



DO NOT DISCARD:
Important Natural Gas Aggregation
Information Enclosed.

Welcome to the City of Columbiana Natural Gas Governmental Aggregation Program!

February 4, 2021

Dear Natural Gas Consumer,

The City of Columbiana has selected Volunteer Energy as its supplier for its Natural Gas Governmental Aggregation Program. Under this 2003 voter approved program, City officials bring together citizens in order to gain buying power for the purchase of natural gas from a retail supplier certified by the Public Utilities Commission of Ohio. The opt-out aggregation program is for the period spanning April 2021 billing cycle through March 2023 billing cycle. **For participating members Volunteer Energy will deliver gas at a fixed rate of \$0.4765 per Ccf (originally \$0.405 per Ccf), increased due to charges arising from FERC Rate Case RP20-1060 effective February 1, 2021. Columbia Gas is still your utility and will continue to provide monthly billing and service.**

You are automatically enrolled.

As an eligible City of Columbiana resident or small business, you are automatically enrolled and **do not need to take any further steps in order to receive this negotiated rate.** Or, you may choose at this time to opt-out of the program by taking the steps outlined below. After you become a participant in the City's natural gas aggregation program, Columbia Gas of Ohio will send a postcard confirming your selection of Volunteer Energy as your natural gas provider. As required by law, this postcard will inform you of your option to cancel your enrollment with Volunteer Energy 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. To learn more about Volunteer Energy and the Governmental Aggregation Program please see the enclosed Terms and Conditions and Frequently Asked Questions (FAQs).

If you choose to opt-out.

You don't need to do anything to get this exclusive rate. However, if you decide not to participate in the program, we must receive your opt-out response by February 25, 2021 either by mail or phone.

mail — Return the completed form below to:
City of Columbiana Governmental Aggregation Program
Volunteer Energy
790 Windmill Drive
Pickerington, OH 43147

phone — Call 800-977-8374 and speak directly with a Volunteer Energy representative.

Sincerely,
City of Columbiana & Volunteer Energy

The rate provided will NOT include taxes or local utility charges. If you are already enrolled with another natural gas supplier, a cancellation fee may apply if you choose to end your agreement with that supplier. The Terms and Conditions govern your participation in the program. Please do not contact the City of Columbiana. If you have additional questions about this offer, contact Volunteer Energy. Ohio supplier certification # 02-022G.



ABOUT THE PROGRAM

- Your community's group buying power has provided for the opportunity to receive a negotiated natural gas fixed supply rate of \$0.4765 per Ccf for your April 2021 through March 2023 billing cycles.
- You will still receive one bill from Columbia Gas. That bill will simply list Volunteer Energy as your natural gas supplier, along with your negotiated rate.
- You will still contact Columbia Gas for all service calls and emergencies.
- Budget billing and auto payment are still available from Columbia Gas.

VolunteerEnergy.com/what-is-energy-aggregation/

AGGREGATION PROGRAM OPT-OUT FORM

I do NOT want to participate in the City of Columbiana Natural Gas Governmental Aggregation Program.

Governmental Aggregation opt-out number:



service address:

EMAIL ADDRESS _____ PHONE _____

SIGNATURE REQUIRED Account Holder

PRINTED NAME _____

DATE _____

ACCOUNT HOLDER'S SIGNATURE _____

Check here if any of the information above is incorrect. Please make corrections on the back of this form.

Detach completed form and return by February 25, 2021 to: City of Columbiana Governmental Aggregation Program, Volunteer Energy, 790 Windmill Drive, Pickerington, OH 43147

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| UTILITY | Columbia Gas of Ohio |
| RATE PLAN | City of Columbiana Aggregation Rate |
| INITIAL PRICE & TERMS | Fixed rate of \$0.4765 per Ccf effective for April 2021 through March 2023 billing cycles |
| CANCELLATION FEE | None |

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 Columbia Gas of Ohio's (COH) pipeline service on a monthly basis. Upon acceptance by COH, the monthly cost will be a fixed rate of \$0.4765 per Ccf at the burner tip through your March 2023 billing cycle.

Term: The length of supply service shall commence with your April 2021 billing cycle and continue through your March 2023 billing cycle unless otherwise canceled 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 4:30 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 5:00 P.M. E.S.T., Monday through Friday. E-mail address is 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 twenty-four months (24) 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) business days of the post mark date of the confirmation postcard from COH. After the initial seven (7) business 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.

Change In Law: In the event that there is a change (including a change in interpretation) in law, administrative regulation, rule, filed tariff (in effect at the start of the Initial Term, not pending and disputed), regulatory design, market or transportation design or structure, ordinance, order, judicial decision, or statute, including, without limitation, changes in utility tariffs and pipeline protocols, or any fees or costs, including any charged by pipelines or utility, or the commencement of enforcement of a change in law or administrative regulation, and such results in VESI incurring additional costs and expenses in providing your natural gas service under this Contract, such additional costs and expenses will be your responsibility and will be assessed in your rate, charges and fees for natural gas service, notwithstanding the type of product you elected.

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 Columbiana's natural gas aggregation program, you must: (1) have a residence or business located in the City of Columbiana; (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 postcard in error or are not located in the City of Columbiana, please contact VESI to remove your account from our aggregation list.

790 Windmill Dr. · Pickerington, OH 43147 · p. 800.977.8374 · volunteerenergy.com

PLEASE COMPLETE IF THE INFORMATION ON THE FRONT OF THIS FORM IS INCORRECT

NAME *as it appears on your utility bill* _____

SERVICE ADDRESS *as it appears on your utility bill* _____

CITY _____ STATE _____ ZIP _____

