

How is the NOAC able to choose a natural gas supplier on the community's behalf? Who is eligible?

Residents vote on a ballot initiative to give NOAC officials the ability to act as an aggregator and negotiate a natural gas supplier contract on behalf of the community.

For residents or businesses to be eligible to participate, you must receive an opt-out notice from Volunteer Energy and meet the following requirements:

1. You must not already be enrolled with a natural gas supplier on your own.
2. You must not be a PIPP (Percentage of Income Payment Program) customer.
3. You must not be in arrears on your bill payment.
4. Your service address must be located within the NOAC limits.
5. You must not be a commercial customer (business customer using over 500 Mcf/year).

What is Governmental Aggregation?

Under governmental aggregation, local officials are able to act on behalf of the community to negotiate a competitively priced natural gas rate from a certified natural gas supplier.



VolunteerEnergy

Corporate Office:

790 Windmill Drive Pickerington, OH 43147
Phone 800.977.8374 | Fax 614.856.3301

VolunteerEnergy.com



**GOVERNMENTAL
AGGREGATION
PROGRAM FAQs**

YOUR CHOICE FOR ENERGY COST CONTROL.



VolunteerEnergy



Volunteer Energy is a Midwestern based natural gas and electricity supplier whose outstanding reputation is rooted in long term customer relationships. Founded on the bedrock principals of integrity and trust, Volunteer Energy provides residents and businesses across the region with a reliable way to control energy costs.



CALL 800.977.8374
VolunteerEnergy.com/noac

What is NOAC?

NOAC is the Northwest Ohio Aggregation Coalition, which is a group of communities in Northwest Ohio that have joined together to get lower energy pricing through municipal aggregation. Your community is part of NOAC and included in this program.

What does "opt-out" mean?

"Opt-Out" means that you choose not to participate in NOAC's Natural Gas Governmental Aggregation Program. You can opt-out by returning the opt-out form included in your mailer, or by calling the phone number provided. If you opt-out, you will not be enrolled as a natural gas customer with Volunteer Energy and will not receive the exclusive natural gas rate.

What happens if I do not send in the opt-out form?

If you do not return the opt-out form or call the phone number by the designated deadline, you will be automatically included in NOAC's Natural Gas Governmental Aggregation Program and receive the negotiated rate for natural gas from Volunteer Energy.

Does my utility change?

No. As a program participant, Columbia Gas is still your utility company. They will continue to send your bill, read your meter, and handle any emergencies. On the bill, Volunteer Energy will be listed as your supplier along with your aggregation program exclusive rate. If you have questions about your rate, you can contact Volunteer Energy; all other calls should go to Columbia Gas.

Are there fees to enroll or cancel?

Enrollment in the program is free for eligible participants. Once enrolled in the program, you can cancel your agreement at any time without any fee.

Why did I get a postcard from Columbia Gas that says I switched suppliers?

Columbia Gas sends a change of supplier notice to all participants in the aggregation program. When you receive this notice you do not need to do anything else to be a part of this voter approved program. There is no enrollment or cancellation fee and you may leave the program at any time by calling our Customer Service line at 1-800-977-8374.

What if I'm with another supplier and want to join the aggregation program?

If you recently signed up with a natural gas supplier or if you believe you are on an older contract, carefully review the terms and conditions of that agreement before proceeding, as your ability to terminate early with that supplier may be restricted and could include cancellation fees.

What happens at the end of the term?

At the end of the term, NOAC will rebid the term and price on behalf of residents. You will be notified of the outcome by NOAC and/or supplier of the new term.

Contact your utility - For emergencies, service calls, and billing questions.

Columbia Gas of Ohio: 1-800-344-4077