



DO NOT DISCARD:
Important Natural Gas Aggregation
Information Enclosed.



Welcome to the Village of Ashville
Natural Gas Governmental
Aggregation Program!

April 7, 2021

Dear Natural Gas Consumer,

The Village of Ashville has selected Volunteer Energy as its preferred supplier for its Natural Gas Governmental Aggregation Program. Under this 2016 voter approved program, Village 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. As the Village of Ashville's selected supplier, Volunteer Energy is pleased to offer natural gas for your home or business at a rate of \$0.4605 per Ccf. This rate will be effective May 2021 (June billing) through April 2023 (May billing). Before the end of your May 2023 bill cycle, your community will determine your rate for the next period of the program. Columbia Gas is still your utility and will continue to provide monthly billing and service.

You are automatically enrolled.

As an eligible Village of Ashville 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 Village's natural gas aggregation program, Columbia Gas 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 Village'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 April 28, 2021 either by mail or phone.

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

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



ABOUT THE PROGRAM

- Because of your community's buying power, you'll receive an exclusive natural gas rate of \$0.4605 per effective May 2021 (June billing) through April 2023 (May billing).
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/

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 Village of Ashville. If you have additional questions about this offer, contact Volunteer Energy. Ohio supplier certification # 02-022G.

AGGREGATION PROGRAM OPT-OUT FORM

I do NOT want to participate in the Village of Ashville 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 April 28, 2021 to: Village of Ashville Governmental Aggregation Program, Volunteer Energy, 790 Windmill Drive, Pickerington, OH 43147

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| UTILITY | Columbia Gas of Ohio |
| RATE PLAN | Village of Ashville Aggregation Rate |
| INITIAL PRICE & TERMS | Fixed rate of \$0.4605 per Ccf effective May 2021 through April 2023 |
| CANCELLATION FEE | None |

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 ("COH") pipeline on a month to month basis. Upon acceptance by the utility company the cost will be a fixed rate of \$0.4605 per Ccf.

Term: The term of this Agreement shall commence when accepted by VESI and shall continue through April 2023 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 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.

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 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 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 letter 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 Village's natural gas governmental aggregation program, you may be charged a price other than the COH regulated sales service rate. **There will be no early termination fees associated with the Village of Ashville'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 the 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.

Eligibility: 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 Village of Ashville's natural gas aggregation program, you must: (1) have a residence or business located in the Village of Ashville; (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 Village of Ashville, 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 _____

Village _____ STATE ZIP _____

