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 Cherry Hill, NJ 08003  
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 www.sunseaenergy.com

**SUNSEA ENERGY RESIDENTIAL NATURAL GAS SALES AGREEMENT**

Customer Information

|                                |  |
|--------------------------------|--|
| <b>Date:</b>                   |  |
| <b>Account Type:</b>           |  |
| <b>Account Name:</b>           |  |
| <b>Contact Name:</b>           |  |
| <b>Contact Email:</b>          |  |
| <b>Utility:</b>                |  |
| <b>Utility Account Number:</b> |  |
| <b>Service/Meter Address:</b>  |  |
| <b>Billing Address:</b>        |  |

You, the Buyer, agree to purchase natural gas from SunSea Energy, LLC ("SunSea") required to serve each of the accounts listed above ("Purchase Quantities") at a fixed or variable price, as described below and in the General Terms & Conditions provided herewith. This Natural Gas Sales Agreement, including the General Terms & Conditions, is sometimes referred to herein as the "Agreement."

**CUSTOMER DISCLOSURE STATEMENT**

|   |  |
|---|--|
| PRICE   | Initial Variable Rate price \$-<CurrentRate> /therm  |
| HOW PRICE IS DETERMINED                                   | <u>Variable Rate:</u> Variable Rate gas customers will pay a price for gas that varies from month to month based on the applicable monthly NYMEX closing price for natural gas, applicable interstate transportation costs, any supply and agency functions that SunSea performs for you, and other prevailing market conditions. The initial price for Variable Rate gas service is set forth above. <u>For Variable Rate gas service that includes a three-month introductory price,</u> customers will pay the introductory rate(s) set forth above for the first three months of service; beginning in the fourth month of service, such customers will pay a price for natural gas determined according to the variable rate pricing method set forth above. SunSea will have the option, on notice to you, to adjust the Billing Quantity for fuel and line loss retained by your utility and interstate transporters from the Purchase Quantities. You are also responsible for paying all applicable taxes and fees. If you are tax exempt, you must furnish SunSea with an exemption certificate before service begins. |
| AGREEMENT LENGTH AND END DATE                             | For Variable Rate service, the initial term is one month, commencing as of the date determined by your utility, and subject to the automatic month-to-month renewals as set forth herein.  |
| HOW CUSTOMER MAY RESCIND THE AGREEMENT WITHOUT PENALTY    | You may rescind this Agreement within three business days of your signing (if executed in person), or your receipt of this Agreement (if enrolled via a telephonic or internet-based sale), whichever occurs first, by calling SunSea at (844) 277-7517 or emailing SunSea at customercare@sunseaenergy.com.   |
| AMOUNT OF EARLY TERMINATION FEE AND METHOD OF CALCULATION | There is no early termination fee for Variable Rate service.   |
| AMOUNT OF LATE PAYMENT FEE AND METHOD OF CALCULATION      | You will pay a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by SunSea within 20 days of the date of the bill at a rate of 1.5% per month or the maximum amount permitted by law, whichever is lower.  |
| RENEWAL OF THE AGREEMENT                                  | For Variable Rate service, upon completion of the initial one-month term this Agreement will renew automatically and continue in full force and effect on a month-to-month basis thereafter unless either party elects not to renew by giving the other party at least 30 days' advance notice before the end of anyone-month term.  |
| CONDITIONS UNDER WHICH SAVINGS ARE GUARANTEED             | None guaranteed.   |

You, the Buyer, certify that:

- You understand that any sales representative with whom you have spoken represents SunSea and not your utility and is not affiliated with your utility.
- You are the customer of record or the spouse of the customer of record.
- You understand that your utility will continue to deliver your natural gas and send you your natural gas bills.
- You have received a copy of the General Terms & Conditions to this Agreement.
- **Door-to-door Sales Only:** You have received a copy of the "Notice of Cancellation" that is part of this Agreement.

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You, the Buyer, agree to the terms and conditions of this Agreement, including the General Terms & Conditions provided herewith. You hereby authorize SunSea to initiate service to the above accounts, to begin your enrollment, and to obtain and review information regarding your credit history from credit reporting agencies and the following information from your utility: consumption history; billing determinants; account number; credit information; public assistance status; status as to whether you have a medical emergency, whether you are a human needs customer, elderly, blind or disabled; eligibility for economic development or other incentives, and other required information (collectively, "Customer Information"). Customer Information will be used by SunSea to determine whether it will commence and/or continue to provide your gas and/or electric service. SunSea reserves the right to refuse to provide gas or electricity under this Agreement if SunSea is unable to obtain Customer Information or SunSea obtains Customer Information that is unsatisfactory. This authorization will remain in effect as long as you are a customer of SunSea; provided, however, that you may rescind your authorization for release of Customer Information at any time by sending an email to [customercare@sunseaenergy.com](mailto:customercare@sunseaenergy.com), or by calling SunSea at (844) 277-7517. SunSea reserves the right to cancel this Agreement if you rescind your authorization.

**FOR DOOR-TO-DOOR SALES ONLY: YOU MAY CANCEL THIS TRANSACTION AT ANY TIME PRIOR TO MIDNIGHT OF THE THIRD BUSINESS DAY AFTER THE DATE OF THIS TRANSACTION. SEE THE ATTACHED NOTICE OF CANCELLATION FORM FOR AN EXPLANATION OF THIS RIGHT.**



**Maryland Residential and Small Commercial  
Customer Disclosure Statement and Terms of Service  
MD License # IR-4151**

This is an agreement for natural gas service between SunSea Energy, LLC (SunSea Energy) and you, for the service address or addresses set forth in your Welcome Letter or Natural Gas Service Agreement. Together, this Disclosure Statement, including the terms of service set forth herein, and your Welcome Letter or Natural Gas Service Agreement (NGSA) collectively describe your agreement with respect to your purchase of natural gas service from SunSea Energy (Agreement). You will be bound by all the provisions of the Agreement, as they may be amended from time to time. SunSea Energy is licensed by the Maryland Public Service Commission to offer and supply natural gas services in Maryland. We set the supply prices and charges that you pay. Your Local Distribution Utility will deliver the natural gas to you. The Public Service Commission regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services.

**Definitions**

- Small Commercial Customer – A nonresidential customer that has annual usage of less than 20,000 therms during the most recent consecutive 12 month period.
- Local Distribution Utility (LDU) – A gas or electric corporation owning, operating or managing electric or gas facilities for the purpose of distributing gas or electricity to end users.
- Commodity Charge – Charge for the supply of natural gas.
- Public Service Commission (PSC) – the Maryland Public Service Commission.
- Transmission Charge – Charge for moving natural gas from a supply point to the distribution system of a natural gas distribution company.

**Right of Rescission - Residential customers have the right to rescind this Agreement within three (3) business days of receiving this disclosure statement.**

**Terms of Service**

**1. Basic Service Prices.**

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

*Fixed Rate Plan:* You will pay the fixed rate per therm as specified in your Welcome Letter or Natural Gas Service 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 Natural Gas Service Agreement.

*Variable Rate Plan:* The rate per kWh may be adjusted monthly to reflect market conditions, including market pricing of commodity transportation, profit, and other market price factors. Service continues on a month to month basis and may be cancelled by the Customer at any time without penalty.

*For Variable Rate gas service that includes a three-month introductory price,* customers will pay the introductory rate set forth above for the first three months of service; beginning in the fourth month of service, such customers will pay a price for gas and/or electricity determined according to the variable rate pricing method set forth above. SunSea will have the option, on notice to you, to adjust the Billing Quantity for fuel and line loss retained by your utility and interstate transporters from the Purchase Quantities. You are also responsible for paying all applicable taxes and fees. If you are tax exempt, you must furnish SunSea with an exemption certificate before service begins.

The rate you pay SunSea Energy will include the Commodity Charge and Transmission Charge. Your price does not include applicable Maryland sales tax, use tax, local tax or gross receipt taxes imposed by Maryland State Tax Law. You are responsible for any and all taxes (whether passed through to you on LDU's bill as a separate line item or as part of the price of natural gas, as required by law, rule or regulation) and LDU charges for delivery and distribution services. SunSea Energy's prices are not regulated by the PSC. 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 SunSea Energy with the necessary certificates and other documentation to qualify for such status.

**2. Billing.** Your LDU will continue to issue a monthly bill and the bill will include both your Transmission Charge and your Commodity Charge, and any other charges incurred in accordance with this Agreement. Bills will continue to be based on actual or estimated meter readings. Unless otherwise provided herein, your payment terms and late payment penalties will be governed by the terms of the LDU's tariff. SunSea Energy does not pay or arrange for the payment of any outstanding debts owed by you to the LDU or a previous Energy Service Company ("ESCO").

**3. Length of Agreement (Term).** The Term of this Agreement is shown on your Welcome Letter. With the exception of a new meter installation or special meter reading date, you will buy your natural gas service for the service addresses set forth in your Welcome Letter or Natural Gas Service Agreement from SunSea Energy on the next regularly scheduled meter reading date available and will continue to do so for the entire Term. This Agreement shall remain in effect until you notify SunSea Energy in

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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 LDU completes the termination in accordance with its rules.

#### **4. 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. An early termination fee is applicable, the amount of the early termination fee will be specified in your Welcome Letter or Natural Gas Service Agreement.**

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. SunSea 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.

**5. Cancellation Provisions.** You may cancel this Agreement without any penalty any time before midnight of the third business day after you receive this disclosure statement. After such third business day, you may cancel this Agreement at any time by calling SunSea Energy at 1-844-277-7517, but you will be required to pay the early termination fee described in Section 4 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 SunSea Energy notifies your LDU. You will be responsible for all payments due hereunder until the cancellation of natural gas service is completed. If for any reason SunSea Energy is no longer able to economically continue this Agreement, SunSea Energy may terminate this Agreement at any time with at least fifteen (15) calendar days notice to you after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of SunSea 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 SunSea Energy is or becomes untrue. If this Agreement is canceled, expires, or otherwise terminated, you will receive uninterrupted service from the LDU until you designate another provider of natural gas service or service is shut off by the LDU. Only the LDU may shut off your natural gas service.

**6. Agreement Expiration/Change in Terms.** If you have a fixed term agreement with us and it is approaching the term date, or if we propose to change our terms of service, we will send you advanced notice 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. SunSea 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. Upon receipt of written notice of a material change, you may terminate this Agreement without penalty prior to the date such change becomes effective.

After notifying you of an approaching expiration, we will follow your instructions. If you do not respond to the notice, the price for natural gas service automatically continues at a Variable market rate.

**7. Information Release and Authorization.** By accepting this contract I authorize SunSea Energy to obtain information from the utility 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 Utility bill or other billing and payment information from the Utility. I authorize SunSea 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, as well as to its affiliates and subcontractors for marketing purposes. 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 SunSea Energy at 1-844-277-7517 or providing written notice to SunSea Energy. SunSea 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 SunSea Energy, or if I fail to meet minimum or maximum threshold electricity consumption levels as determined by SunSea Energy, If I fail to remit payment in a timely fashion, SunSea Energy may report the delinquency to a credit reporting agency..

**8. Dispute Procedures.** Contact us by any of the means provided at the bottom of these Terms and Conditions with any questions concerning our terms of service or your bill. You may contact the Public Service Commission to file a complaint if you are not satisfied after discussing your questions or concerns with us.

**9. Warranties.** SUNSEA ENERGY MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESSED OR IMPLIED, WITH REGARD TO THE PROVISION OF NATURAL GAS 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.

**10. Limitation of Liability.** You will be deemed to be in exclusive control (and responsible for any damages or injury caused thereby) of the natural gas after receipt at the delivery point or points. SUNSEA 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

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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.

**11. Mandatory Arbitration.** Any claim, dispute or controversy, regarding any contract, tort, statute, or otherwise (“Claim”), ~~ar~~out of or relating to this agreement or the relationships among the parties hereto shall be resolved by one arbitrator through binding arbitration administered by the American Arbitration Association (“AAA”), under the AAA Commercial or Consumer rules, as applicable, in effect at the time the Claim is filed (“AAA Rules”). Copies of the AAA Rules and forms can be located at [www.adr.org](http://www.adr.org), or by calling 1-800-778-7879. The arbitrator’s decision shall be final, binding, and non-appealable. Judgment upon the award may be entered and enforced in any court having jurisdiction. This clause is made pursuant to a transaction involving interstate commerce and shall be governed by the Federal Arbitration Act. Neither party shall sue the other party other than as provided herein for enforcement of this clause or of the arbitrator’s award; any such suit may be brought only in Federal District Court for the district in which you are located, or if any such court lacks jurisdiction, in any state court that has jurisdiction. The arbitrator, and not any federal, state or local court, shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, unconscionability, arbitrability, enforceability or formation of this Agreement including any claim that all or any part of the Agreement is void or voidable. However, the preceding sentence shall not apply to actions contemplated in Paragraph 12. entitled “Class Action Waiver” below.

**12. Class Action Waiver.** Any Claim permissible herein must be brought in the party’s individual capacity, and not as a ~~part~~for class member in any purported class, collective, representative, multiple plaintiff, or similar proceeding (“Class Action”). ~~For~~the parties expressly waives any ability to maintain any Class Action in any forum. The arbitrator shall not have authority to combine or aggregate similar claims or conduct any Class Action nor make an award to any entity or person not a party to the arbitration. 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. THE PARTIES UNDERSTAND THAT THEY WOULD HAVE HAD A RIGHT TO LITIGATE THROUGH A COURT, TO HAVE A JUDGE OR JURY DECIDE THEIR CASE INDIVIDUALLY OR TO BE PARTY TO A CLASS OR REPRESENTATIVE ACTION, HOWEVER, THEY UNDERSTAND AND CHOOSE TO HAVE ANY CLAIMS DECIDED INDIVIDUALLY THROUGH ARBITRATION.

### 13. Miscellaneous.

(a) The services provided by SunSea Energy are governed by the terms and conditions of this document and the LDU’s ~~at~~the event of non-payment of any charges owed to SunSea Energy, you may be subject to termination of natural gas service and the suspension of distribution service under procedures approved by the Public Service Commission. You may obtain additional information by contacting SunSea Energy or the LDU by the means provided at the bottom of these Terms of Service.

(b) If SunSea 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 SunSea Energy that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, wholesale suppliers, aggregators, other ESCOs, qualified scheduling entities, LDUs, any governmental authority, and the respective employees and agents of such parties, will also be deemed to be events of Force Majeure.

(c) Energy delivery shall continue to be provided by your LDU. Your natural gas service will be provided in accordance with ~~you~~ existing connection requirements unless you request a change by the LDU and pay for the cost of that change. You may not resell or use any natural gas provided under this Agreement as an auxiliary or supplement to any other source of power. The supply of natural gas under this Agreement will be measured at the delivery point by the LDU providing the delivery service in accordance with the terms of the applicable tariff for natural gas service. SunSea Energy and you will be bound by the measurement from the meters owned, installed, maintained and read by the LDU.

(d) This Agreement will be governed by, interpreted, construed and enforced in accordance with the laws of the State of Maryland, without regard to principles of conflicts of law.

(e) A wet or faxed signature on a Natural Gas Service Agreement is an agreement to initiate service and begin enrollment ~~with~~ SunSea Energy. These Terms of Service, along with your Welcome Letter or Natural Gas Service Agreement, constitute the entire agreement between you and SunSea Energy relating to the subject matter hereof and supersede any other agreements, written or oral, between you and SunSea Energy concerning the subject matter of the Agreement.

(f) You may not assign this Agreement or your obligations under this Agreement without SunSea Energy’s prior written ~~con~~ SunSea Energy may assign this Agreement, together with all rights and obligations hereunder, to (i) SunSea Energy’s natural gas supplier, or such supplier’s designee, (ii) an affiliate of SunSea Energy or to any other person succeeding to all or substantially all of SunSea Energy’s assets, or (iii) in connection with any financing or other financial arrangement.

(g) Any failure by SunSea Energy to enforce any term or condition of your natural gas service or otherwise exercise any ~~right~~ 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.

(h) 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.

(i) The provisions of this Agreement concerning payment, limitation of liability, waivers, arbitration, and waiver of class ~~action~~ will survive the termination or expiration of this Agreement.

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**14. Contact Information.** In the event of an after-hours emergency, you can contact SunSea Energy to hear a recorded message containing the emergency contact numbers for your LDU.

Energy Services Company:

**SunSea Energy, LLC**  
**1930 Marlton Pike East, Suite N73,**  
**Cherry Hill, NJ 08003**  
**1-844-277-7517**  
**MD License # IR-4151**  
**www.sunseaenergy.com**  
**Hours of Operation: M-F 9:00 a.m. to 5:00 p.m**

Local Distribution Utility

Baltimore Gas and Electric Company  
PO Box 1475  
Baltimore, MD 21203  
1-800-685-0123 for Residential and 1-800-265-6177 ~~for~~  
www.bge.com  
1-877-778-2222

In the case of an outage, call:

Local Distribution Utility

Chesapeake Utilities Corporation  
909 Silver Lake Boulevard  
Dover, Delaware 19904  
1-800-427-0015  
www.chpk.com  
1-800-427-2883

In the case of an outage, call:

Local Distribution Utility

Washington Gas Light Company  
6801 Industrial Road  
Springfield, VA 22151  
1-800-752-7520  
www.washingtongas.com  
1-800-752-7520

In the case of an outage, call:

Local Distribution Utility

Columbia Gas of Maryland  
PA Box 742519  
Cincinnati, OH 45274-2519  
1-888-460-4332  
www.columbiagasofmd.com  
1-888-460-4332

In the case of an outage, call:

Local Distribution Utility

Elkton Gas  
125 E High Street  
Elkton,  
MD ~~291~~  
1-866-281-6483  
www.elktongas.com  
1-866-281-6774

In the case of an outage, call:

Public Service Commission:

Maryland Public Service Commission  
William Donald Schaefer Tower  
6 St. Paul St., 16<sup>th</sup> Floor  
Baltimore, MD 21202  
(410) 767-8000 or toll free (800) 492-0474  
Website: www.psc.state.md.us



**"Notice of Cancellation**

(Enter date of transaction)

.....

(Date)

You may cancel this transaction, without any penalty or obligation, within three business days from the above date.

If you cancel, any property traded in, any payments made by you under the contract or sale, and any negotiable instrument executed by you will be returned within 10 business days following receipt by the seller of your cancellation notice, and any security interest arising out of the transaction will be canceled.

To cancel this transaction, mail or deliver a signed and dated copy of this cancellation notice or any other written notice, or send a telegram, to

(name of seller) (address of seller's place of business)

....., at.....

not later than midnight of .....

(date)

I hereby cancel this transaction.

(date)

(Buyer's signature]



### Maryland Natural Gas Contract Summary

|                                     |  |
|-------------------------------------|--|
| Supplier Information                | <p>MD License # IR-4151</p> <p>SunSea Energy MD, LLC</p> <p>1930 Marlton Pike East Suite N73 Cherry Hill, NJ 08003</p> <p>1-844-277-7517</p>   |
| Price Structure                     | Variable   |
| Supply Price                        | \$<<CurrentRate>> therm  |
| Statement Regarding Savings         | The supply price does not guarantee savings.   |
| Incentives                          | None   |
| Contract Start Date                 | Contract will begin on the next applicable meter read date after the enrollment request is accepted by your Local Utility.   |
| Contract Term/Length                | 1 Month  |
| Cancellation/Early Termination Fees | There is no early termination fee for Variable Rate service.   |
| Renewal Terms                       | <p>For Variable Rate service, upon completion of the initial one-month term this Agreement will renew automatically and continue in full force and effect on a month-to-month basis thereafter unless either party elects not to renew by giving the other party at least 30 days' advance notice before the end of any one-month term.</p> <p>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 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.</p> |
| Rate for Next Billing Period        | Customers may obtain information regarding the rate for the next billing period by contacting our customer care center 12 days prior to the close of the billing period.   |

**For additional information, please refer to your Terms and Conditions. Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.**