline may result in an additional month(s) of service beyond the contract period at my price, which I agree to pay, as the effective date of all cancellations are subject to NGDC guidelines. I understand that if I switch my service to another supplier or back to the NGDC, a switching fee may apply under the NGDC's tariff and the NGDC may charge a price other than the standard service offer rate. If Columbia Retail Energy raises my price for any Primary Term and the term is 6 months or longer, the cancellation fee will be reduced to \$25.00 for that term.

Assignment: This contract is assignable by Columbia Retail Energy without my consent subject only to required regulatory approvals. Columbia Retail Energy will use its best efforts to give notice to me and me thirty (30) days written notice prior to any assignment.

Notice and Dispute Resolutions: In the event of a billing dispute or issues regarding volume or metering, I should contact the NGDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the Columbia Retail Energy choice department by phone weekdays from 8:00 a.m. to 5:00 p.m. ET at 1-888-493-6790, by fax 584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at www.ColumbiaRetailEnergy.com. Also, I can contact Columbia Retail Energy through e-mail at CustomerService@ColumbiaRetailEnergy.com. If my questions or concerns or complaint are not resolved after I have called Columbia Retail Energy, or for general utility information, residential and commercial customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY toll free at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. days, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays or visit www.pickoc.org.

Payment: For my convenience I will receive only one bill, which will be issued by the NGDC each month and will contain Columbia Retail Energy's gas price plus applicable taxes and all of the transportation and other applicable charges, including any late fees assessed by the NGDC. I agree to continue to pay the NGDC for the entire gas bill under the NGDC's payment and conditions. If I pay under the budget bill payment plan, I understand that this service will remain available. Columbia Retail Energy reserves the right to issue an invoice to me if, such invoice would contain Columbia Retail Energy's gas price and may also contain applicable taxes and all of the NGDC's transportation and other applicable charges. If Columbia Retail Energy invoices me directly and I fail to pay within the terms specified on the invoice(s) a late fee of 1.5% per month on all past-due amounts will apply. If Columbia Retail Energy bills me directly for services provided, Columbia Retail Energy may terminate this Agreement with fourteen (14) days written notice should I fail to pay the bill or meet any agreed-upon payment requirements. If I fail to pay my invoices timely which include Columbia Retail Energy charges, the NGDC may disconnect my service, according to tariff guidelines. I may request, at no cost, up to 24 months of my payment history for services rendered by Columbia Retail Energy. Other than for operation, maintenance, assignment and transfer of my account or, where Columbia Retail Energy is performing billing services, or for commercial collections, Columbia Retail Energy will not disclose my account number to any other third party without my written consent or electronic authorization or pursuant to a court or Commission order and that, other than for credit checking and credit reporting, if Columbia Retail Energy is performing billing services, Columbia Retail Energy will not disclose my social security number without my affirmative written consent or pursuant to court order. I authorize Columbia Retail Energy to obtain my billing payment and usage history from the NGDC.

Relocation/Termination: I understand that this contract will automatically terminate, without penalty, if I relocate outside the NGDC service territory, or if the requested service location is not within the NGDC. Also, I understand that I have the right to terminate this Agreement, without penalty, if I relocate inside the NGDC service territory and the NGDC does not have contract authority. If I relocate within the NGDC service territory and do not exercise my right to cancel this Agreement, if any, at Columbia Retail Energy's option, this Agreement may continue for the term of my new location. I agree that if I do not terminate this Agreement as provided in this paragraph, I grant the NGDC the right to provide Columbia Retail Energy with my account number(s) for my new location and to transfer my contract to my new location. If requested by Columbia Retail Energy, I will also provide Columbia Retail Energy with this information. If Columbia Retail Energy does not transfer this Agreement for service at my new location within 90 days of relocation, this Agreement will automatically terminate. I understand that I am not entitled to the pricing or service from Columbia Retail Energy hereunder at my new location until such time as the NGDC accepts my enrollment with Columbia Retail Energy at my new location and/or transfers my contract to my new location and that the pricing hereunder will not be extended for additional months that I was not with Columbia Retail Energy, agreed to in writing by Columbia Retail Energy. Except as provided in this Agreement, if Columbia Retail Energy returns me to the NGDC's sales service, this Agreement will terminate with no penalty to me.

Limitation of Liability / Jurisdiction: This Agreement is for residential and small commercial customers in the Columbia Gas of Ohio service territory. By entering this Agreement, I represent and agree that the account(s) served by Columbia Retail Energy under this Agreement is (are) residential or small commercial account(s), in the COH service territory and not an existing Columbia Retail Energy customer. Columbia Retail Energy reserves the exclusive right, at any time, to not enroll or to terminate service to customer locations that do not meet the preceding criteria, including those that consume more than **20,000 CCF** per year and return the customer to the NGDC (or previous Columbia Retail Energy product, if applicable) with no penalty to Columbia Retail Energy. This limitation applies to related accounts that individually may not exceed the limit, but collectively may. Furthermore, participation in the program is subject to the rules of the NGDC and customers are sometimes terminated from the residential program either in error or for being in arrears. In such cases, I can contact the NGDC to correct the problem and be reinstated in the residential program. Regardless of the reason for termination, in no case will the original term be extended beyond the term that I was unable to participate nor will Columbia Retail Energy have any liability for any early termination or for any months that I was unable to participate in the program. Columbia Retail Energy assumes no liability or responsibility for losses or consequential damages arising from items associated with the NGDC including, but not limited to: operations and maintenance of their system; any interruption of service; termination of service; or deterioration of service, nor does Columbia Retail Energy assume responsibility or liability for damages arising from any in-home or building damages and in addition shall not be responsible for any indirect, consequential, special or punitive damages whether arising under contract, tort, negligence or strict liability) or any other legal theory. The parties agree that if the customer is unable to resolve its issues through the PUCO as detailed under "Contract and Dispute Resolution" above or if suit is filed, any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Franklin County, Ohio or the United States District Court sitting in Franklin County, Ohio. I submit to the personal jurisdiction in such courts and irrevocably waive any objections that I have or might have in the future to such courts proper forum for any and all actions arising under this Agreement. The parties agree that this Agreement shall be interpreted under the laws of the State of Ohio, regardless of Ohio's law of provisions.

ENROLLMENT CARD

DETACH HERE TO PLACE IN THE ENVELOPE

Please fill out, sign and return to Columbia Retail Energy in the postage paid envelope provided.

☒ **Yes! I want to take control of my natural gas costs.**

By signing this enrollment form, I am enrolling with Columbia Retail Energy for a fixed rate of 75¢ per CCF through my September 2011 billing cycle.

Required For Enrollment:

Fill in your Columbia Gas of Ohio natural gas account number:

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Email Address: _____

Phone # _____

Signature

By signing this enrollment card, I am selecting Columbia Retail Energy as my agent for natural gas supply with distribution and billing still handled by Columbia Gas of Ohio under the terms and conditions enclosed. Columbia Gas of Ohio will continue to charge me for taxes, distribution, and other applicable fees. (Columbia Retail Energy Contract Form: FCOH-CRE-75-0911 LRY)

Columbia Retail Energy Promo Code:

NFA11B046500



NFA11



REDACTED

☐

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

SECOH01

Please fill out if any of the information on the front of this card is incorrect.

Name (please print): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Enrollment Limitation:

Your signature on the other side of this card indicates that you wish to be enrolled in the Columbia Retail EnergySM natural gas program with Columbia Retail Energy as your supplier. Columbia Retail Energy reserves the right to limit enrollments on this offer to the earlier of Friday, October 22, 2010 or 10,000 enrollments. This offer is open to residents on the Columbia Gas of Ohio distribution system. Additionally, this offer is only intended for residential and small commercial customers using 20,000 CCF per year or less and Columbia Retail Energy reserves the right to not enroll or discontinue services to customers outside this limitation. By signing this consent form you authorize Columbia Retail Energy to be your agent for purposes of arranging for your natural gas needs, which includes enrolling you in the program, supplying your natural gas, interacting with the utility on your behalf and receiving information regarding your account. You acknowledge receipt of the terms and conditions enclosed with this offer and by signing this card agree to the terms and conditions of this program. You authorize Columbia Retail Energy as your supplier to obtain information about your account from your local utility.

Frequently Asked Questions

Are you my utility?

No. Columbia Retail Energy is a natural gas supplier. Because we are not your utility, we can provide your natural gas at fixed rates, something that your utility cannot do. However, if you enroll with Columbia Retail Energy, your utility will continue to deliver your gas, read your meter, and send you a monthly bill.

If I switch to Columbia Retail Energy, will my utility be upset?

No. Your utility offers a customer choice program specifically to give you the freedom to choose a natural gas supplier. Columbia Retail Energy is an approved supplier, certified by the Public Utilities Commission of Ohio (PUCO) (Columbia Retail Energy is a trademark licensed to Interstate Gas Supply and is not the utility).

If I choose Columbia Retail Energy, will I receive a separate bill?

No. Your bill will come directly from your utility, but your bill will now show that your natural gas is supplied by Columbia Retail Energy.

How does a fixed-rate plan benefit me?

By choosing a fixed rate with Columbia Retail Energy, you have the peace of mind knowing what your rate will be through September 2011. If natural gas prices increase during the term of your contract, you don't need to worry. Your rate of 75¢ per CCF is guaranteed through September 2011. And if prices decrease prior to the end of your initial term, you can switch to another Columbia Retail Energy fixed-rate plan by simply contacting us and we will waive your early termination fee.

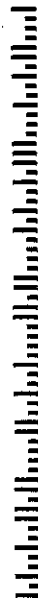


NFA11

PRSRT STD
US POSTAGE PAID
Lancaster, OH
PERMIT 376

Columbia Gas of Ohio Natural Gas Customer

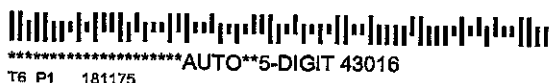
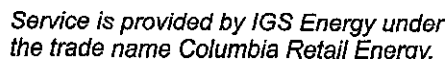
Important Natural Gas Information



*****ECRWSS**C-011

47688 ** 720 ** 119

REDACTED



REDACTED

Columbia Retail Energy is pleased to offer you the stability of a fixed price for your natural gas.

What are the benefits of a fixed rate?

Prices may be low but what happens if natural gas prices decrease even further?

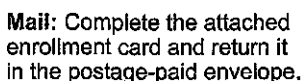
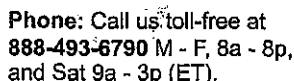
Why choose Columbia Retail Energy?

Columbia Gas of Ohio will still deliver your gas, provide emergency service and bill you as before. The only difference you'll see is our name and your new fixed rate on your bill. Our price is simple to understand. Your choice is simple to make.

Columbia Retail Energy is a brand offered by IGS Energy, one of the largest independent marketers of natural gas in the country. We serve more than 800,000 residential and small commercial customers in seven states, many in your area.

This offer is available for a limited time only. Please enroll no later than Friday, February 25, 2011.

Choose one of three easy ways to enroll:



You will need your Columbia Gas of Ohio natural gas account number at the time you enroll. You can find your account number on your gas bill. You will also need the Columbia Retail Energy Promo Code that appears below.

Columbia Retail Energy Promo Code: NFA12B000000

Columbia Retail Energy is not the utility and neither Columbia Retail Energy nor Interstate Gas Supply, Inc. ("IGS Energy") is an affiliate of NiSource Retail Services or the utility Columbia Gas of Ohio. The Columbia Retail Energy name and starburst design are used by Interstate Gas Supply, Inc. under a license agreement with NiSource Retail Services.

NFA12B

•Detach•here

Please fill out, sign and return to Columbia Retail Energy in the postage-paid envelope provided.

☒ **Yes! I want to take control of my natural gas costs.**

By signing this enrollment form, I am enrolling with Columbia Retail Energy for a rate of 69.3¢ per CCF through my August 2011 billing cycle.

Required for enrollment:

Fill in your Columbia Gas of Ohio natural gas account number:

[illegible]

Email Address:

Phone #:

Required Signature

By signing this enrollment card, I am selecting Columbia Retail Energy as my agent for natural gas supply with distribution and billing still handled by Columbia Gas of Ohio under the terms and conditions enclosed. Columbia Gas of Ohio will continue to charge me for taxes, distribution, and other applicable fees. (Columbia Retail Energy Contract Form: FCOH-CRE-693-081(MF))

Columbia Retail Energy Promo Code:

NFA12B000000



Service is provided by IGS Energy under the trade name Columbia Retail Energy.

REDACTED

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

SECOH02
NFA12B

My Natural Gas Supply Contract with Columbia Retail EnergySM (Interstate Gas Supply, Inc.)
Form FCOH-CRE-693-0811MF **Keep for your records**

Term: The term of this program will begin with the first billing cycle my enrollment or rate change is confirmed with Columbia Gas of Ohio ("COH") and will continue through my August 2011 billing cycle ("Primary Term") and automatically continue month-to-month thereafter (each a "Secondary Term(s)") until canceled by notice as provided by this Agreement. Interstate Gas Supply, Inc. (doing business as "Columbia Retail EnergySM") will supply the commodity portion of my natural gas and COH will continue to be my Natural Gas Distribution Company ("NGDC"). Within 3 business days of enrollment, Columbia Retail Energy will notify the NGDC to transfer gas services to this program. Due to the volatility of the gas market, Columbia Retail Energy reserves the right to discontinue this contract any time before enrollment. If I am currently a Columbia Retail Energy customer, Columbia Retail Energy reserves the right to reject or rescind this enrollment or to require me to pay the applicable cancellation fee for my existing program to be eligible for this program. **Columbia Retail Energy is not the utility and neither Columbia Retail Energy nor Interstate Gas Supply, Inc. ("IGS Energy") is an affiliate of NiSource Retail Services or the utility Columbia Gas of Ohio. The Columbia Retail Energy name and starburst design are used by Interstate Gas Supply, Inc. under a license agreement with NiSource Retail Services.**

Regulatory: The residential natural gas program is subject to ongoing Public Utilities Commission of Ohio ("PUCO") and COH jurisdiction and I understand that if the residential program is terminated or materially altered, this Agreement may be terminated by Columbia Retail Energy without penalty.

Price: Through my August 2011 billing cycle, my price will be \$0.693 per CCF each billing cycle. My price does not include applicable taxes and/or NGDC charges, which will be billed by the NGDC. I am responsible for all charges assessed by the NGDC for gas transportation and all other applicable NGDC charges, which are not included in my price. Either party is free to cancel at any time without cancellation fee or penalty, as stated under Cancellation, below.

Renewal Term and Price: Beginning with my September 2011 billing cycle, this Agreement will automatically renew on a month-to-month basis and my price will renew at a month-to-month rate of \$0.693 per CCF, excluding applicable taxes and NGDC charges, although my price is subject to change thereafter as follows. If after the end of my Primary Term Columbia Retail Energy increases my price at any time or from time-to-time, Columbia Retail Energy will send me notice of such change and instructions as to how to cancel this Agreement if I do not agree with the new price. If I do not cancel the Agreement at that time, this Agreement will continue at my new noticed price thereafter until such time as Columbia Retail Energy provides me with notice of a change. If Columbia Retail Energy makes material changes to this Agreement, before such changes become effective, Columbia Retail Energy will send me notice of the changes and an opportunity to cancel at that time. Columbia Retail Energy reserves the right to lower my price at anytime for any month or months and thereafter return my price to the last noticed price, without providing me with notice of either.

Rescission Period: If I am a new customer to Columbia Retail Energy this Agreement may be rescinded by me with no cancellation fee by: (1) contacting the NGDC in writing or by telephone at the number provided on the confirmation notice within 7 business days from the post-mark date of the confirmation notice sent by the NGDC ("Rescission Period"), or (2) contacting Columbia Retail Energy in writing or by telephone within 30 days of enrollment with Columbia Retail Energy on this program ("Cancellation Period"). If I am an existing customer I will not receive a confirmation notice from the NGDC but, in the event I decide to rescind enrollment in this Agreement during the Rescission Period, I will be returned to my previous Agreement with Columbia Retail Energy without penalty under this Agreement.

Cancellation: During the periods described in Rescission Period above, there is no cancellation fee to end this Agreement. Further, either party can cancel this Agreement without cancellation fee by providing notice to the other of not less than 30 days, or as otherwise provided in a renewal or change notice. Cancellation notices provided after the NGDC deadline may result in an additional month(s) of service beyond the contract period at the new price, which I agree to pay, as the effective date of all cancellations are subject to NGDC guidelines. I understand that if I switch my service to another supplier or back to the NGDC an NGDC switching fee may apply under the NGDC's tariff and the NGDC may charge a price other than the standard service offer rate.

Contact and Dispute Resolutions: In the event of a billing dispute or issues regarding volume or metering, I should contact the NGDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the Columbia Retail Energy choice department by phone weekdays from 8:00 a.m. to 9:00 p.m. ET at 1-888-493-6790, by fax 1-800-584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at www.ColumbiaRetailEnergy.com. Also, I can contact Columbia Retail Energy through e-mail at choice@ColumbiaRetailEnergy.com. If my questions or concerns or complaint are not resolved after I have called Columbia Retail Energy, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY toll free at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays or visit www.pickoc.org.

Assignment: This contract is assignable by Columbia Retail Energy without my consent subject only to required regulatory approvals. Columbia Retail Energy will use its best efforts to give the NGDC and me thirty (30) days written notice prior to any assignment.

Billing: For my convenience I will receive only one bill, which will be issued by the NGDC each month and will contain Columbia Retail Energy's gas price plus applicable taxes and all of the NGDC's transportation and other applicable charges, including any late fees assessed by the NGDC. I agree to continue to pay the NGDC for the entire gas bill under the NGDC's payment terms and conditions. If I pay under the budget bill payment plan, I understand that this service will remain available. Columbia Retail Energy reserves the right to issue an invoice to me directly, such invoice would contain Columbia Retail Energy's gas price and may also contain applicable taxes and all of the NGDC's transportation and other applicable charges. If Columbia Retail Energy invoices me directly and I fail to pay within the terms specified on the invoice(s) a late fee of 1.5% per month on all past-due amounts will apply. If Columbia Retail Energy bills me directly for services provided, Columbia Retail Energy may terminate this Agreement with fourteen (14) days written notice should I fail to pay the bill or meet any agreed-upon payment arrangements. If I fail to pay my invoices timely which include Columbia Retail Energy charges, the NGDC may disconnect my service, according to tariff guidelines. I may request, at no charge, up to 24 months of my payment history for services rendered by Columbia Retail Energy. Other than for operation, maintenance, assignment and transfer of my account or, where Columbia Retail Energy is performing billing services, or for commercial collections, Columbia Retail Energy will not disclose my account number to any other third party without my affirmative written consent or electronic authorization or pursuant to a court or Commission order and that, other than for credit checking and credit reporting, if Columbia Retail Energy is performing billing services, Columbia Retail Energy will not disclose my social security number without my affirmative written consent or pursuant to court order. I authorize Columbia Retail Energy to obtain my billing payment and usage history from the NGDC.

Moving/Termination: I understand that this contract will automatically terminate, without penalty, if I relocate outside the NGDC service territory, or if the requested service location is not served by the NGDC. Also, I understand that I have the right to terminate this Agreement, without penalty, if I relocate inside the NGDC service territory and the NGDC does not have contract portability. If I relocate within the NGDC service territory and do not exercise my right to cancel this Agreement, if any, at Columbia Retail Energy's option, this Agreement may continue for service at my new location. I agree that if I do not terminate this Agreement as provided in this paragraph, I grant the NGDC the right to provide Columbia Retail Energy with my account and meter number(s) for my new location and to transfer my contract to my new location. If requested by Columbia Retail Energy, I will also provide Columbia Retail Energy with this information. If Columbia Retail Energy does not transfer this Agreement for service at my new location within 90 days of relocation, this Agreement will automatically terminate. I understand that I am not entitled to the pricing or service from Columbia Retail Energy hereunder at my new location until such time as the NGDC accepts my enrollment with Columbia Retail Energy at my new location and/or transfers my contract to my new location and that the pricing hereunder will not be extended for additional months that I was not with Columbia Retail Energy, unless agreed to in writing by Columbia Retail Energy. Except as provided in this Agreement, if Columbia Retail Energy returns me to the NGDC's sales service, this Agreement will terminate without penalty to me.

Eligibility / Limitation of Liability / Jurisdiction: This Agreement is for residential and small commercial customers in the Columbia Gas of Ohio service territory. By entering this Agreement, I represent and agree that the account(s) served by Columbia Retail Energy under this Agreement is (are) residential or small commercial account(s), in the COH service territory and I am not an existing Columbia Retail Energy customer. Columbia Retail Energy reserves the exclusive right, at any time, to not enroll or to terminate service to customer locations that do not meet the preceding criteria, including those that consume more than 20,000 CCF per year and return the customer to the NGDC (or previous Columbia Retail Energy product, whichever is applicable) with no penalty to Columbia Retail Energy. This limitation applies to related accounts that individually may not exceed the limit, but collectively may. Furthermore, participation in the program is subject to the rules of the NGDC and customers are sometimes terminated from the residential program either in error or for being in arrears. In such instances, I can contact the NGDC to correct the problem and be reinstated in the residential program. Regardless of the reason for termination, in no case will the original term be extended for months that I was unable to participate nor will Columbia Retail Energy have any liability for any early termination or for any months that I was unable to participate in the program. Columbia Retail Energy assumes no liability or responsibility for losses or consequential damages arising from items associated with the NGDC including, but not limited to: operations and maintenance of their system; any interruption of service; termination of service; or deterioration of service, nor does Columbia Retail Energy assume responsibility or liability for damages arising from any in-home or building damages and in addition shall not be responsible for any indirect, consequential, special or punitive damages whether arising under contract, tort (including negligence or strict liability) or any other legal theory. The parties agree that if the customer is unable to resolve its issues through the PUCO as detailed under "Contract and Dispute Resolution" above or if suit is filed, any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Franklin County, Ohio or the United States District Court sitting in Franklin County, Ohio. I submit to the personal jurisdiction in such courts and irrevocably waive any objections that I have or might have in the future to such courts as the proper forum for any and all actions arising under this Agreement. The parties agree that this Agreement shall be interpreted under the laws of the State of Ohio, regardless of Ohio's choice of law provisions.

Please fill out if any of the information on the front of this card is incorrect.

Name (please print): _____

Street Address: _____

City: _____

State: _____

Zip: _____

ENROLLMENT LIMITATION:

Your signature on the other side of this card indicates that you wish to be enrolled in the Columbia Retail EnergySM natural gas program with Columbia Retail Energy as your supplier. Columbia Retail Energy reserves the right to limit enrollments on this offer to the earlier of Friday, February 25, 2011 or 10,000 enrollments. This offer is open to residents on the Columbia Gas of Ohio distribution system. Additionally, this offer is only intended for residential and small commercial customers using 20,000 CCF per year or less and Columbia Retail Energy reserves the right to not enroll or discontinue services to customers outside this limitation. By signing this consent form you authorize Columbia Retail Energy to be your agent for purposes of arranging for your natural gas needs, which includes enrolling you in the program, supplying your natural gas, interacting with the utility on your behalf and receiving information regarding your account. You acknowledge receipt of the terms and conditions enclosed with this offer and by signing this card agree to the terms and conditions of this program. You authorize Columbia Retail Energy as your supplier to obtain information about your account from your local utility.



*Service is provided by IGS Energy under
the trade name Columbia Retail Energy.*

Important Natural Gas Information



Service is provided by IGS Energy under the trade name Columbia Retail Energy.

No cancellation fees.
No hassles. No worries.

www.ColumbiaRetailEnergy.com
888-493-6790

During the summer, most of us aren't thinking about natural gas prices - or how they will impact our heating costs this winter. So why send you a letter about natural gas now? Because natural gas prices are currently near an eight year low! Now is a great time to take advantage of the current low prices and lock in a fixed rate before the winter heating season arrives.

Columbia Retail Energy's fixed-rate offer of just 72.9¢ per CCF is the lowest fixed-rate offer without a cancellation fee on the PUCO Apples to Apples website!¹ Not only is our rate guaranteed through your July 2012 billing cycle - there's no cancellation fee! So if there's ever a different offer that you prefer, you're free to switch by simply calling us. Columbia Retail Energy - we guarantee your price and ensure your peace of mind.

Why choose Columbia Retail Energy? Columbia Retail Energy is a brand offered by IGS Energy through an agreement with NiSource Retail Services. We are proud to be entrusted with the Columbia brand. In business for over 20 years, IGS Energy serves more than 850,000 customers in nine states.

Benefits to you:

- It's Simple: Three easy ways to enroll.
- It's Smart: Lock in a natural gas rate when prices are low.
- It's Safe: No cancellation fee.

This offer is available for a limited time only. Please enroll no later than Friday, October 7, 2011.

Choose one of three easy ways to enroll:



Phone: Call us toll-free at
888-493-6790 M - F, 8 a.m. - 8 p.m.,
and Sat 9 a.m. - 3 p.m. (ET).



Mail: Complete the attached
enrollment card and return it
in the postage-paid envelope.



Internet: Visit us at
ColumbiaRetailEnergy.com
and enter the Promo Code below.

You will need your Columbia Gas of Ohio natural gas account number at the time you enroll. You can find your account number on your gas bill. You will also need the Columbia Retail Energy Promo Code that appears on the enrollment card below.

¹Shown on the Public Utilities Commission of Ohio (PUCO) Apples to Apples rate page as of 8/16/2011.

Columbia Retail Energy is not the utility and neither Columbia Retail Energy nor Interstate Gas Supply, Inc. ("IGS Energy") is an affiliate of NiSource Retail Services or the utility, Columbia Gas of Ohio. The Columbia Retail Energy name and starburst design are used by Interstate Gas Supply, Inc. under a license agreement with NiSource Retail Services.

Detach here

AAA13

Enrollment Card

Please fill out, sign and return to Columbia Retail Energy in the postage-paid envelope provided.

☒ **Yes! I want to take control of my natural gas costs.**

By signing this enrollment form, I am enrolling with Columbia Retail Energy for a fixed rate of 72.9¢ per CCF through my July 2012 billing cycle.

Required for enrollment:

Fill in your Columbia Gas of Ohio natural gas account number:

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

Email Address: _____

Phone #: _____

Required Signature

By signing this enrollment card, I am selecting Columbia Retail Energy as my agent for natural gas supply with distribution and billing still handled by Columbia Gas of Ohio under the terms and conditions enclosed. Columbia Gas of Ohio will continue to charge me for taxes, distribution, and other applicable fees. (Columbia Retail Energy Contract Form: FCOH-CRE-729-0712MV)

Columbia Retail Energy Promo Code: _____



Service is provided by IGS Energy under the trade name Columbia Retail Energy.

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

☐ Check here if you'd like Columbia Retail Energy to email you about special offers in the future.

My Natural Gas Supply Contract with Columbia Retail EnergySM (Interstate Gas Supply, Inc.)
Form FCOH-CRE-729-0712MV **Keep for your records**

Term: The term of this program will begin with the first billing cycle my enrollment or rate change is confirmed with Columbia Gas of Ohio ("COH") and will continue through my **July 2012** billing cycle ("Primary Term") and automatically continue **month-to-month** thereafter (each a "Secondary Term(s)") until canceled by notice as provided by this agreement ("Agreement"). Interstate Gas Supply, Inc. (doing business as "Columbia Retail EnergySM") will supply the commodity portion of my natural gas and COH will continue to be my Natural Gas Distribution Company ("NGDC"). Within 3 business days of enrollment, Columbia Retail Energy will notify the NGDC to transfer gas services to this program. Due to the volatility of the gas market, Columbia Retail Energy reserves the right to discontinue this contract any time before enrollment. If I am currently a Columbia Retail Energy customer, Columbia Retail Energy reserves the right to reject or rescind this enrollment or to require me to pay the applicable cancellation fee for my existing program to be eligible for this program. **Columbia Retail Energy is not the utility and neither Columbia Retail Energy nor Interstate Gas Supply, Inc. ("IGS Energy") is an affiliate of NiSource Retail Services or the utility Columbia Gas of Ohio. The Columbia Retail Energy name and starburst design are used by Interstate Gas Supply, Inc. under a license agreement with NiSource Retail Services.**

Regulatory: The residential natural gas program is subject to ongoing Public Utilities Commission of Ohio ("PUCO") and COH jurisdiction and I understand that if the residential program is terminated or materially altered, this Agreement may be terminated by Columbia Retail Energy without penalty.

Price: Starting with my first billing cycle on this contract through my **July 2012** billing cycle, my price will be **\$0.729 per CCF** each billing cycle. Thereafter my price will be as detailed below. I am responsible for and my price does not include applicable taxes and/or NGDC charges, which will be billed by the NGDC.

Renewal Term and Price: For each Secondary Term this Agreement will automatically renew on a month-to-month basis at a price calculated by taking the appropriate monthly closing NYMEX settlement price and adding an amount not to exceed \$0.480 per CCF, which does not include applicable NGDC charges and taxes. Columbia Retail Energy reserves the right to make changes to the terms of this Agreement, including price and pricing methodology and term for any Secondary Term(s). If changes are made to this agreement notice will be made at least 30 days prior to the changes becoming effective. If I do not cancel the Agreement at that time this Agreement will continue under the revised terms thereafter. Columbia Retail Energy reserves the right to lower my price at any time for any month or months and thereafter return my price to the last noticed price, without providing me with notice of either.

Rescission Period: If I am a new customer to Columbia Retail Energy this Agreement may be rescinded by me with no cancellation fee by: (1) contacting the NGDC in writing or by telephone at the number provided on the confirmation notice within 7 business days from the post-mark date of the confirmation notice sent by the NGDC ("Rescission Period"), or (2) contacting Columbia Retail Energy in writing or by telephone within 30 days of enrollment with Columbia Retail Energy on this program ("Cancellation Period"). If I am an existing customer I will not receive a confirmation notice from the NGDC but, in the event I decide to rescind enrollment in this Agreement during the Rescission Period, I will be returned to my previous agreement with Columbia Retail Energy without penalty under this Agreement.

Cancellation: During the periods described in Rescission Period above, there is no cancellation fee to end this Agreement. Further, either party can cancel this Agreement without cancellation fee by providing notice to the other of not less than 30 days, or as otherwise provided in a renewal notice. Cancellation notices provided after the NGDC deadline may result in an additional month(s) of service beyond the contract period at the new price, which I agree to pay, as the effective date of all cancellations are subject to NGDC guidelines. I understand that if I switch my service to another supplier or back to the NGDC an NGDC switching fee may apply under the NGDC's tariff and the NGDC may charge a price other than the standard service offer rate.

Contact and Dispute Resolutions: In the event of a billing dispute or issues regarding volume or metering, I should contact the NGDC at the number listed on their bill. For other questions or concerns about pricing, I can contact the Columbia Retail Energy choice department by phone weekdays from 8:00 a.m. to 8:00 p.m. ET at 1-888-493-6790, by fax 1-800-584-4839, in writing at P.O. Box 9060, Dublin, OH 43017, or through their web site at www.ColumbiaRetailEnergy.com. Also, I can contact Columbia Retail Energy through e-mail at choice@ColumbiaRetailEnergy.com. If my questions or concerns or complaint are not resolved after I have called Columbia Retail Energy, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY toll free at 1-800-686-1570 (toll free), from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays or visit www.pickoc.org.

Assignment: This contract is assignable by Columbia Retail Energy without my consent subject only to required regulatory approvals. Columbia Retail Energy will use its best efforts to give the NGDC and me thirty (30) days written notice prior to any assignment.

Billing: For my convenience I will receive only one bill, which will be issued by the NGDC each month and will contain Columbia Retail Energy's gas price plus applicable taxes and all of the NGDC's transportation and other applicable charges, including any late fees assessed by the NGDC. I agree to continue to pay the NGDC for the entire gas bill under the NGDC's payment terms and conditions. If I pay under the budget bill payment plan, I understand that this service will remain available. Columbia Retail Energy reserves the right to issue an invoice to me directly, such invoice would contain Columbia Retail Energy's gas price and may also contain applicable taxes and all of the NGDC's transportation and other applicable charges. If Columbia Retail Energy invoices me directly and I fail to pay within the terms specified on the invoice(s) a late fee of 1.5% per month on all past-due amounts will apply. If Columbia Retail Energy bills me directly for services provided, Columbia Retail Energy may terminate this Agreement with fourteen (14) days written notice should I fail to pay the bill or meet any agreed-upon payment arrangements. If I fail to pay my invoices timely which include Columbia Retail Energy charges, the NGDC may disconnect my service, according to tariff guidelines. I may request, at no charge, up to 24 months of my payment history for services rendered by Columbia Retail Energy. Other than for operation, maintenance, assignment and transfer of my account or, where Columbia Retail Energy is performing billing services, or for commercial collections, Columbia Retail Energy will not disclose my account number to any other third party without my affirmative written consent or electronic authorization or pursuant to a court or Commission order and that, other than for credit checking and credit reporting, if Columbia Retail Energy is performing billing services, Columbia Retail Energy will not disclose my social security number without my affirmative written consent or pursuant to court order. I authorize Columbia Retail Energy to obtain my billing payment and usage history from the NGDC.

Moving/Termination: I understand that this contract will automatically terminate, without penalty, if I relocate outside the NGDC service territory, or if the requested service location is not served by the NGDC. Also, I understand that I have the right to terminate this Agreement, without penalty, if I relocate inside the NGDC service territory and the NGDC does not have contract portability. If I relocate within the NGDC service territory and do not exercise my right to cancel this Agreement, if any, at Columbia Retail Energy's option, this Agreement may continue for service at my new location. I agree that if I do not terminate this Agreement as provided in this paragraph, I grant the NGDC the right to provide Columbia Retail Energy with my account and meter number(s) for my new location and to transfer my contract to my new location. If requested by Columbia Retail Energy, I will also provide Columbia Retail Energy with this information. If Columbia Retail Energy does not transfer this Agreement for service at my new location within 90 days of relocation, this Agreement will automatically terminate. I understand that I am not entitled to the pricing or service from Columbia Retail Energy hereunder at my new location until such time as the NGDC accepts my enrollment with Columbia Retail Energy at my new location and/or transfers my contract to my new location and that the pricing hereunder will not be extended for additional months that I was not with Columbia Retail Energy, unless agreed to in writing by Columbia Retail Energy. Except as provided in this Agreement, if Columbia Retail Energy returns me to the NGDC's sales service, this Agreement will terminate without penalty to me.

Eligibility / Limitation of Liability / Jurisdiction: This Agreement is for residential and small commercial customers in the Columbia Gas of Ohio service territory. By entering this Agreement, I represent and agree that the account(s) served by Columbia Retail Energy under this Agreement is (are) residential or small commercial account(s), in the COH service territory and I am not an existing Columbia Retail Energy customer. Columbia Retail Energy reserves the exclusive right, at any time, to not enroll or to terminate service to customer locations that do not meet the preceding criteria, including those that consume more than **20,000 CCF** per year and return the customer to the NGDC (or previous Columbia Retail Energy product, whichever is applicable) with no penalty to Columbia Retail Energy. This limitation applies to related accounts that individually may not exceed the limit, but collectively may. Furthermore, participation in the program is subject to the rules of the NGDC and customers are sometimes terminated from the residential program either in error or for being in arrears. In such instances, I can contact the NGDC to correct the problem and be reinstated in the residential program. Regardless of the reason for termination, in no case will the original term be extended for months that I was unable to participate nor will Columbia Retail Energy have any liability for any early termination or for any months that I was unable to participate in the program. Columbia Retail Energy assumes no liability or responsibility for losses or consequential damages arising from items associated with the NGDC including, but not limited to: operations and maintenance of their system; any interruption of service; termination of service; or deterioration of service, nor does Columbia Retail Energy assume responsibility or liability for damages arising from any in-home or building damages and in addition shall not be responsible for any indirect, consequential, special or punitive damages whether arising under contract, tort (including negligence or strict liability) or any other legal theory. The parties agree that if the customer is unable to resolve its issues through the PUCO as detailed under "Contract and Dispute Resolution" above or if suit is filed, any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Franklin County, Ohio or the United States District Court sitting in Franklin County, Ohio. I submit to the personal jurisdiction in such courts and irrevocably waive any objections that I have or might have in the future to such courts as the proper forum for any and all actions arising under this Agreement. The parties agree that this Agreement shall be interpreted under the laws of the State of Ohio, regardless of Ohio's choice of law provisions.

Please fill out if any of the information on the front of this card is incorrect.

Name (please print): _____

Street Address: _____

City: _____

State: _____

Zip: _____

ENROLLMENT LIMITATION:

Your signature on the other side of this card indicates that you wish to be enrolled in the Columbia Retail EnergySM natural gas program with Columbia Retail Energy as your supplier. Columbia Retail Energy reserves the right to limit enrollments on this offer to the earlier of Friday, October 7, 2011 or 10,000 enrollments. This offer is open to residents on the Columbia Gas of Ohio distribution system. Additionally, this offer is only intended for customers who are eligible for participation in the Columbia Gas of Ohio Choice Program, and Columbia Retail Energy reserves the right to not enroll or discontinue services to customers outside this limitation. By signing this consent form you authorize Columbia Retail Energy to be your agent for purposes of arranging for your natural gas needs, which includes enrolling you in the program, supplying your natural gas, interacting with the utility on your behalf and receiving information regarding your account. You acknowledge receipt of the terms and conditions enclosed with this offer and by signing this card agree to the terms and conditions of this program. You authorize Columbia Retail Energy as your supplier to obtain information about your account from your local utility.



*Service is provided by JGS Energy under
the trade name Columbia Retail Energy.*

Prsrt STD
U.S. Postage Paid
So. Suburban, IL
Permit #10

Important Natural Gas Information



Service is provided by IGS Energy under the trade name Columbia Retail Energy

| Energy Conservation Tips | Promo Code:

[Enroll Now](#)

[About Us](#)

[How It Works](#)

[FAQ](#)

[Contact Us](#)



Take Control of Your Energy Costs

[Start Here](#)

Stability

Columbia Retail Energy's fixed rate plans offer you price certainty and protection against unpredictable price spikes.

Confidence

Columbia Retail Energy is a brand offered by IGS Energy, one of the largest independent marketers of natural gas in the country.

Have a Promo Code?

If you received a mailer from Columbia Retail Energy with a promo code, you can enter it below.

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Enroll Now

[Our Columbia Gas of Ohio Prices](#)
[Our Columbia Gas of Pennsylvania Prices](#)
[Our Columbia Gas of Virginia Prices](#)
[Our Columbia Gas of Kentucky Prices](#)

Education

[About Us](#)
[How It Works](#)
[Columbia Retail Energy FAQ](#)
[Energy Conservation](#)

Customer Service

[How to Contact Us](#)
[How to Contact Columbia Gas](#)
[E-Mail Columbia Retail Energy](#)
[Website Privacy Policy](#)
[Website Terms of Use](#)

Call Toll Free: 888-994-0995

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