



**Ohio Residential  
Contract Summary and Terms of Service - ELECTRIC**

**CONTRACT SUMMARY**

Our Contact Information	<b>Vista Energy Marketing, L.P.</b> 4306 Yoakum, Suite 600, Houston, TX 77006 Phone: 888-508-4782 Email: customerservice@vistaenergymarketing.com Vista Energy Marketing, L.P. is responsible for generation charges.
Pricing Structure:	<b>Fixed:</b> Your contract price is fixed for the initial term of the plan.
Generation/Supply Price	<b>0.0479 per kWh</b> This price includes Generation and Transmission Charges but excludes applicable state and local Sales Tax.
Statement Regarding Savings	The supply price offered by Vista Energy Marketing, L.P. may not always provide savings to the customer.
Contract Term/Length	12 months
Cancellation/Early Termination Fees	Fixed Rate Plans: \$0.00
Renewal Terms	When Your fixed term contract is approaching the expiration date, or whenever we propose to change the terms of service in any type of contract, You will receive written notification that precedes either the expiration date or effective date of the proposed changes. These notifications will explain Your options going forward.

**TERMS OF SERVICE**

This is an agreement for electric generation service between Vista Energy Marketing, L.P. ("VEM", "we", or the "Company"), and the undersigned customer ("You" or the "Customer") indicated on the Welcome Letter. This statement provides information required by the Ohio Public Utilities Commission ("PUCO") concerning electricity service offered by VEM to You. This Agreement shall govern both the initial term and renewal term of the program defined herein. Customer will be bound by all the provisions of the Agreement, as they may be amended from time to time. Vista Energy Marketing, L.P. is certified by the Ohio Public Utilities Commission to offer and supply electric generation services in Ohio as a Competitive Retail Electric Service ("CRES") Provider. Our PUCO Certificate Number is 16-1148E. We set the electric generation prices and charges that You pay. Your Electric Distribution Utility ("EDU") will deliver the electric generation to You. The PUCO regulates distribution prices and services. You will continue to receive a single bill from Your EDU that will contain Your EDU's charges, as well as VEM's charges. Your EDU may charge you a switching fee.

**Definitions:**

*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 utility

*PUCO* – The Public Utilities Commission of Ohio

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

*Residential Customer* – A person that receives electric service under a residential rate classification

*Small Commercial Customer* – A person, sole proprietorship, corporation, association or other business entity that consumes less than 700,000 kWh of electricity on an annual basis and is a non-Mercantile customer as defined by the Ohio Revised Code

**Pricing Plans:**

Fixed Rate Plan: You will pay the fixed rate noted in the Contract Summary for the length of Your Initial Term.



**Variable Rate Plan:** You will pay a variable rate that may change from month-to-month according to business requirements or market conditions in PJM, including market pricing of commodity, transportation, profit, and other market factors. **There is no limit on how much Your rate may vary from one month to the next.** You will be notified of any change to the Variable Rate when you receive Your monthly bill.

The rate You pay VEM will include the Generation Charge, Transmission Charge, and VEM's costs, including profit. Your price does not include applicable Ohio sales tax or and local tax. You are responsible for any and all taxes (whether passed through to You on the EDU's bill as a separate line item or as part of the price of electricity, as required by law or regulation). You will incur additional charges for EDU delivery and distribution services and these are not included in VEM's rate. 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 obligations under this Agreement, will be paid by You. If You are a tax-exempt entity, You must provide VEM with the necessary tax exemption certificates and other documentation to qualify for such status.

**Right of Rescission** – You may cancel this Agreement within 7 calendar days following postmark of the confirmation note from the EDU by following the instructions in the confirmation notice.

**Billing** – Your EDU will continue to issue a monthly bill which will include both Your Transmission Charge and Your Generation Charge as well as any other charges incurred in accordance with this Agreement. Bills will continue to be based on actual or estimated meter readings provided by Your EDU. VEM will use the same meter reading information from the EDU to determine Your Generation Charges. Unless otherwise provided herein, Your payment terms will be governed by the terms of the EDU's tariff. If you do not pay the bill, Your service may be terminated under PUCO rules and this Agreement may be terminated after at least fourteen calendar days written notice. VEM does not pay or arrange for the payment of any outstanding debts owed by You to the EDU or any previous CRES or offer Budget Billing for its charges.

**Length of Agreement (Term)** – The Initial Term of the Agreement is as noted in the Contract Summary. You will buy Your electric generation service for the service address set forth in Your Welcome Letter from VEM. Your service will begin on a date set by your EDU and will continue to do so for the Initial Term, with the exception of a new meter installation or special meter reading date. Following the expiration of the Initial Term, Your rate may be switched to a variable rate on a month-to-month basis if you have not affirmatively chosen another fixed rate plan as described below.

**Penalties, Fees and Exceptions** – If You cancel or terminate this Agreement prior to the end of the Initial Term, You may be subject to pay the early termination fee noted in the Contract Summary. Notwithstanding the foregoing, You may cancel this Agreement without penalty if You move to another location not served by VEM or into an area where VEM charges a different price, and provide a forwarding address and, if required, reasonable evidence that You no longer occupy the service address. You will be responsible for the amount due, up to the switch date, for all outstanding charges incurred prior to Your cancellation.

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. VEM may use the services of debt collection agencies, consumer reporting agencies, and other remedies as allowed by law to collect any unpaid balances from Your account.

**Cancellation Provisions** – In addition to Your Right of Rescission, provided above, You may cancel this Agreement at any time by calling VEM, but You will be required to pay the early termination fee described in the Contract Summary above, if applicable. You will be responsible for all payments due hereunder until the cancellation of electric generation service is completed. If for any reason VEM is no longer able to economically continue this Agreement, VEM may terminate this Agreement at any time after complying with applicable regulations. This Agreement may be cancelled at the sole discretion of VEM if You fail to meet any of the terms and conditions of this Agreement or if any of the information You have provided to VEM is or becomes untrue. If this Agreement is canceled, expires, or is 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. If You switch back to your EDU for generation supply, you may or may not be served under the same rates that apply to other utility customers.



**Agreement Expiration/Change in Terms** – If You have a fixed term contract approaching the expiration date of the Initial Term, or whenever we propose to change the terms of service in any type of contract, You will receive advance written notification that precedes either the expiration date or the effective date of the proposed changes. These notifications will explain Your options going forward. Upon receipt of written notice of a material changes, You may terminate this Agreement without penalty, prior to the date such change becomes effective. If You do not respond to notices of expiration, the current contract shall remain in place until You (i) select another offer from VEM, (ii) enroll with another EGS, or (iii) return to the default service provider.

Following the expiration of Your Initial Term, You may be moved to a variable rate plan, where You will receive electric service on a month-to-month basis and Your rate may vary according to business requirements or market conditions in in PJM, including market pricing of commodity, transportation, profit, and other market price factors. PJM is Your regional transmission organizer (RTO). You will be notified of any change in price of the variable rate when You receive Your monthly bill.

**Information Release and Authorization** – By accepting this contract, You authorize VEM to obtain information from the utility through the term including, but not limited to, account name, account number, billing address, service characteristics of electricity service, and when changes under this Agreement are included on Your utility bill or other billing and payment information from the utility. You authorize VEM to release such information to third parties who need to use or be aware of such information in connection with Your electric generation service. These authorizations shall remain in effect as long as this agreement (including any renewal) is in effect. Your Social Security number will not be disclosed without Your consent except for reasons allowed by the PUCO. You may rescind these authorizations at any time by either calling VEM or providing written notice to VEM using the contact information provided below. VEM reserves the right to reject Your enrollment or terminate the Agreement if You rescind these authorizations. If You fail to remit payment in a timely fashion, VEM may report the delinquency to a credit reporting agency.

**Dispute Procedures** – You may contact us with any questions concerning our Terms of Service. . If your complaint is not resolved after you have called VEM, or for general utility information, residential and business customers may contact the PUCO for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers’ counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

**Warranties** – UNLESS AND TO THE EXTENT EXPRESSLY REQUIRED BY APPLICABLE LAW, VISTA ENERGY MARKETING, L.P. 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 and damages or injury caused thereby) of the electric power after receipt at the delivery point or points. VISTA ENERGY MARKETING, L.P. 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.

**Force Majeure** – If VEM 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 VEM that adversely affects, interrupts, or precludes its performance. In addition, acts of other parties, including without limitation, RTOs, aggregators, other CRESs, 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.

**Load Characteristics** - 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 terms of applicable tariff for electric generation service. VEM and You will be bound by the measurement from the meters owned, installed, maintained and read by the EDU.

**Venue** - 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.

**Assignment** - VEM may assign, subcontract or delegate all or any part of its rights and/or obligations under this contract, including Your payment obligations under the Contract with thirty (30) days' notice. You may not assign any of Your rights or obligations under this contract without our written consent, which consent will not be unreasonably withheld if You attempt to sell the business or property to which service is being provided. You are responsible for charges incurred under this Agreement until assignment is effective or if VEM for valid reason does not approve a requested assignment.

**Entire Agreement** - These Terms of Service, along with your Contract Summary and Welcome Letter constitute the entire Agreement between You and VEM relating to the subject matter hereof and supersede any other agreements, written or oral, between You and VEM concerning the subject matter of the Agreement. In the event that there is any change in law as a result of new legislation or changes in existing orders, rules, and regulations that cause a material change of the terms and conditions of this Agreement, VEM will provide You with written notification that precedes either the expiration date or the effective date of the proposed changes. These notifications will explain Your options going forward. Upon receipt of written notice of a material change, or termination of this Agreement for any reason not related to Your failure to pay, You may terminate this Agreement without penalty prior to the date such change or termination becomes effective.

Any failure by VEM to enforce any term or condition of Your electric generation service or otherwise exercise any right it may have under this Agreement shall 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 and limitation of liability will survive the termination or expiration of this Agreement. If You voluntarily return to Your EDU's tariff service, You may be charged a price other than the EDU's applicable tariff rate. VEM may lower your price due to a change in market conditions without consent if there are no other changes to the Agreement.

**Contact Information** – Information regarding VEM energy sources, energy efficiency, and environmental impacts is provided upon enrollment and is available upon request using the contact information provided below. Residential customers and small commercial customers are entitled to receive at no charge, twice within a 12-month period, up to 24 months of payment history.

CRES Contact Information: Vista Energy Marketing, L.P., 4306 Yoakum, Suite 600, Houston, TX 77006  
888-508-4782 (Monday through Friday 8 am to 6 pm Eastern)  
OH CRES Certificate #: 16-1148E  
[www.vistaenergymarketing.com](http://www.vistaenergymarketing.com)