



ENERGY SUPPLY TERMS AND CONDITIONS — Peoples Natural Gas

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 and Pennsylvania 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 Mcf basis. The price will be a monthly market price that will vary from month to 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 customer's 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 Pennsylvania.

Office Locations and Hours: VE's offices are located at the address above and are open from 8:30 AM to 5:00 PM E.S.T. Monday through Thursday. VE can be reached by telephone at 800-977-8374.

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, you may also contact The Pennsylvania Public Utility Commission (PUC) (www.puc.paonline.com), who are monitoring complaints against energy service companies. The PUC telephone number is 888-782-3228.

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.



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 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 PUC.

Program Compliance: The utility's deregulation program is subject to the ongoing jurisdiction of the PUC. If the PUC cancels the program, this contract is rendered void with no penalty to either party. The laws of the State of Pennsylvania will govern this agreement.

CONTACT INFORMATION

PA Public Utility Commission (PA PUC)
P.O. Box 3265
Harrisburg, PA 17105-3265
Choice Hotline Number: 1-800-692-7380

Supplier Name: Volunteer Energy Service, Inc.
License No.: A-125124
Address: 790 Windmill Drive
Pickerington, Ohio 43147
Phone: 1-800-977-8374
Website: www.volunteerenergy.com

Universal Service Program Name: Customer Assistance Program
Phone Number: 1-800-400-WARM(9276)

LDC Name: Peoples Natural Gas Company, LLC
Address: PO Box 535323
Pittsburg, PA 15253-5323
Phone: 1-800-764-0111
Website: www.peoples-gas.com