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September 27, 2017

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

**Case No. 17-0208-GA-GAG**

**RE: Opt out Letter(s) — The Village of Magnolia, Stark Co., OH.**

The Village of Magnolia is pleased to submit its final copy of Opt-out letter(s) to be sent to all eligible customers on October 2<sup>nd</sup>, 2017 with the response deadline October 23<sup>rd</sup>, 2017.

Material provided for review:

- Residential and Business Opt-out letter

Should you have any questions or additional needs, please call me at (614) 425.4885.

Sincerely,

Scott R. Belcastro  
Principal  
614.425.4885  
scott@electricsuppliers.org

Enclosure

Village of Magnolia  
Stark County



October 2, 2017

**Village of Magnolia Natural Gas Government Aggregation Program with Volunteer Energy**

Dear Magnolia Resident,

Village of Magnolia is providing you with the opportunity to join with other residents to save money on the natural gas you use. Savings are possible through a concept called government aggregation, where Village officials bring together citizens to gain group-buying power for the purchase of natural gas from a retail supplier certified by the Public Utilities Commission of Ohio. Village voters approved this program in November of 2016.

During the past few months, we have researched options for competitive natural gas pricing for you. We have chosen Volunteer Energy Services Inc, (Volunteer Energy) an Ohio based corporation to provide you with natural gas for the term of November 2017 through October 2019.

**You will be automatically enrolled (as a new Participant) in the Village's Natural Gas Governmental Aggregation Program unless you choose to "opt out"**—that is, affirmatively choose not to participate. If you wish to be excluded from the program you can call Volunteer Energy toll free at **1-800-977-8374** or return the enclosed "Opt-Out" form by October 23, 2017. Otherwise, you will be included in the aggregation program. If you do not opt out at this time, you will receive a notice at least once every 2 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 the enrollment and you will not be charged a switching fee.

**Price:** Volunteer Energy is pleased to offer natural gas for your home or business at a rate of NYMEX plus a fixed adder of \$0.1257 per Ccf at the burner tip. The rate is calculated just like Columbia Gas of Ohio at NYMEX (the price set by the New York Mercantile Exchange) plus \$0.1257 per Ccf through October 31, 2019. **If you are ever unhappy with your rate, you may leave the program free of charge at any time.** Please refer to the attached Terms and Conditions for full details of this offer.

After you become a participant in the Village's natural gas aggregation program, Columbia will send a letter confirming your selection of Volunteer Energy as your natural gas provider. As required by law, this letter will inform you of your option to cancel your enrollment with Volunteer Energy within seven business days of its postmark date. To remain in the Village's government aggregation program, you don't need to take any action when this letter arrives. You will be automatically enrolled.

Columbia 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 lines that deliver natural gas to your home. Your natural gas bill will also continue to come from Columbia. The only change you'll notice is savings and the name of your new gas supplier, Volunteer Energy, included on your bill.

If you have any questions, please call Volunteer Energy toll free at **1-800-977-8374** Monday through Friday, 9:00 a.m. to 4:00 p.m.

Regards

Village of Magnolia  
Volunteer Energy Services, Inc.



# VOLUNTEER ENERGY SERVICES, INC. TERMS AND CONDITIONS OF SERVICE

These **TERMS AND CONDITIONS OF SERVICE** 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 natural gas 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 Columbia Gas of Ohio's pipeline on a month to month basis. Upon acceptance by the Columbia Gas of Ohio, the cost will be equal to the NYMEX (New York Mercantile Exchange) month-end close plus an adder of \$.1257 per Ccf at the burner tip thru your October 2019 billing cycle.

**Term:** The length of service shall commence when accepted by VESI and shall continue November 2017 through October 2019 unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by Columbia Gas of Ohio. You may terminate natural gas service with VESI by providing a 30-day notice in writing or by telephone to VESI. 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 9:00 A.M. to 4:30 P.M. E.S.T., Monday through Friday. E-mail address is [sraffeld@volunteereenergy.com](mailto:sraffeld@volunteereenergy.com).

**Bill Payment Process:** Columbia Gas of Ohio will continue to bill you monthly for natural gas delivery services and also for VESI's natural gas service. 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 VESI may also automatically terminate your account.

**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, VESI will provide you up to twenty-four months of your payment history without charge. If your complaint is not resolved after you have called VESI, 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 8:00 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 8 a.m. to 5 p.m. weekdays, or at <http://www.pickocc.org>.

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

**Termination/Rescission of Agreement:** You may terminate / rescind your natural gas supply enrollment with VESI within seven (7) days of the post mark date of the confirmation letter 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 termination of service. If your supply contract with VESI is terminated, your natural gas supply will automatically be provided by Columbia Gas of Ohio under its standard tariff unless or until you choose another supplier. If you voluntarily terminate participation in the Village of the Winterville'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 Village of Magnolia's program.** Service 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 as a customer to Columbia Gas of Ohio. You have the right to terminate natural gas service with VESI, without penalty, for any reason at any time.

**Program Compliance:** Columbia Gas of Ohio'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 the terms of natural gas supply.

VESI's fixed rate excludes Columbia Gas of Ohio charges and taxes. Natural gas service is subject to enrollment processing timelines as determined by Columbia Gas of Ohio and VESI's aforementioned Terms and Conditions of Service. To be eligible to participate in the Village of Magnolia's natural gas aggregation program, you must: (1) have a residence or business located in the Village of Magnolia; (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, or are not located in the Village of Magnolia, please contact VESI to remove your account from our aggregation list.

*P.S. Remember to return the below Opt-Out form only if you do not want to participate in the Village of Magnolia Natural Gas Government Aggregation Program.*

## OPT-OUT FORM FOR THE VILLAGE OF MAGNOLIA GOVERNMENT AGGREGATION PROGRAM

**Option 1: Do nothing and save.**

If you want to participate in this program and save, you do not need to return this form. Your enrollment is automatic.

OR

**Option 2: Opt out by returning this form.**

If you do not want to participate in this program and save, you must return this form before the due date.

☐ I wish to opt out of my community's natural gas savings program. (Check box to opt out.)

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

Phone Number: \_\_\_\_\_ Account Number (located at the top of your Columbia Gas bill): \_\_\_\_\_

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

Account Holder's signature: \_\_\_\_\_

Mail by: October 23, 2017

To: Village of Magnolia 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**

**9/27/2017 5:30:16 PM**

**in**

**Case No(s). 17-0208-GA-GAG**

Summary: Opt-Out Notice Voter Approval Date Update electronically filed by Mr. Scott Belcastro on behalf of Magnolia Village, Stark Co., OH