



08-638-GA-CRS

verdeenergyusa

RECEIVED-BOOKETING DIV

June 25, 2018

2018 JUN 26 AM 10:33

Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

PU00

Re: Assignment of Customer Contracts from Spark Energy Gas, LLC (08-136G), to Verde Energy USA Ohio, LLC (13-334G)

To Whom It May Concern:

Pursuant to the assignment rules of Public Utilities Commission of Ohio and the Purchase Agreement between the parties, Spark Energy Gas, LLC ("Spark") and Verde Energy USA Ohio, LLC, ("Verde") jointly provide notice of an assignment of customer contracts from Spark to Verde. The effective date of the transfer will be the customer's first meter read date on or after July 31, 2018.

Included with this notification is a copy of the letter which provides assigned customers with 30 days' advanced notice of the transfer. Please see the attached table for number of assigned customers by utility territory. The existing terms and conditions, including pricing, will remain the same for the remainder of all existing contract terms. Spark, through counsel, attests that present customer contracts allow for assignment.

Spark does not intend to withdraw its license because it intends to continue acquiring and serving customers in Ohio.

Please contact the undersigned with any questions about this matter.

Sincerely,

Gil Melman
Vice President and General Counsel

Spark Energy Gas, LLC
12140 Wickchester Ln.
Ste. 100
Houston, TX 77079
Phone: (571) 259-1257
Email: kwhite@sparkenergy.com

Verde Energy USA Ohio, LLC
12140 Wickchester Ln.
Ste. 100
Houston, TX 77079
Phone: (571) 259-1257
Email: kwhite@sparkenergy.com

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician CHOW Date Processed 6/26/18

Enclosures: Customer Assignment Notice, Assignment Table by Utility Territory

Table 1: Assignment Table by Utility Territory

	Customer Count Residential	Customer Count Commercial
COH	3,284	34
DEO	1,183	69



June 26, 2018

«Customerfirstname» «Customerlastname»
«BillingAddress1», «BillingAddress2»
«BillingCity», «BillingState» «BillingZip»

Utility: «Utility»

Account Number: «UtilityAccountNumber»

NO ACTION REQUIRED: Your service will continue under your current service agreement without interruption.

Dear «Customerfirstname» «Customerlastname»,

Spark Energy Gas, LLC ("Spark") has appreciated the opportunity to serve as the Competitive Retail Natural Gas Supplier (CRNGS) for your «Utility» account. However, in accordance with your terms and conditions, we are writing to let you know that Spark will assign your natural gas service to Verde Energy USA Ohio, LLC ("Verde"), another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter read date after the assignment transaction, on approximately July 31, 2018. After such date, you should contact Verde directly regarding your natural gas supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with Spark and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your natural gas services and you should continue to pay your «Utility» bill as normal and call «Utility» in case of an outage or emergency just as you do today. The same quality support and service that you are used to with Spark will continue with Verde.

If you have a fixed rate plan with Spark, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with Spark, your service will continue under the same variable natural gas rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact Spark by July 30, 2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker
Chief Executive Officer and President
Spark Energy Gas, LLC
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 877-547-7275
Email: customercare@sparkenergy.com
Call Center: 8am-7pm CST Monday-Friday, 9am-12pm
CST Saturday

Verde Energy USA Ohio, LLC
12140 Wickchester Ln., Ste. 100
Houston, TX 77079
Phone: 800-388-3862
Email: service@verdeenergyusa.com
Call Center: 7am-5pm Monday-Friday CST

Frequently Asked Questions

Will my natural gas service be cut off?

No, this transfer will not cause an interruption of your natural gas services and you should continue to pay your «Utility» bill as normal.

Who do I call in case of a power outage or emergency?

Your Utility has not changed; you should call «Utility» for any outage or emergency just as you do today.

Will my current rate change?

If you have a fixed rate plan with Spark, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with Spark, your service will continue under the same variable natural gas rate. After July 30, 2018 you may also contact Verde directly to see what other options are available when your contract expires.

Will my meter read cycle or utility charges change?

No, you will continue to receive your bill from «Utility» as you always have. The only change is that Verde will now be listed as the CRNGS.

What will happen to my contract / agreement with Spark?

Contract assignment is allowed per the terms and conditions of your Spark agreement. Verde will honor your current agreements with Spark, so no changes will occur with their terms or conditions until the contract end date. If you are a Spark customer on a Variable Rate Plan, the variable natural gas rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

My contract was about to expire with Spark, what does this mean for me?

If the contract expires before the effective date of your transfer, your service will continue under the Spark variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

Do I need to do anything to switch to Verde?

No, you will not need to do anything. We will make this transition as smooth as possible for you. Spark will assign your natural gas service to Verde, another CRNGS licensed by the Public Utilities Commission of Ohio.

When can I expect Verde to become my official CRNGS?

Spark will assign your natural gas service to Verde, another CRNGS licensed by the Public Utilities Commission of Ohio, effective with your first meter reading date after the assignment transaction, on approximately July 31, 2018.

Will I need to sign up with Verde or go through a credit check again?

No, Verde welcomes you as their customer in a clear and hassle-free way.

How will I know when I have started services with Verde?

Verde will appear as your CRNGS in the Energy Supply portion of your utility bill.

Will I be able to opt out of the switch to Verde?

You can only opt out of the switch to Verde by requesting to drop to «Utility» or switch to another CRNGS while active with Spark. Early Termination Fees will apply if set forth in your current contract with Spark and only if you cancel your agreement with Spark prior to the end of your contract term. Your Early Termination Fee would be \$«ETF».

Who do I contact should I have questions?

If you have any questions about the transfer of service, please contact Spark.

Phone: 877-547-7275

Email: customercare@sparkenergy.com

Call Center: 8am-7pm CST Monday-Friday, 9am-12pm CST Saturday

How can I learn more about Verde as my new CRNGS?

Please visit Verde online at www.verdeenergy.com.