



Residential Retail Electric Service Contract – Fixed Rate

****Pre-expiration Customer Support Guarantee is included****

****Price Match Guarantee is included****

(See Sections 3 and 8 below)

General: This Agreement, together with the enrollment information, are Customer’s agreement for electric Generation Service with Capital Energy LLC d.b.a. Capital.Energy. Please keep a copy of this agreement for Customer’s records. Capital.Energy is certified by the Public Utilities Commission of Ohio (“PUCO”) to offer and supply Generation Service in Ohio. As a Competitive Retail Electric Service provider, Capital.Energy will supply the electric Generation Service to Customer’s EDU, based on Customer’s usage. Customer’s EDU then distributes the electricity to Customer. Customer’s Distribution Service will remain with Customer’s current EDU, which is regulated by the PUCO.

Contact Information: Capital Energy Ohio, P.O. Box 1498, Westerville, Ohio 43086, www.capital.energy, 855-322-7448 or 614-540-2422, 9:00 a.m. to 5:00 p.m.

Definitions:

- “Competitive Retail Electric Service” or “CRES” provider means, as defined by Chapter 4901:1-21 of the Ohio Administrative Code, an entity that sells electric energy to retail customers in Ohio.
- “Distribution Service” means the physical delivery of electricity to customers by the EDU.
- “EDU” means the electric distribution utility, as referenced in your Enrollment Form.
- “Generation-Related Charges” means those charges or costs associated with the production, procurement, and supply of electricity.
- “Generation Service” means the production of electricity.
- “Residential Customer” means, as defined by Chapter 4901:1-21 of the Ohio Administrative Code, a customer of competitive retail electric service for residential purposes.
- “RTO” means a regional transmission organization such as PJM Interconnection LLC. An RTO operates a regional transmission grid. For example, PJM operates the transmission grid in the AEP Ohio rate zones.
- “Transmission Service” means the moving of high-voltage electricity from a generation facility to the distribution lines of an EDU.

Terms and Conditions of Service:

1. Eligibility: Residential Customer accounts that are on AEP Ohio’s residential rate codes and are not enrolled in energy assistance or the Percentage of Income Plan Program (“PIPP”) are eligible for this offer from Capital.Energy. Capital.Energy reserves the right to refuse enrollment to any Residential Customer with an outstanding, unpaid electric bill. Capital.Energy will not require payment of any balance due another CRES provider as a condition of establishing credit or for providing service under this Agreement. However, Capital.Energy may establish Customer’s creditworthiness by credit check, a reasonable and nondiscriminatory cash deposit, a guarantor, or other legally accepted practices. If Capital.Energy accepts a deposit, the deposit will not exceed 130% of the estimated monthly charge for service under this Agreement for the ensuing one year. If Capital.Energy requires a guarantor, it will require that the guarantor meets creditworthiness criteria and will require the guarantor to sign a written guarantor agreement.

2. Rescission: Once Customer has been enrolled to receive electric Generation Service from Capital.Energy, Customer will receive a confirmation notice from Customer’s EDU. Customer has the right to rescind Customer’s enrollment without penalty within seven calendar days following the postmark date of the confirmation letter by contacting Customer’s EDU and following the instructions in the confirmation notice. Customer’s right to rescind only applies when Customer initially switches to Capital.Energy, not upon

any renewal of this Agreement. If Customer chooses to rescind Customer's enrollment within the seven-day rescission period, Capital Energy will return any deposit Customer paid in order to obtain service under this Agreement.

3. Basic Service Price: During the Term of this Agreement, Customer agrees to pay Capital Energy the fixed price per kilowatt-hour ("kWh") set forth on Customer's Enrollment Form for the combination of Generation Service and Generation-Related Charges. If Capital Energy offers a lower fixed price on the same product offered in the same EDU service territory on www.energychoice.ohio.gov for residential customers within ten days following Customer's execution of this Agreement, Customer can obtain that new lower fixed price for this Agreement by contacting Capital Energy at 855-322-7448 or 614-540-2422 within ten days after the Customer's execution of this Agreement, and Capital Energy will adjust to the new lower price and bill Customer accordingly. Under this Agreement, Capital Energy does not offer an adjustment to the fixed price per kWh or provide credits to Customer for net-metering if the Customer has on-site generation facilities (e.g., solar panels) and Customer directs that electricity into the EDU's distribution and transmission systems. In addition to Capital Energy's charges, Customer will be charged by Customer's EDU for Distribution Service, Transmission Service and various other wires and utility charges.

4. Length of Agreement ("Term"): Customer's service from Capital Energy will commence with the next available meter reading following the seven-day rescission period, the acceptance of the enrollment request by Capital Energy (at its discretion and consistent with Paragraph 9 below), and the processing of the enrollment by Customer's EDU. Customer's service will continue for the Term set forth on Customer's Enrollment Form, unless otherwise terminated or renewed, and end on the meter read for the last month of service.

5. Billing, Refund of Deposits, and Release of Guarantors: Customer will continue to receive a single monthly bill from Customer's EDU that will contain both Customer's EDU and Capital Energy charges. The amount of electricity usage will continue to be measured or estimated by the EDU. Customer agrees to pay the bills in accordance with the EDU's billing and payment terms. Capital Energy reserves the right to unilaterally modify this billing format/pricing in the event the EDU is unable or unwilling to provide consolidated billing in this format or changes the calculation of the Price to Compare. Capital Energy does offer budget billing, please use the contact information provided for more information. If Customer does not pay Customer's bill by the due date or if Customer fails to meet any agreed-upon payment arrangements, Capital Energy may cancel this Agreement after giving Customer a minimum of 14 days advance written notice. Upon cancellation, Customer will be returned to Customer's EDU as a customer. Customer will remain responsible to pay Capital Energy for any electricity used before this Agreement is cancelled, as well as any late payment charges. Further, Customer's failure to pay EDU charges may result in Customer's electric service being disconnected in accordance with the EDU's tariff. No interest will accrue to Customer on any deposit. Capital Energy will review each account holding a deposit or guarantor agreement every 12 months and promptly will refund the deposit or release the guarantor if all of the following have occurred: (a) Customer paid Customer's bills for service under this Agreement for 12 consecutive months without having services terminated for nonpayment; (b) Customer has not had more than two occasions in the preceding 12 months on which Customer's bills for service under this Agreement were not paid by the due date; and (c) Customer is not delinquent in the payment of Customer's bills for service under this Agreement at the time of the review. Capital Energy will notify the guarantor within 30 days of its determination to release the guarantor from further responsibility for the account.

6. Penalties, Fees, and Exceptions: Customer's EDU may charge Customer switching fees. If Customer does not pay the full amount owed Capital Energy by the due date on each bill, Capital Energy may charge 1.5% of the outstanding amount per month, or the maximum legally allowable interest rate, whichever is lower, until such payment is received by Capital Energy. Capital Energy reserves the right to require adequate assurances from Customer in the form of prepayment or another form of credit support in the event Customer has failed to make payments in accordance with the terms herein. Customers requiring financial assurance will be required to post that assurance within three business days of notice.

7. Cancellation/Termination: If this Agreement is not rescinded during the rescission period, Customer's enrollment will be sent to Customer's EDU. Thereafter, Customer may terminate this Agreement, without

penalty, if Customer moves out of the EDU service area or into an area where Capital.Energy charges a different price, by providing Capital.Energy with a 30-day written notice of such move. A transfer of service from one customer location to another within the EDU service area does not prompt a refund of any deposit given or the release of a guarantor. Any failure to pay Customer's bill shall be deemed a breach of this Agreement permitting Capital.Energy to terminate this Agreement upon 14 days advance written notice. There will be a charge for the termination or breach of this Agreement for any reason, except for those non-penalty reasons expressly provided herein and for any termination under paragraph 12 below. The fee will be equal to the number of months remaining in the Term multiplied by ten dollars (\$10.00). Should Customer cancel service with Capital.Energy and return to the standard service offer with Customer's EDU, Customer may or may not be served under the same rates, terms, and conditions that apply to other EDU customers. Should Customer cancel service with Capital.Energy or this Agreement is terminated, Capital.Energy will apply any deposit to the final bill. Capital.Energy will promptly refund any remaining deposit. For any remaining overdue balances, Capital.Energy may pursue collection actions against Customer and any guarantor in an appropriate court.

8. Contract Expiration/Automatic Renewal: Before the Term expires, Capital.Energy will attempt to contact Customer more than once via email, telephone call and/or letter to notify Customer of the impending expiration, to offer to discuss with Customer available service options, and to offer to assist Customer with taking the next service step subject to the terms of this Agreement. If Capital.Energy does not attempt to contact Customer before the Term expires, this Agreement will renew on a month-to-month basis at the existing fixed price. If Capital.Energy notifies Customer of the impending expiration and offers to discuss available service options but Customer takes no action, and if Capital.Energy does not notify Customer in writing of the non-renewal of this Agreement upon expiration of the Term, this Agreement will automatically renew on a month-to-month basis at a variable, index-based price per kWh, based on the actual price in the day-ahead market at PJM Interconnection LLC plus a retail margin adder. The variable, index-based price will include Generation charges and Generation-Related charges, but will not include charges for Transmission or Distribution Service and other EDU charges, fees and taxes. No cancellation fee shall apply during the renewal period. At any time after the Term, Customer may contact Capital.Energy to request to sign up for one of Capital.Energy's available products. Customer is responsible for arranging Customer's electric supply upon expiration of the Agreement.

9. Customer Consent and Information Release: By choosing to accept this offer from Capital.Energy, Customer understands and agrees to the terms and conditions of this Agreement with Capital.Energy. Customer authorizes Capital.Energy to obtain information from the EDU that includes but is not limited to billing history, payment history, historical and future electricity usage, meter readings, and characteristics of electricity service. Capital.Energy reserves the sole right to check Customer's credit with consumer credit reporting agencies and determine if Customer's credit standing is satisfactory before accepting Customer's enrollment request. This Agreement shall be considered executed by Capital.Energy following acceptance of Customer's enrollment request by Capital.Energy, the end of the seven-day rescission period, and the subsequent acceptance of the enrollment by Customer's EDU.

10. Dispute Resolution: Capital.Energy is committed to customer satisfaction. Contact Capital.Energy with any questions concerning the terms of service by phone at 855-322-7448, M-F 9:00 a.m. to 5:00 p.m., or in writing at P.O. Box 1498, Westerville, Ohio 43086. Our web address is www.capital.energy. If your complaint is not resolved after you have called your electric supplier and/or your electric 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) or TTY at 1-800-686-1570 (toll-free) from 8:00 a.m. to 5:00 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 8:00 a.m. to 5:00 p.m. weekdays, or at <http://www.pickocc.org>.

11. Miscellaneous:

- Customer has the right to request from Capital Energy, twice within a 12-month period, up to 24 months of payment history, without charge. Capital Energy will not release Customer's Social Security number and/or account number(s) without Customer's written consent, except for Capital Energy's own credit evaluation, Capital Energy's own collections and reporting, participating in programs funded by the universal service fund pursuant to Section 4928.54 of the Revised Code, or assigning Customer's Agreement to another CRES provider.
- Capital Energy's environmental disclosure statement is available for viewing on our website - www.capital.energy. Capital Energy will also provide the information upon request.
- Capital Energy may assign its rights, without Customer consent, to another, including any successor, subsidiary or affiliate, in accordance with the rules and regulations of the PUCO.
- Capital Energy assumes no responsibility or liability for the following items that are the responsibility of the EDU: operation and maintenance of the EDU's electrical system, any interruption of service, termination of service, and deterioration of the EDU's service. In the event of a power outage, Customer should contact Customer's EDU.
- Customer is responsible for providing Capital Energy with accurate account information. If said information is incorrect, Capital Energy reserves the right to terminate the Agreement.
- Capital Energy reserves the right to return Customer to the EDU if Customer's rate code is changed and the account is no longer eligible for this program. Customer authorizes, but does not obligate, Capital Energy to exercise Customer's governmental aggregation opt-out rights.

12. Warranty and Force Majeure: THE WARRANTIES SET FORTH IN THIS PARAGRAPH ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, WHETHER STATUTORY, EXPRESS, OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING OUT OF ANY COURSE OF DEALING OR USAGE OF TRADE. Capital Energy will make commercially reasonable efforts to provide Customer's electric Generation Service, but does not guarantee a continuous supply of electricity. Certain causes and events are out of the reasonable control of Capital Energy and may result in interruptions in service. Capital Energy is not liable for damages caused by acts of God, changes in laws, rules or regulations or any other acts of any governmental authority (including the PUCO or a RTO), accidents, strikes, labor troubles, required maintenance work, inability to access the EDU distribution system, nonperformance by the EDU, or any other cause beyond Capital Energy's reasonable control. Customer and Capital Energy both agree that the following will constitute force majeure events under this Agreement and that Capital Energy shall have the right to terminate the agreement without liability upon the occurrence of any action taken by the EDU, applicable RTO, transmission provider, or any federal, state, or local government authorities which: (i) materially changes the amounts charged by such entities to Capital Energy or charged by such entities to Capital Energy's wholesale suppliers which then charge Capital Energy; (ii) which materially changes the manner in which Capital Energy provides service to Customer or (iii) prevents or legally prohibits Capital Energy from performing under the terms of this Agreement. In the event that the Agreement is terminated, Customer will be returned to Customer's EDU's standard service offer and no early termination fee will be assessed. As an alternative to terminating this Agreement due to a force majeure event, Capital Energy may elect to adjust the Basic Service Price under paragraph 3 above to account for the force majeure event. In the event of any such adjustment, Capital Energy will provide Customer with notice of the adjustment. If Customer does not affirmatively consent to the adjustment within seven days after receiving notice of the adjustment, Capital Energy may terminate this Agreement at no penalty to Customer.

13. Remedies, Indemnification and Choice of Law: Unless otherwise expressly provided herein, any liability under this Agreement will be limited to direct, actual damages as the sole and exclusive remedy, and all other remedies or damages at law or in equity are waived. Neither party will be liable to the other party or



its affiliates for consequential, incidental, punitive, exemplary, or indirect damages, including lost profits or other business interruption damages, whether in tort or contract, under any indemnity provisions or otherwise in connection with this Agreement. The limitations imposed on remedies and damage measurement will be without regard to cause, including negligence of any parties, whether sole, joint, concurrent, active or passive, provided no such limitation shall apply to damages resulting from the willful misconduct of any party. Customer assumes full responsibility for power furnished to Customer at the delivery point(s) and on Customer's side of the delivery point(s), and agrees to and shall indemnify, defend, and hold harmless Capital Energy and its personnel from and against all claims, losses, expenses, damages, demands, judgments, causes of action and suits of any kind, including claims for personal injury, death, or damages to property occurring at the delivery point(s) or on Customer's side of the delivery point(s) and upon the premises, arising out of or related to the electricity and/or Customer's performance under the Agreement. This Agreement shall be construed and enforced in accordance with the laws of the State of Ohio without giving effect to any conflicts of law principles that otherwise might be applicable. Any legal action involving this Agreement shall be brought only in a court of the State of Ohio sitting in Delaware County, Ohio or the United States District Court sitting in Franklin County, Ohio or if appropriate, the Public Utilities Commission of Ohio. CUSTOMER WAIVES ANY RIGHT TO A JURY TRIAL BEFORE ANY COURT HAVING JURISDICTION OVER ANY DISPUTE OVER THIS AGREEMENT.