



RESIDENTIAL - FIXED RATE
OHIO TERMS OF SERVICE

Your fixed-rate price and fixed-rate term can be found on your Contract Summary. This Terms of Service Agreement, together with your Contract Summary in writing, by telephone, or through the internet, constitutes your contract for service with Think Energy. Contact Customer Care to request a written copy of the contract documents sent to you by regular mail.

Purchase and Sale. Think Energy will sell and supply and you will purchase and receive all natural gas necessary to meet your full requirements for your service location.

Term. Service will begin on the date of your first meter read following your confirmed enrollment with us by your local utility. Because this date is determined by your local utility, we are not able to commit to a specific start date for your service. If you are a current customer renewing with Think Energy, your new fixed-rate will take effect on the first meter read date following the date your new renewal is processed by Think Energy or at the end of your current fixed-rate term, whichever is later. Upon completion of the fixed-rate term, if you fail to take action, your service will continue on a new fixed-rate term of 12 months or the length of your previous fixed-rate term, whichever is shorter (referred to as "rollover service"). The terms of service will not change, except for the new fixed-rate Price set by Think Energy. When receiving rollover service, you may cancel this agreement at any time with no cancellation fee. We will notify you of your renewal options between 45 days and 90 days prior to the end of the fixed-rate term.

Price. During the fixed-rate term you will pay the fixed-rate price for natural gas consumed. If you are on rollover service, the price will be a monthly variable rate set by Think Energy that reflects the market rate of natural gas supply plus Think Energy costs and margin. Taxes and Utility Related Charges are not included in the Price and will be passed through to you. "Utility Related Charges" means distribution charges and related charges from your local utility. "Taxes" means any and all taxes and fees imposed on the purchase and sale of natural gas by any governmental authority.

PIPP and Credit Arrearage Programs. Participation in the Percentage of Income Payment Program ("PIPP") or a credit arrearage program administered by your local utility may affect your eligibility to take service from a competitive natural gas supplier. **YOU REPRESENT THAT YOU ARE NOT CURRENTLY APPROVED FOR OR ENROLLED IN PIPP OR ANY SUCH PROGRAM.** If you become approved for either PIPP or your local utility's arrearage crediting program while taking service

under this contract, you must advise us and your local utility in writing in order to be switched to your local utility's default service after the next meter read date.

Switching. If you switch your natural gas supplier, your local utility may apply a switching fee. If you return to your local utility after switching to a natural gas supplier, you may or may not be served under the same rates, terms and conditions that apply to other customers served by your local utility.

Billing and Payment; Consolidated Billing. You will be invoiced by your local utility showing the charges due for each preceding billing cycle, including the monthly charges for natural gas consumption and any other related charges or fees, plus any Taxes and Utility Related Charges. Your local utility may in some cases use estimated data for billing purposes, but such estimates will be reconciled once the local utility receives final data regarding the actual quantity of natural gas consumed for the applicable billing cycle. Payment is due according to your local utility's billing due date. "Billing cycle" means the period between meter read dates. Your local utility and/or Think Energy may offer you budget billing plans.

Late Fees; Disconnection; Invoice Adjustments. Bills not paid in full by the due date will incur a late payment fee on unpaid balances in accordance with your local utility's billing policies. Your service could also be disconnected in accordance with your local utility tariff. Any dispute with respect to an invoice is waived unless the other party is notified within twenty-four (24) months after the invoice is rendered or any specific adjustment to the invoice is made; provided, however, that in the event the local utility adjusts its meter reading for any reason, we may make a corresponding adjustment to the next invoice or issue a separate invoice to reconcile such adjustment.

Credit. Think Energy reserves the right to determine if your credit standing is satisfactory for new service or continuing service under this Contract. Think Energy will, in accordance with applicable law, use uniform income, deposit and credit requirements in determining whether to offer service to you. You hereby authorize Think Energy to perform a credit check on you at any time. If we learn that your credit, payment history, or account status is not satisfactory, we may require a deposit to continue service.

Force Majeure. There may be certain events that are beyond the reasonable control of Think Energy that could not have been prevented by our exercise of due diligence such as acts of God, acts of any governmental authority, accidents, labor strikes, etc. If we are unable to carry out, in whole or part, our obligations under this agreement that may result in interruptions of service due to such an event, we will give you notice and provide full details of the event in writing as soon as practicable after the occurrence of the event. During this period, our obligations will be suspended to the extent required.

CANCELLATION BY THINK ENERGY. Think Energy

may switch your service to local utility default service upon fourteen (14) days prior written notice in the event of any of the following: (a) you fail to make any payment or deposit required under this agreement; (b) any representation or warranty made by you in this agreement proves to have been false or misleading or ceases to remain true, or (c) you are deemed ineligible for consolidated billing, or you request dual billing from your local utility. This paragraph does not limit any right of setoff, combination of accounts, lien or other right which Think Energy may have or acquire (through operation of law, contract or otherwise). Your utility may notify you that your failure to pay your bill or meet any agreed-upon payment arrangement may result in your service being terminated in accordance with the utility's tariffs.

Limitation of Liability. NEITHER PARTY IS LIABLE TO THE OTHER FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES IN TORT, CONTRACT, UNDER ANY INDEMNITY PROVISION OR OTHERWISE, AND SUCH DAMAGES AND REMEDIES ARE WAIVED.

Miscellaneous. Notices, correspondence, and address changes must be in writing and delivered by regular or electronic mail, or facsimile. Notice by facsimile, electronic mail or hand delivery is deemed to have been received on the date transmitted or delivered (after business hours deemed received on next business day). Each of you and Think Energy will defend the other party from claims, demands and causes of action, and indemnify against any losses, costs, judgments, and damages, asserted against the indemnitee by any person arising from or out of any event, circumstance, act or incident first occurring or existing during the period when control and title to natural gas is vested in such party. No waiver by you or Think Energy of any one or more defaults by the other party in the performance of any of the provisions of this agreement will be construed as a waiver of any other default or defaults whether of a like kind or different nature. Any provision or section of this agreement declared or rendered unlawful by a court of law or regulatory agency with applicable jurisdiction or deemed unlawful because of a statutory change, will not affect the lawful obligations under this agreement. All indemnity obligations will survive cancellation of this agreement. ALL MATTERS ARISING OUT OF, OR RELATING TO THIS AGREEMENT WILL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF OHIO, WITHOUT REGARD TO LAWS REQUIRING THE APPLICATION OF THE LAWS OF ANOTHER STATE. Except as specifically stated herein, Think Energy and its successors and assigns make NO WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE with regard to the services provided or the activities you undertake, pursuant to this agreement. We are solely a counter-party in all

transactions with you under this or any other agreement and we have no duty to advise you or exercise judgment on your behalf as to the merits or suitability of any transactions that we propose to enter into with you.

Assignment. You may not assign this agreement or any of your rights or obligations under this agreement without the prior written consent of Think Energy. We may, without your consent (a) transfer or sell our receivables (along with corresponding rights of disconnection), accounts, or proceeds, (b) assign this Agreement to an affiliate of Think Energy or to any other person or entity succeeding to all or a substantial portion of our assets, and/or (c) assign this agreement to a certified natural gas supplier or affiliated entity. Any assignment in violation of this paragraph is void. After our assignment of this agreement, we will have no further obligations under this agreement.

Changes to Terms of Service. This agreement constitutes the entire agreement between you and Think Energy. No amendment, modification, waiver or change will be enforceable except as outlined in this paragraph. If we wish to make changes to this agreement, we will first send you a written notice at least 14 days in advance through a separate document or on your invoice. Notice is not required for any changes that benefit you. This written notice will be clearly labeled "Important Notice Regarding Changes to Your Terms of Service." If you are satisfied with the changes, no action is necessary to continue to receive service. If you find the changes unacceptable, you may choose to switch to another supplier before the changes go into effect without any charge or cancellation fee, however all outstanding balances will still be due. A new Terms of Service will be provided to you whenever a change is made and upon request at any time free of charge.

Dispute Resolution. Contact Think Energy Customer Care via mail, facsimile, email, or telephone at 1(866)252-0078 with any complaints or disputes. In the event of an unresolved dispute or complaint, or for general utility information, you may contact the Public Utilities Commission of Ohio for assistance at 1(800)686-7826 (toll free) or for hearing or speech impaired customers via the Ohio relay service at 711 from 8:00 a.m. to 5:00 p.m. CT weekdays, or at www.puco.ohio.gov. You may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1(877)742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Privacy and Information Release Authorization. You authorize Think Energy to obtain and review information regarding your credit history from credit reporting agencies and the following information from your local utility: consumption history, billing determinants, local utility account number, credit information, public assistance status, existence of medical emergencies, status as to whether you have a medical emergency, are human needs, elderly, blind or disabled and data applicable to cold weather periods, and information pertaining to tax status and eligibility for economic

development or other incentives. This information may be used by Think Energy in accordance with applicable law to determine whether we will commence and/or continue to provide natural gas supply service to you and will not be disclosed to a third party unless required by law. Your acceptance of this agreement constitutes authorization for the release of this information to Think Energy. Think Energy will not release your social security number and/or account number(s) without your affirmative written consent as set forth in Rule 4901:1-29-09(A) of the Ohio Administrative Code except for Think Energy's own collections and credit reporting, or when assigning this Agreement to another supplier. This authorization will remain in effect during the agreement Term. You may rescind this authorization at any time by providing written notice or by calling Customer Care, however such a rescission entitles Think Energy to cancel this contract. A copy of Think Energy's privacy policy can be found at www.mythinkenergy.com/privacy-policy. You have the right to request from Think Energy up to twenty-four months of your payment history for services rendered by Think Energy without charge.