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March 12, 2019

**VIA ELECTRONIC FILING**

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

Re: Village of Milan  
Case # 03-1576-GA-GAG

Dear Sir/Madam:

Please see attached for filing in the above-referenced case the opt-out notices for eligible residential and small commercial natural gas customers in the Village of Milan. The opt-out notice will be mailed March 22, 2019 with a response due date of April 12, 2019.

Very truly yours,

VOLUNTEER ENERGY SERVICES, INC.

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

John L. Einstein, IV, Esq.



March 22, 2019

Dear Village of Milan Resident or Small Business Owner,

Volunteer Energy Services, Inc. (VESI) in cooperation with the Village of Milan is providing you with the opportunity to join or remain with other residents and small commercial customers in the Village of Milan Natural Gas Government Aggregation Program. **If you have received this letter and are outside the boundaries of the Village of Milan, please let us know by calling 800-977-8374.** Government Aggregation programs allow Village 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. **Village of Milan voters approved this program in 2003.**

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 **March 1, 2019 through February 28, 2021.**

*You will be automatically enrolled in the Village'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 Village's natural gas aggregation program, you can call VESI toll free at **1-800-977-8374** or return the enclosed "Opt-Out" form by **April 12, 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 fixed rate of \$0.3855 per Ccf at the burner tip. This rate will be effective March 2019 (April billing) through February 2021 (March 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 Village's natural gas aggregation program, Columbia Gas of Ohio 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 Village's government aggregation program, you don't need to take any action when this postcard arrives. You will be automatically enrolled.

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 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,

Village of Milan  
and  
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 pipeline through **February 2021**. Upon acceptance by the Columbia Gas of Ohio the cost will be a fixed rate of \$0.3855 per Ccf.

**Term:** The term of this Agreement shall commence when accepted by VESI and shall continue **March 2019 through February 2021** 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 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 9:00 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:** 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 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 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 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>.

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

## OPT-OUT FORM FOR THE VILLAGE OF MILAN GOVERNMENTAL 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 Columbia Gas of Ohio bill): \_\_\_\_\_

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

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

Mail by: April 12, 2019 To: Village of Milan Government Aggregation Program, 790 Windmill Drive, Pickerington, Ohio 43147

**Emergency Service Problems:** If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact 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's natural gas governmental aggregation program, you may be charged a price other than Columbia Gas of Ohio regulated sales service rate. **There will be no early termination fees associated with the Village of Milan'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 Columbia Gas of Ohio's 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 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 Milan's natural gas aggregation program, you must: (1) have a residence or business located in the Village of Milan; (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 Milan, please contact VESI to remove your account from our aggregation list.

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

**Commission of Ohio Docketing Information System on**

**3/12/2019 2:27:42 PM**

**in**

**Case No(s). 03-1576-GA-GAG**

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