



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

February 22, 2016

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

**RE: Case No. 14-0368**

**Opt-out letter (NG) — Troy Township**

Troy Township is pleased to submit its final copy of Opt-out letter to be sent out to all eligible customers on or about February 22, 2016 with the response deadline to be on or after March 14, 2016.

Should you have any questions or additional needs, please call me at 614.425.4885.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott R. Belcastro", with a long horizontal line extending to the right.

Scott R. Belcastro

Principal

614.425.4885

scott@electricsuppliers.org

Enclosure

**Troy Township**  
Delaware County



February 22nd, 2016

Dear Troy Township Resident,

The Troy Township Trustee members are providing you with the opportunity to join with other residents and small commercial to join its natural gas aggregation program. If you are outside the boundaries of Troy Township, please let us know by calling 800-977-8374 extension 2345. Savings are possible through a concept called government aggregation where Troy Township officials have been authorized to bring together citizens to gain group-buying power for the purchase of natural gas from a retail supplier licensed by the Public Utilities Commission of Ohio. Troy Township voters approved this program in November of 2012.

We have chosen Volunteer Energy Services, Inc. (VE), an Ohio based corporation to provide you with natural gas on a yearly basis in consideration of rates offered.

You will be automatically enrolled in the natural gas government aggregation program unless you choose to "opt-out" that is, affirmatively choose not to participate. **If you wish to be excluded from the natural gas aggregation program, you must return the enclosed "Opt-out" form by March 14<sup>th</sup>, 2016** If you do not opt-out at this time, you will receive a notice at least once every two years asking if you wish to remain in the program. However, you do not need to do anything to participate. There is no cost for enrollment and you will not be charged a switching fee.

**Price:** Volunteer Energy will supply natural gas at a price equal to the NYMEX month end close plus \$.110 per Ccf at the burner tip.

After you become a participant in the Township's natural gas aggregation program, COLUMBIA GAS OF OHIO will send a letter confirming your selection of VE as your natural gas provider. As required by law, this letter will inform you of your option to cancel your enrollment with VE within seven business days of its postmark date. To remain in the Township's government aggregation program, you don't need to take any action when this letter arrives. COLUMBIA GAS OF OHIO will always be responsible for ensuring the distribution of natural gas to your premises and will continue to maintain your meter, the monthly reads and the pipelines that deliver natural gas to your home. Your natural gas bill will also continue to come from COLUMBIA GAS OF OHIO. The only change you'll notice is how your gas is priced and the name of your new gas supplier, VE, included on your bill.

If you have any questions, please call Volunteer Energy toll-free at 1-800-977-8374, Monday through Thursday, 8:30 a.m. to 4:00 p.m.

Regards,  
Troy Township Trustees and  
Volunteer Energy Services, Inc.

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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 utilities pipeline on a month to month basis. Upon acceptance by the utility company the cost will be equal to the NYMEX month end close plus \$.110 per Ccf at the burner tip. This rate includes a broker/agent fee of \$.005 per ccf. Each year the rate will be reviewed between Troy Township and VESI.

**Term:** The term of this Agreement shall commence when accepted by VESI and shall continue March 2016 through February 2018 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. Columbia Gas of Ohio will continue to deliver VESI-supplied natural gas to your home at the agreed upon rate

**Office Locations and Hours:** VESI's offices are located at 790 Windmill Drive, Pickerington, Ohio 43147 and are open from 8:30 A.M. to 4:00 P.M. E.S.T., Monday through Friday. VESI can be reached by telephone at (614) 856-3128 or toll free at 800-977-8374. Telephone service hours are from 8:30 A.M. to 4:00 P.M. E.S.T., Monday through Thursday. E-mail address is [cmunn@volunteenergy.com](mailto:cmunn@volunteenergy.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 eight a.m. to five 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.pickocc.org>.

**Amendment to Agreement:** VESI may amend VESI's Supply Agreement from time to time upon approval from Troy Township. 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. Notice of any such change is public information and may be announced by any one of or variation of the following methods: local newspaper press release, local radio station announcement, written communications to participants or update on Cities website.

**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.

**Credit:** If VESI is performing billing services, other than for operation, maintenance, assignment and transfer of your account or, for commercial collection, VESI will not disclose your account number without your affirmative written or electronic authorization or pursuant to a court or commission order. Additionally, if billing, other than for the purposes of credit checking and credit reporting, VESI will not disclose your social security number without your affirmative written consent or pursuant to a court order.

**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 Columbia 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 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 Troy Township's 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 Troy Township 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.

VESI's fixed 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 the Troy Township; (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 supply service from another natural gas marketer. If you believe you received this letter in error as you are not located in the Troy Township, please contact VESI to remove your account from our aggregation list.

*P.S. Remember to return the opt-out form only if you do not want to participate in the Troy Township's Government Aggregation program.*

**OPT-OUT FORM FOR THE TROY TOWNSHIP GOVERNMENT AGGREGATION PROGRAM**

I wish to opt out of the Troy Township Governmental Aggregation Program

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

Phone Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

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

Account holder's signature: \_\_\_\_\_

Mail by **March 14<sup>th</sup> 2016** to: Troy Township Government Aggregation Program, 790 Windmill Drive, Pickerington, Ohio 43147

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

**Commission of Ohio Docketing Information System on**

**2/11/2016 4:40:55 PM**

**in**

**Case No(s). 14-0368-GA-GAG**

Summary: Opt-Out Notice electronically filed by Scott Belcastro on behalf of Troy Township, Delaware Co., OH