



Entrust Energy East, Inc.
Ohio Terms of Service for Residential and Small Commercial (up to 500 Mcf annually) Customers
Phone: 888.521.5861 Fax: 888.535.6340

Agreement for Service. The Customer Disclosure Statement and these Terms of Service, your Welcome Letter, and any Renewal Notice (collectively, the "Agreement") describe the agreement between Entrust Energy East, Inc. ("Entrust Energy") and you (the "Customer") under which Customer shall purchase and Entrust Energy will supply all the Customer's natural gas supply requirements for the Term of our Agreement. This Agreement supersedes any oral or written statements previously made in connection with this Agreement. You understand that Entrust Energy is a Competitive Retail Natural Gas Supplier (CRNGS) of energy and not the Local Distribution Company ("LDC"). Your LDC will continue to deliver natural gas to your home or business, respond to emergencies, and bill you for LDC and Entrust Energy services. Your LDC may charge you a switching fee.

Right of Rescission. Customer may rescind this Agreement for 7 business days following postmark of the confirmation notice from the LDC by calling the LDC and following the instructions in the confirmation notice. The Right of Rescission applies only to switches to Entrust Energy and not to renewals.

Term. Entrust Energy will begin supplying Customer's natural gas when the LDC switches your account to Entrust Energy at the next available meter reading date. Service shall continue for the period of time indicated on your Disclosure Statement (the "Initial Term"). Entrust Energy will provide Customer written notification of the renewal terms between 45 and 90 days prior to the renewal date. If Customer does not provide affirmative consent to the renewal terms, the Agreement will automatically renew at a month-to-month Variable Rate Plan which may involve a change in the rate or other terms and conditions. Entrust Energy will also provide Customer with 30 days advance written notice of any material change to the Agreement, and such changes will become effective as indicated unless Customer notifies Entrust Energy that Customer wishes to terminate the Agreement. Upon notice of material change, Customer may terminate Agreement at any time during the remainder of the current term without penalty.

Pricing. Entrust Energy offers various rate plans as described below. Customer's service plan will be confirmed in the Disclosure Statement. Customer's bill for natural gas supply will be calculated by multiplying 1) the applicable monthly rate by 2) the amount of natural gas consumed during the billing period, as determined by the LDC.

1. Fixed Rate Plan. The rate per ccf or mcf, as appropriate for Customer's LDC, is as indicated on the Disclosure Statement and will not change during the Initial Term.
2. Indexed Rate Plan. The rate per ccf or mcf, as appropriate for Customer's LDC, will be determined by formula(s) that will be explained in your Disclosure Statement and the formula(s) will apply uniformly during the Initial Term.
3. Variable Rate Plan. The rate per ccf or mcf, as appropriate for Customer's LDC, 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.

Rates exclude LDC delivery costs (which are additional) and applicable state and or local taxes, which will be billed by the LDC.

Billing. You will receive a single bill from the LDC for LDC delivery charges and Entrust Energy natural gas supply charges. Customer will not be required to pay a deposit to or otherwise establish credit with Entrust Energy. Customer must pay LDC bill as directed. If Customer does not pay the bill, Customer may be subject to termination of service under provisions contained in the LDC tariff and established by the Public Utilities Commission of Ohio ("PUCO"), Entrust Energy may terminate this Agreement upon 14 days advance notice, and Customer will be subject to a late payment fee of the lower of 1.5% per month or the highest amount permissible under applicable law. Entrust Energy does not offer budget billing for natural gas supply charges. All returned checks will be subject to the maximum fee allowed by law.

Cancellation. If Customer cancels this Agreement after the Rescission Period but before the expiration of the Term of the Agreement, an Early Termination Fee may be applicable (Fixed or Indexed Rate Plans only). The amount of the Early Termination Fee will be disclosed in the Disclosure Statement. The Early Termination Fee is not a penalty but is designed to compensate Entrust Energy for the cost of buying natural gas for the Customer in advance. Customer remains responsible for all charges until the LDC transfers the Customer's account to another supplier or to the LDC. Customer may terminate the Agreement without penalty due to relocation to a different LDC service area. A customer switching back to their LDC for natural gas supply may or may not be served under the same rates, terms, and conditions that apply to other customers served by the LDC.

Other Disclosures. Customer may request up to 24 months of payment history for services rendered by Entrust Energy, without charge.

Assignment. Customer may not assign its interests in and delegate its obligations under this Agreement without the express written consent of Entrust Energy. Entrust Energy may sell, transfer, pledge, or assign the accounts receivable, revenues, or proceeds hereof, in connection with any financing agreement, purchase of accounts receivables program or billing services agreement, and may assign this Agreement and the rights and obligations there under, to another energy supplier or other entity as authorized by the PUCO.

Information Release Authorization. Customer authorizes Entrust Energy to obtain and review information regarding Customer's credit history from credit reporting agencies and the following information from the LDC: consumption history; billing determinants; utility account number; and credit information. This information may be used by Entrust Energy to determine whether it will commence and/or continue to provide energy supply service to Customer and will not be disclosed to a third party unless required by law. Customer's execution of this Agreement shall constitute authorization for the release of this information to Entrust Energy. This authorization will remain in effect during the Initial Term and any Renewal

Term. Customer may rescind this authorization at any time by providing written notice to or calling Entrust Energy. Entrust Energy reserves the right to cancel this Agreement in the event Customer rescinds the authorization. Entrust Energy is prohibited from disclosing Customer's social security number and/or account number(s) without Customer's consent except for Entrust Energy's own collections and credit reporting or assigning a customer contract to another NGS provider.

Dispute Resolution. Customer may call Entrust Energy with any questions or concerns about this Agreement or service from Entrust Energy. Entrust Energy will respond to all complaints in good faith and will make every effort to address the concern. If your complaint is not resolved after you have called your gas supplier and/or your gas Utility, or for general Utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at <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 <http://www.pickocc.org>. Customer must pay the bill in full, except for the specific disputed amount, during the pendency of the dispute.

Agency. Customer hereby appoints Entrust Energy as agent for the purposes of (i) acquiring the supplies necessary to meet Customer's natural gas needs, and (ii) arranging, contracting for and administering transportation and related services over interstate pipeline facilities and those of the LDC needed to deliver natural gas to the Customer's premises.

Warranty. This Agreement, including applicable attachments, constitutes the entire Agreement between Customer and Entrust Energy. Entrust Energy makes no representations or warranties other than those expressly set forth in this Agreement, and Entrust Energy expressly disclaims all other warranties, express or implied, including merchantability and fitness for a particular use.

Force Majeure. Entrust Energy will make commercially reasonable efforts to provide natural gas hereunder but does not guarantee a continuous supply of natural gas to Customer. Certain causes and events out of the control of Entrust Energy ("Force Majeure Events") may result in interruptions in service. Entrust Energy will not be liable for any such interruptions caused by a Force Majeure Event, and is not and shall not be liable for damages caused by Force Majeure Events. Force Majeure Events shall include acts of God, fire, flood, storm, terrorism, war, civil disturbance, acts of any governmental authority, accidents, strikes, labor disputes or problems, required maintenance work, inability to access the local distribution utility system, non-performance by the LDC (including, but not limited to, a facility outage on its natural gas delivery system), changes in laws, rules, or regulations of any governmental authority or any other cause beyond Entrust Energy's control.

Liability. The remedy in any claim or suit by Customer against Entrust Energy will be solely limited to direct actual damages. By entering into this Agreement, Customer waives any right to any other remedy in law or equity. In no event will either Entrust Energy or Customer be liable for consequential, incidental, indirect, special or punitive damages. These limitations apply without regard to the cause of any liability or damages. There are no third-party beneficiaries to this Agreement.

Choice of Laws. Venue for any lawsuit brought to enforce any term or condition of this Agreement or to construe the terms hereof shall lie exclusively in the State of Ohio. This Agreement shall be construed under and shall be governed by the laws of the State of Ohio without regard to the application of its conflicts of law principles.

Taxes and Laws. Except as otherwise provided in the Agreement or provided by law, all taxes of whatsoever kind, nature and description due and payable with respect to service provided under this Agreement, other than taxes based on Entrust Energy's net income, shall be paid by Customer, and Customer agrees to indemnify Entrust Energy and hold Entrust Energy harmless from and against any and all such taxes. This Agreement is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority having jurisdiction over this Agreement or the services to be provided hereunder.

Changes in Law or Regulation (This section applicable only if Agreement does not have an Early Termination Fee). If at some future date there is a change in any law, rule, regulation or pricing structure whereby Entrust Energy is prevented, prohibited or frustrated from carrying out the terms of the Agreement, at its sole discretion Entrust Energy shall have the right to cancel this Agreement on 15 days' notice to Customer.

Parties Bound. This Agreement is binding upon the parties hereto and their respective successors and legal assigns.

CRNGS Contact Information. Customer may contact Entrust Energy's Customer Service Center at 1. 888.521.5861, Monday through Friday 8:00 a.m. - 7:00 p.m. EST. Customer may write to Entrust Energy at: **Entrust Energy East, Inc., 1301 McKinney, Suite 1250, Houston, Texas 77010.**

LDC Contact Information. You should contact your LDC in case of emergency. Contact numbers are listed below:

Columbia Gas of Ohio:	800.344.4077 (emergency); 800.344.4077 (customer service)
Dominion East Ohio:	877.542.2630 (emergency); 800.362.7557 (customer service)
Duke Energy Ohio:	800.544.6900 (emergency); 800.544.6900 (customer service)
Vectren:	800.227.1376 (emergency); 800.227.1376 (customer service)