

Will it cost me to join the program?

No. Enrollment in the program is free and you need not take any action. You only need to be eligible to participate. Please refer to the eligibility criteria shown below.

What is my price for gas?

The new rate for our program begins with November 2009 gas flow and is \$0.7144/Ccf. This rate compares very favorably to offers individuals can find on their own at this time.

Is everyone eligible for the program?

No, by law there are certain limitations on eligibility. All of the current participants in our county's program will receive a notice of the new program rates, terms and conditions and continue to be eligible. Newly eligible residents or businesses must be located within the Stark County limits. Furthermore, they must have received an opt-out notice from Direct Energy. Here are the criteria for new member eligibility:

1. You must reside in the Columbia Gas of Ohio service territory;
2. you must reside in an unincorporated Township inside Stark County;
3. you must not have already chosen a natural gas supplier on your own;
4. you must not be a PIPP (percentage of income payment program) customer;
5. you must not be in arrears on your bill payment; and
6. you must not be a mercantile customer (natural gas commercial accounts using over 5000 Ccf/year)

Will I receive anything in the mail?

Yes. Direct Energy will mail two informational packets to the groups of customers described below. These mailers will be postmarked on or around September 22, 2009. They will explain the program rate, terms and conditions and means of enrollment.

1. A renewal notice will be sent to existing customers announcing the new rate. These customers do not need to take any action to receive the low fixed-rate.
2. An opt-out notice will be sent to residents who have not selected a supplier on their own. By law customers supplied by Columbia Gas of Ohio are eligible to be automatically aggregated and added to the program. Customers in this group would need to opt-out if they do not want to participate.

Is there an initial enrollment period to receive our new rate?

Yes. Direct Energy will keep the enrollment period open as long as market conditions permit for those residents and small businesses who are supplied by other marketers. We do not have a firm cutoff date as of this time. There is a 21-day opt-out period for those who are being automatically aggregated. The 21 days is from the time of the postmark on the mailer sent by Direct Energy.

How long is the program?

The county's governmental aggregation program can go on indefinitely. This latest offer from Direct Energy will end with your July 2010 billing period.

What if I receive an opt-out notice and don't want to participate?

While most residents will remain in, and benefit from governmental aggregation programs, the choice is up to you. If you do not want to participate you will have 21 days in which to return a reply card to Direct Energy or call them toll free at 1-866-760-6040. If you fail to do that, Direct Energy will continue to serve you or enroll you as a new customer. COH will acknowledge the enrollment and send you a confirmation letter reminding you of the pending switch. That letter will mention that you can cancel the switch by contacting COH within 7 days.

Will I get two bills?

No. For your convenience, you will continue to receive only one bill from COH. It will show COH's delivery charges and the supply charge amount owed Direct Energy. COH continues to read your meter, issue monthly bills and responds to all service calls.

Can I remain on budget billing?

Yes. If you are on budget billing you will remain on budget billing.

Can I exit this program without penalty?

Yes. A very attractive feature of our program is your ability to leave free of charge at any time for any reason. There are several “formal” opportunities to take yourself out of the program. First, when an offer is presented you will have 21-days to opt-out by returning a card to Direct Energy or making a toll-free phone call. If you do not opt-out COH will then send to new members a confirmation notice giving you 7 more days to cancel the switch. Furthermore, by law, you will be able to leave without penalty at least every two years. If you would like to leave the program at any time, simply notify Direct Energy at **1-866-760-6040**.

My friend lives in a nearby community and has a different rate from Direct Energy than mine. Why?

Natural gas prices are highly volatile. Market rates change often and quickly. Price differences between communities will vary based primarily on the contract term and the dates on which pricing was secured for the community.

Can I enroll if I do not receive an Opt-Out notice?

Yes. During the initial enrollment, any eligible resident that does not receive an Opt-Out notice may contact Direct Energy directly at **(866) 803-4618** to enroll in the program.

Can I enroll after the initial enrollment period?

Direct Energy will always try to accommodate residents should they wish to enroll after the initial enrollment period. However, Direct Energy reserves the right to decline late enrollments depending on market conditions.

Can I enroll even if I currently purchase my gas from another supplier?

Yes, however your supplier may charge an early termination fee. All residents should check the terms and conditions of their current contract for more information. Once you understand your current contract obligations, call Direct Energy at 866-803-4618 and they will provide instructions on how to make the supplier switch.

What happens if I'm part of the program and I move?

A resident moving within the same county can stay in the aggregation by providing Direct Energy with their new address. If a resident moves out of the county or does not provide Direct Energy their new address, their participation will end and no early termination fee will apply.

This sounds complex. Is our county qualified to handle such a program?

We have retained Independent Energy Consultants, Inc., a PUCO certified broker and aggregator of natural gas, without using any taxpayer money. Their founder has designed, implemented, and administered dozens of successful programs elsewhere in Ohio. We will have their assistance and that of Direct Energy throughout the program.

These FAQs help but I still have a question?

If you have additional questions please call Direct Energy at 1-866-760-6040, weekdays, from 8:00 a.m. to 8:00 p.m. EST. For general information on natural gas deregulation in Ohio, you can also visit the Web Sites of the Ohio Consumer's Counsel (www.pickkoc.org), or the Public Utilities Commission of Ohio (www.PUCO.ohio.gov). **Please do not contact our offices. We are pleased to have made this program possible, but are not prepared to handle calls.**