



Direct Line: 614-729-2325  
Direct Fax: 614-729-2326  
E-Mail: [jeinstein@volunteerenergy.com](mailto:jeinstein@volunteerenergy.com)

February 20, 2019

**VIA ELECTRONIC FILING**

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

Re: City of Marion  
Case # 02-1771-GA-GAG

Dear Sir/Madam:

Please find enclosed for filing in the above-referenced case record the opt-out notices for eligible residential and small commercial natural gas customers in the City of Marion. The opt-out notice will be mailed March 6, 2019 with a response due date of March 27, 2019.

Very truly yours,

VOLUNTEER ENERGY SERVICES, INC.

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

John L. Einstein, IV, Esq.



March 6, 2019

Dear City of Marion Resident,

Volunteer Energy Services, Inc. (VESI) in cooperation with the City of Marion (the "City") is providing you with the opportunity to join or remain with other residents and small commercial customers in the City's natural gas Government Aggregation Program. **If you have received this letter and are outside the boundaries of the City of Marion, please let us know by calling 800-977-8374.** Government Aggregation programs allow City officials 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. **City of Marion voters approved this program in 2001.**

During the past few months, we have researched options for competitive natural gas pricing for you. We have chosen VESI, an Ohio based corporation to provide you with natural gas for the term **April 1, 2019 through March 31, 2021.**

**You will be automatically enrolled (if a new Participant) or continue your enrollment (if an existing Participant) in the City's 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 City's natural gas aggregation program, you must return the enclosed "Opt-Out" form by **March 27, 2019**. 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 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 is pleased to offer natural gas for your home or business at a rate of NYMEX plus a fixed adder of \$0.106 per Ccf at the burner tip. The rate is calculated just like Columbia Gas of Ohio (COH) at NYMEX (the price set by the New York Mercantile Exchange) plus \$0.106 per Ccf. This rate will be effective April 2019 (May billing) through March 2021 (April billing). 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 City's natural gas aggregation program, Columbia Gas of Ohio (COH) will send a postcard confirming your selection of VESI as your natural gas provider. As required by law, this postcard will inform you of your option to cancel your enrollment with VESI within seven (7) business days of its postmark date. To remain in the City's government aggregation program, you don't need to take any action when this postcard arrives. You will be automatically enrolled.

COH 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 COH. The only change you'll notice is the name of your new gas supplier, Volunteer Energy Services, Inc., included on your bill.

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

Sincerely,  
City of Marion  
and  
Volunteer Energy Services, Inc.

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

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 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 (COH) pipeline on a cost per Ccf basis through **March 2021**. 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 \$.106 per Ccf at the burner tip.

**Term:** The term of this Agreement shall commence when accepted by VESI and shall continue **April 2019 through March 2021** unless otherwise cancelled by either party. Natural gas service will begin within 60 days of acceptance by COH. You may terminate this Agreement with VESI by providing a 30-day notice in writing to VESI or by telephone. COH 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 4:00 P.M. E.S.T., Monday through Friday. E-mail address is [sraffeld@volunteerenergy.com](mailto:sraffeld@volunteerenergy.com).

**Bill Payment Process:** COH 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, COH may terminate your service in accordance with its company tariffs, and this agreement with VESI may be automatically terminated.

**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 24 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 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>.

**Emergency Service Problems:** If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact the COH 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 COH. 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 COH under its standard tariff unless or until you choose another supplier. If you voluntarily terminate participation in the City's natural gas governmental aggregation program, you may be charged a price other than COH regulated sales service rate. **There will be no early termination fees associated with the City's program.** Service will automatically terminate upon the occurrence of any of the following: (1) the requested service location is not served by COH; (2) you move outside COH service area or to an area not served by VESI; or (3) VESI terminates your supply agreement and returns you as a customer to COH. You have the right to terminate natural gas service with VESI, without penalty, for any reason at any time.

**Program Compliance:** COH'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 rate excludes COH charges and taxes. Natural gas service is subject to enrollment processing timelines as determined by COH and VESI's aforementioned Terms and Conditions of Service. To be eligible to participate in the City of Marion's natural gas aggregation program, you must: (1) have a residence or business located in the City of Marion; (2) be eligible to receive natural gas from COH; (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 City of Marion, 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 City of Marion's Natural Gas Government Aggregation Program.***

## OPT-OUT FORM FOR THE CITY OF MARION GOVERNMENT AGGREGATION PROGRAM

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

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

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

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

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

**Mail by: March 27, 2019 To: City of Marion 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**

**2/20/2019 3:00:01 PM**

**in**

**Case No(s). 02-1771-GA-GAG**

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