



«Customer\_Name»  
«Address »  
«City», «State» «Zip»

«Month DD, YYYY»

Dear «Customer\_Name»,

Welcome to Pure Energy USA OH, LLC (“Pure Energy”).

Enclosed for your records are a copy of the Electric Generation Supply Agreement, Disclosure, and General Terms & Conditions with Pure Energy.

Your electric distribution company (EDU) will continue to handle your billing and all service-related issues. Your service with Pure Energy USA will start on a date set by your EDU and there will be no lapse in your electricity service.

Below is a summary of your enrollment details. More information about your enrollment and Pure Energy USA’s service is included in the enclosed Supply Agreement and Disclosure Statement.

**Term:** <Variable>Variable: Month to Month <Fixed> <X#> Months

**Price:** <Variable>Variable Price <Fixed> Fixed Price

**Renewable Energy:** 100% renewable product, through the purchase of nationally sourced Renewable Energy Certificates (RECs).

**Your Utility Account Number:** «Utility Account Number»

If your account is tax exempt, fax or email a copy of your Exempt Certificate to 1-718-288-8852 or support@pureenergyus.com. Please be sure to include your utility account number.

If you have any questions regarding your energy bill or would like to discuss the services of Pure Energy, please call customer service at 1-866-234-8184, Monday through Friday, 9:00 am -5:00 pm ET.

Thank you for choosing Pure Energy!

Sincerely,

Pure Energy USA Team



**OHIO RESIDENTIAL AND SMALL COMMERCIAL ELECTRICITY GENERATION SUPPLY  
AGREEMENT AND DISCLOSURE STATEMENT**

Our Contact Information	Pure Energy USA OH, LLC 648 Bay Street, Staten Island NY, 10304 support@pureenergyus.com (866) 234-8184
Type of Plan	<Variable>Variable <Fixed>Fixed
Term of Agreement	<Variable>Variable: Month to Month <Fixed>Fixed for <x#> Months
Rate	<p>&lt;Variable&gt;<b>Variable:</b> Customer's rate for the Commodity Charges will be a variable rate that changes monthly. Variable Rates change at the Company's discretion and may be higher or lower each month based on business and market conditions. Variable Rates are set in the Company's discretion and may vary based on several factors, including, the Company's assessment of applicable market and business conditions, operation costs, historic and projected supply and hedging costs, balancing costs, utility price to compare, ancillary services, ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable renewable portfolio standards, and a profit margin determined in the Company's discretion that may vary from month to month. Your Variable Rate will not include taxes, which will be assessed separately, and will not include any fees, taxes or charges directly assessed by the Utility or any other third party with the right to assess taxes or fees for the Services. The price assigned to Customer may not be the same price assigned to another variable rate account. The monthly rate may be higher or lower than the EDU price in any given month. Each month Customer's bill for energy will be calculated by multiplying the Commodity Charges by the amount of energy used in the billing cycle plus applicable taxes. Customer may contact Pure Energy USA OH, LLC at (866) 234-8184 (Monday through Friday 9:00 a.m. to 5:00 p.m. ET) to obtain Customer's current rate for that month.</p> <p>&lt;Fixed&gt;<b>Fixed:</b> If you selected a fixed rate, the Rate for your Service is &lt;\$ xx.xx&gt; per kWh A monthly administrative fee of <b>N/A</b> will also apply. ("Fixed Rate"). Fixed monthly charges are for supply charges only and do not include either delivery service or other charges from your EDU or applicable taxes from governmental agencies.</p>
Renewal	<p>&lt;Variable&gt;<b>Variable:</b> Renews automatically month-to-month</p> <p>&lt;Fixed&gt; <b>Fixed:</b> At the conclusion of any Fixed Term, your plan will convert to a month-to-month variable rate plan unless you elect a different plan or Pure Energy USA OH, LLC notifies you 45 days prior to contract expiration of renewal to a different plan and you do not object or you cancel in accordance with the procedure provided in the notice.</p> <p>&lt;Variable&gt;&lt;Fixed&gt;<b>For any Renewal Term, your affirmative consent is not required, even if there is a change in the rate or other terms and conditions. You may terminate at any time during a Renewal Term without any fee or penalty of any kind.</b></p>
Early Termination Fee	<Variable> No early termination fee <Fixed> \$50.00 early termination fee applies
Rescission	Customers have the right to rescind this Agreement by contacting the EDU by phone or United States mail within seven (7) calendar days following the postmark date on the EDU's confirmation notice. The EDU contact information is listed at the end of these Terms of Service.
Renewable Energy	100% of your electricity supply will be matched with nationally sourced Renewable Energy Certificates (RECs) that have been certified by state or regional renewable portfolio standards administrators
Sales Method	Pure Energy USA OH, LLC is an independent seller of Electric Supply service certified by the Public Utilities Commission of Ohio (PUCO) Our sales agents are not representing or acting on behalf of a utility, governmental bodies, or consumer groups.
Delivery	If you purchase electricity supply from Pure Energy USA OH, LLC your utility remains responsible for delivery of Electric supply to your home or business and will continue to respond to any calls and emergencies. Switching to Pure Energy USA OH, LLC will not impact the reliability of your electric generation service.
Notification	You will receive written notification from your utility confirming a pending switch of your electricity service to Pure Energy USA OH, LLC
Contact Information	The Public Utilities Commission of Ohio (PUCO) certifies suppliers like Pure Energy, regulates utilities, and responds to consumer complaints. PUCO may be reached at: (800) 686-PUCO (7826).



**Ohio – Variable Rate Electric Generation Supply Agreement and Disclosure Statement – v.12.21.2020**  
**Pure Energy USA OH, LLC (“Pure Energy”) and <Customer Name>**  
**<Address Street, City, ST, Zip>**

**Ohio Residential and Small Commercial Electric Generation Service**

**Definitions**

Electric Distribution Utility (EDU): The public utility providing facilities for the distribution of electricity to retail customers.

Generation Charge: Charge for production of electricity.

Transmission Charge: Charge for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

Customer: means a person who contracts with or is solicited by a CRES provider for the provision of CRES.

Customer Energy Usage Data: means the data collected from a customer's meter, which is identifiable to a retail customer.

**TERMS OF SERVICE**

This is an agreement for electric generation service between Pure Energy USA OH, LLC (“Pure Energy”) and you, for the service address or addresses set forth in your Welcome Letter or Electric Service Agreement. Together, this Disclosure Statement, including the terms of service set forth herein, and your Welcome Letter or Electric Service Agreement collectively describe your agreement with respect to your purchase of electric generation supply service from Pure Energy (“Agreement”). You will be bound by all the provisions of the Agreement, as they may be amended from time to time. Pure Energy is certified by the Public Utilities Commission of Ohio to offer and supply electric generation services in Ohio. Our certificate number is 19-1392E (1). We set the generation prices and charges that you pay. Your Electric Distribution Utility will deliver the electric generation to you. The Public Utilities Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Right of Rescission - Your EDU will send you a notice to confirm your choice of Pure Energy USA. Customers have the right to rescind this Agreement by contacting the EDU by phone or United States mail within seven (7) calendar days following the postmark date on the EDU's confirmation notice. The EDU contact information is listed at the end of these Terms of Service.**

**Terms of Service**

• **Basic Service Prices.**

Your rate plan will be as specified in your Welcome Letter or Electric Service Agreement.

Fixed Rate Plan: You will pay the fixed rate per kWh as specified in on the first page of this Agreement for the length of your Term. You may also pay a monthly administrative fee, the amount of which, if applicable, is disclosed in your Welcome Letter or Electric Service Agreement.

Variable Rate Plan: The rate per kWh may be adjusted monthly to reflect market conditions. Variable Rates change at the Company's discretion and may be higher or lower each month based on business and market conditions. Variable Rates are set in the Company's discretion and may vary based on several factors, including the Company's assessment of applicable market and business conditions, operation costs, historic and projected supply and hedging costs, balancing costs, utility price to compare, ancillary services, ISO costs, capacity costs, transmission costs, line loss costs, RMR costs, credit costs, balancing costs, winter reliability costs, and costs associated with meeting any applicable renewable portfolio standards, and a profit margin determined in the Company's discretion that may vary from month to month. Your Variable Rate will not include taxes, which will be assessed separately, and will not include any fees, taxes or charges directly assessed by the Utility or any other third party with the right to assess taxes or fees for the Services.

For Variable Rate Plan, Service continues on a month to month basis and may be cancelled by the Customer at any time without penalty.

The rate you pay Pure Energy will include the Generation Charge and Transmission Charge for services provided under this Agreement. Your price does not include applicable Ohio sales tax or any local tax. You are responsible for any and all taxes (whether passed through to you on EDU's bill as a separate line item or as part of the price of electricity, as required by law, rule or regulation) and EDU charges for delivery and distribution services. Pure Energy rates are not regulated by the PUCO. Except as otherwise provided in this Agreement or as required by law, all taxes of whatsoever kind, nature and description, due and payable with respect to your performance of your obligations under this Agreement, will be paid by you. If you are a tax-exempt entity, you must provide Pure Energy with the necessary certificates and other documentation to qualify for such status.

• **Billing.** Your EDU will continue to issue a monthly bill and the bill will include both Pure Energy's charges and the EDU's delivery charges, and any other charges incurred in accordance with this Agreement. Your EDU may provide Pure Energy your customer billing and payment information as part of the billing process. Bills will continue to be based on actual or estimated meter readings. Pure Energy will use the same meter reading information from the EDU to derive your Generation Charges. Unless otherwise provided herein, your payment terms will be governed by the terms of the EDU's tariff. Pure Energy does not pay or arrange for the payment of any outstanding debts owed by you to the EDU or a previous electric supplier.



- **Length of Agreement (Term).** Pure Energy will begin supplying your Services when the Utility completes the switch to Pure Energy. Your Agreement will continue for the Term specified herein. Service shall begin with the next available meter reading after processing of the request by the EDU and Pure Energy. With the exception of a new meter installation or special meter reading date, you will buy your electric generation service for the service addresses set forth in your Welcome Letter or Electric Service Agreement from Pure Energy on the next regularly scheduled meter reading date available and will continue to do so for the entire Term. Typically, it takes one to two billing cycles for your Service to be switched from your Utility to the Company, but there may be a delay before the Utility Switches Services, and you understand that Company is not responsible for any such delays. This Agreement shall remain in effect until you notify Pure Energy in writing or by phone of your intent to cancel at least 30 days prior to your requested end date and until such time as the EDU completes the termination in accordance with its rules.

- **Penalties, Fees and Exceptions.**

**You may be assessed an early termination fee if you cancel or terminate this Agreement prior to the end of the Term. If an early termination fee is applicable, the amount of the early termination fee will be specified in the Disclosure Statement.**

Notwithstanding the foregoing, you may cancel this Agreement without penalty if you move to another location and provide a forwarding address and, if required, reasonable evidence that you no longer occupy the service address. You will be responsible for amounts due, up to the switch date, of all outstanding charges incurred prior to cancellation by you.

If you default in the prompt payment of amounts due under this Agreement, you will be liable for any and all fees or charges, including reasonable attorney fees and court costs, incurred in connection with the collection of delinquent balances. Pure Energy may use the services of debt collection agencies, consumer reporting agencies, and other remedies as allowed by law to collect any unpaid balances on your account.

- **Cancellation Provisions.** You may cancel this Agreement at any time by calling Pure Energy at (866) 234-8184, but you may be required to pay the early termination fee described in Penalties, Fees, and Exceptions and /or the Disclosure Statement, if applicable. If you request to cancel this Agreement, the cancellation will not take effect until the next actual meter read date following the date Pure Energy notifies your EDU. You will be responsible for all payments due hereunder until the cancellation of electric generation service is completed. If for any reason Pure Energy is no longer able to economically continue this Agreement, Pure Energy may terminate this Agreement at any time after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of Pure Energy if you fail to meet any of the terms and conditions of this Agreement or if any of the information you have provided to Pure Energy is or becomes untrue. Prior to cancellation of this Agreement, Pure Energy will provide 45 days' notice of its intent to cancel to the customer service address listed in this Agreement. Upon early termination of this Agreement by Pure Energy, your available remedies will be limited as provided in Limitation of Liability, Class Action Waiver and Force Majeure sections of this Agreement. If this Agreement is canceled, expires, or otherwise terminated, you will receive uninterrupted service from the EDU until you designate another provider of electric generation service or service is shut off by the EDU. Only the EDU may shut off your electric power.

Termination for Failure to Pay. Failure to pay your bill may result in the disconnection of Services in accordance with the Utility's policies and rules, and this Agreement may be automatically terminated. Company may terminate this Agreement on at least fourteen (14) calendar days written notice to you should you fail to pay your bill or fail to meet any agreed-upon payment arrangements with the Company.

Termination Due to Move. You may terminate without penalty if you move outside the Company's service area or into an area where Company any charges a different price.

- **Agreement Expiration/Change in Terms.** If you have a fixed term agreement with us and it is approaching the expiration date, or if we propose to change our terms of service, we will send you advanced notice either in your bill or in separate mailings 45 days before either the expiration date or the effective date of the changes. We will explain your options in this advanced notice, including your right to cancel this Agreement without penalty upon expiration of your fixed rate. Pure Energy will provide written notice to you, free of charge, and a copy of any material change to this Agreement prior to the date any such change becomes effective. No material change to your agreement will be made without customer's affirmative consent. **For any Renewal Term, your affirmative consent is not required, even if there is a change in the rate or other terms and conditions. You may terminate at any time during a Renewal Term without any fee or penalty of any kind.**

After notifying you of an approaching expiration, we will follow your instructions. If you do not respond to the notice, at its discretion, Pure Energy may renew your electric generation service under the rates described in your expiration letter.

- **Information Release and Authorization.** By accepting this contract, I authorize Pure Energy to obtain information from the EDU through the term including, but not limited to, account name, account number, billing address, service address, telephone number, standard offer service type, historical and future electricity usage, rate classification, meter readings, characteristics of electricity service, and when charges under this agreement are included on my EDU bill or other billing and payment information from the EDU. I authorize Pure Energy to release that information to third parties who need to use or be aware of such information in connection with my electric generation service. Notwithstanding the foregoing, Pure Energy is prohibited from disclosing a customer's social security number and/or account number(s) without the customer's consent except for its own collections and credit reporting, participation in programs funded by the universal Service fund pursuant to Section 4928.52 of the Ohio Revised Code or assigning a customer contract to another competitive retail electric service (CRES) provider. These authorizations shall remain in effect as long as this agreement (including any renewal) is in effect. I may rescind



these authorizations at any time by either calling Pure Energy at (866) 234-8184 or providing written notice to Pure Energy. Pure Energy reserves the right to reject my enrollment or terminate the agreement if I rescind these authorizations, if I fail to meet or maintain satisfactory credit standing as determined by Pure Energy or if I fail to meet minimum or maximum threshold electricity consumption levels as determined by Pure Energy. If I fail to remit payment in a timely fashion, Pure Energy may report the delinquency to a credit reporting agency.

- **Dispute Procedures.** If your complaint is not resolved after you have contacted Pure Energy or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact PUCO 7-1-1 (Ohio relay service). The Ohio Consumers Counsel (OCC) represents residential customers in matters before PUCO. The OCC can be contacted 1-877-742-562 (toll free) from 8 am to 5 pm weekdays or at <http://pickocc.org>.
- **Warranties.** PURE ENERGY MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF ELECTRIC GENERATION SERVICE AND DISCLAIMS ANY AND ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE.
- **Limitation of Liability.** You will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the electric power after receipt at the delivery point or points. Pure Energy WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES (INCLUDING LOST PROFITS OR OTHER BUSINESS INTERRUPTION DAMAGES), WHETHER BY STATUTE, IN CONTRACT OR TORT, EVEN IF THE RESULT OF NEGLIGENCE (WHETHER SOLE, JOINT, CONCURRENT, ACTIVE OR PASSIVE). ALL OTHER LIABILITY WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY, AND SUCH DIRECT ACTUAL DAMAGES WILL BE THE SOLE AND EXCLUSIVE REMEDY. YOU HEREBY WAIVE ALL OTHER REMEDIES AT LAW OR IN EQUITY. THERE ARE NO THIRD PARTY BENEFICIARIES TO THIS AGREEMENT. To the extent any damages required to be paid hereunder are liquidated, the parties acknowledge that the damages are not intended and shall not be construed as a penalty, such damages are difficult or impossible to determine, that otherwise obtaining an adequate remedy is inconvenient or impossible, and that the liquidated damages constitute a reasonable approximation of the harm or loss.
- **Class Action Waiver.** Any Claim permissible herein must be brought in the party's individual capacity, and not as a plaintiff or class member in any purported class, collective, representative, multiple plaintiffs, or similar proceeding ("Class Action"). Each of the parties expressly waives any ability to maintain any Class Action in any forum. Any claim that all or part of this Class Action Waiver is unenforceable, unconscionable, void, or voidable may be determined only by a court of competent jurisdiction and not by an arbitrator.
- **Force Majeure.** If Pure Energy is rendered unable to perform, in whole or in part, by a Force Majeure event, its performance under this Agreement will be excused for the duration of such event. "Force Majeure" means any act or event that is beyond the reasonable control of Pure Energy that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, RTOs, aggregators, other suppliers, qualified scheduling entities, EDUs, any governmental authority, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.
- **Miscellaneous.**
  - Your electric generation service will be provided in accordance with your existing connection requirements unless you request a change by the EDU and pay for the cost of that change. You may not resell or use any electric power provided under this Agreement as an auxiliary or supplement to any other source of power. The supply of electric power under this Agreement will be measured at the delivery point by the EDU providing the delivery service in accordance with the terms of the applicable tariff for electric generation service. Pure Energy and you will be bound by the measurement from the meters owned, installed, maintained, and read by the EDU.
  - This Agreement will be governed by, interpreted, construed and enforced in accordance with the laws of the State of Ohio, without regard to principles of conflicts of law.
  - These Terms of Service, along with your Welcome Letter or Electric Service Agreement, constitute the entire agreement between you and Pure Energy relating to the subject matter hereof and supersede any other agreements, written or oral, between you and Pure Energy concerning the subject matter of the Agreement.
  - You may not assign this Agreement or your obligations under this Agreement without Pure Energy's prior written consent. Pure Energy may assign this Agreement, together with all rights and obligations hereunder, to (i) Pure Energy's electricity supplier, or such supplier's designee, (ii) an affiliate of Pure Energy or to any other person succeeding to all or substantially all of Pure Energy's assets, or (iii) in connection with any financing or other financial arrangement.
  - Any failure by Pure Energy to enforce any term or condition of your electric generation service or otherwise exercise any right it may have under this Agreement will not be deemed a waiver of any rights to thereafter enforce any or all of the terms or conditions of your service or to exercise rights under this Agreement.
  - Should any provision of this Agreement for any reason be declared invalid or unenforceable by final and applicable order by a court or any regulatory body having jurisdiction, such decisions shall not affect the validity of the remaining portions, and the remaining portions shall remain in effect as if this Agreement had been agreed to without the invalid portion. If any provision of this Agreement is declared invalid, the remainder of this Agreement will be construed so as to give effect to its original intent and effect as near as possible.





- The provisions of this Agreement concerning payment, limitation of liability, waivers and waiver of class actions will survive the termination or expiration of this Agreement.
- Pure Energy may terminate this Agreement on at least fourteen (14) calendar days written notice to customer should the customer fail to pay the bill or fail to meet any agreed-upon payment arrangements.
- If you switch back to your previous electric utility, you may or may not be served under the same rates, terms and conditions that apply to other customers served by that electric utility.
- You have the right to request from Pure Energy, twice within a twelve-month period up to twenty-four months of your payment history without charge.
- Your electric utility may charge you switching fees.
- Generation resource mix and environmental characteristics: [www.pureenergyus.com/generationresourcemix](http://www.pureenergyus.com/generationresourcemix)
- Pure Energy does not offer budget billing for the generation portion of the bill
- **Contact Information.** Information regarding Pure Energy's energy sources, energy efficiency, environmental impacts, or historical billing data is available upon request.

Energy Supplier: Pure Energy USA OH, LLC  
648 Bay Street  
Staten Island New York 10306  
[www.pureenergyus.com](http://www.pureenergyus.com)  
(866) 234-8184  
Hours of Operation: M- F (except holidays), 9:00 a.m. to 5:00 p.m., Eastern Time

Electric Distribution Company &  
Provider of Last Resort Duke Energy of Ohio  
139 E 4<sup>th</sup> Street  
Cincinnati OH, 45202  
(800) 554-6900  
[www.duke-energy.com](http://www.duke-energy.com)  
(800) 543-5599

In the case of an outage, call:

Electric Distribution Company &  
Provider of Last Resort American Electric Power  
301 Cleveland Ave SW, Canton, OH 44702  
(800) 672-2231  
<https://www.aepohio.com/>  
(800) 672-2231

In the case of an outage, call:

Public Utility Commission: Public Utility Commission of Ohio  
180 E. Broad St.  
Columbus, OH 43215  
(800) 686-PUCO (7826)  
7-1-1 (TTY-TDD)  
[www.puco.ohio.gov](http://www.puco.ohio.gov)

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at **(877) 742-5622** (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).