



Please fax the completed form to 614.889.6129.

ENERGY SUPPLY TERMS AND CONDITIONS

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. ("VE"). VE is an Ohio corporation whose customers include a variety of Ohio natural gas end users. VE's purpose is to provide to its members the lowest cost alternative for reliable supplies of natural gas. This is accomplished by purchasing wholesale energy supplies and services and then dispersing those supplies to VE's customers. As a supply customer of VE, you agree to the Terms and Conditions of VE's natural gas supply contract.

Pricing and Service Arrangements: Volunteer Energy's energy supplies will be delivered to your residence or facilities via the utility's distribution lines. Natural gas supply will be provided for your facilities by VE on a cost per Ccf basis. The price will be a **monthly market price** that will vary from month to month. It will be based upon the lowest market price Volunteer Energy can obtain for natural gas for the month. The price will be based upon an approved Index or the NYMEX market plus an adder for basis, transportation, fuel shrinkage, storage, pooling and balancing fees plus any associated costs for redelivery to the customers burner tip.

Term: The term of this Agreement shall commence when accepted by VE and shall continue on a month-to-month basis until terminated pursuant to the terms of this Agreement. Natural gas service will begin within 60 days of approval. Customers supply Agreement with VE and natural gas service can be terminated on 30-day notice in writing to VE. The local natural gas utility will provide transportation of that natural gas at rates approved by the Public Utilities Commission of Ohio.

Office Locations and Hours: VE's offices are located at 790 Windmill Dr., Pickerington, Ohio 43147 and are open from 8:30 AM to 4:00 PM E.S.T. Monday through Thursday. VE can be reached by telephone at 614-856-3128 or toll free at 800-977-8374. Telephone service hours are from 8:30 AM to 4:00 PM E.S.T. Monday through Thursday.

Bill Payment Process: The utility will continue to bill you for their delivery services and also for VE's natural gas supplies. Your monthly invoice will contain the utilities transportation charges and VE's gas supply charges and is due by the date published on the invoice. VE may terminate your membership and natural gas supply agreement upon fourteen (14) days notice for failure to pay the bill or to meet any agreed upon payment arrangement.

Complaint Dispute Resolution: If you have any complaints regarding your natural gas service or your monthly bill, please contact us at **800-977-8374**. Upon request, VE will provide to you up to twenty-four months of your payment history without charge. If VE's staff cannot remedy your dispute, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) (website www.puco.ohio.gov) at 1-800-686-7826 or, for the hearing impaired, 1-800-686-1570 weekdays from 8:00 a.m. to 5:30 p.m. Additionally, the Ohio Consumers' Council (OCC) represents residential customers in matters before the PUCO. The OCC may be contact toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays or visit www.pickocc.org.

Amendment to Agreement: VE and Customer may amend VE's Supply Agreement from time to time upon approval. Any amendments made would not take effect for a minimum of thirty (30) days and you will receive thirty (30) days written notice.

Calls for Service Problems: If you become aware of a gas emergency condition, or experience an unanticipated loss of gas service, you should contact the utility at the number listed on your gas bill.

Credit: We may verify your credit history with a credit reporting company upon your application for membership in VE. Determination of credit worthiness will be by generally accepted business practices.

Termination/Rescission of Agreement: You may rescind your natural gas supply agreement with VE within seven (7) days of signing a supply agreement by notifying us in writing at the address identified above. After the initial seven

(7) day period, either you or we may terminate the contract at any time by providing the non-terminating party thirty (30) days written notice of such termination. You will remain responsible for all natural gas consumed by you prior to the actual cessation of services but there is no termination fee charged by VE. If your supply contract with VE is terminated, your natural gas supply will automatically be provided by the utility under its standard tariff unless or until you choose another supplier. If you voluntarily terminate your membership in VE, it is possible that your utility may charge you more than their gas cost recovery rate. VE does not charge a switching fee. Check with your local utility for any fees that they may impose.

This Agreement will automatically terminate upon the occurrence of any of the following: (1) the requested service location is not served by the incumbent natural gas company; (2) the customer moves outside the area served by the incumbent natural gas company or VE; and (3) VE's determines to terminate your supply agreement and returns you to the incumbent natural gas company.

Natural gas may only be shut off by the utility under procedures approved by the Public Utilities Commission.

Program Compliance: The utility'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 this agreement. notification to Volunteer Energy Services, Inc.

NATURAL GAS AGREEMENT

Execution of the Natural Gas Supply Agreement signifies my desire to be a customer of Volunteer Energy Services, Inc. (VE). I agree to the ENERGY SUPPLY TERMS AND CONDITIONS that are incorporated herein by reference. I appoint VE as my agent and authorize VE to obtain usage history from my utility company.

Customer Name as it appears on utility bill _____ Date _____

Account Holder/Authorized Person Signature _____ Print Name _____ Title _____

Service Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-Mail _____

GAS UTILITY:

Columbia Gas of Ohio (15 digits)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Dominion East Ohio Gas Company (13 digits)

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Duke Energy (10 digits)

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Vectren (16 digits)

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For Office Use Only

Price Code: _____

Agent: SES/Capuano-Hoffmann

VE Rep: _____

Broker ID: SES/Capuano-Hoffmann

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