



5932 Old York Rd,
Philadelphia PA 19140

<<FName LName>> <<Street>> <<City, State Zip>>

<<Month DD, YYYY>>

Dear <<FName LName>>

Welcome to Star Light and Power, LLC ("Star Light and Power"). In the next few days, you will be receiving a notice from <<Utility>> outlining the change of your supplier to Star Light and Power.

You will remain a customer of <<Utility>>, and they will continue to handle your billing and all service-related issues. There will be no lapse in your natural gas service. Enclosed for your records are a copy of the Supply Agreement, General Terms and Conditions, and Customer Disclosure Statement with Star Light and Power, and ESCO Consumer Bill of Rights.

Please find key details about your account below:

Enrollment Date: <<Month DD, YYYY>>

Account Type: <<Commercial>> <<Residential>>

Term: Month to Month

Product: Month to Month Variable Tier Rate -Natural Gas with Liberty Guard Home Warranty

Billing Address: <<Street>>, <<City, State Zip>>

Utility Account Number: <<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>>

If your account is tax exempt, fax or email a copy of your Exempt Certificate to (609) 594-1460 or customercare@starlightandpower.com. Please be sure to reference your utility account number.

If you have any questions regarding your energy bill or would like to discuss the services of Star Light and Power, please call customer service at (855) 207-7993, Monday through Friday, 9AM-5PM ET.

Thank you for choosing Star!

Sincerely,

Star Light and Power Team



STAR LIGHT AND POWER

NY RESIDENTIAL and SMALL COMMERCIAL NATURAL GAS SUPPLY AGREEMENT

Date:	<<Month DD, YYYY>>
Account Type:	<<Commercial>> <<Residential>>
Account Name/Contact:	<<Business Name>> / <<FName LName>>
Authorized Person:	<<FName LName>>
Contact Email:	<<email address>>
Utility / Acct Number:	<<XXXXXXXXXXXXXXXXXXXXXXXXXX>>
Service/Meter Address:	<<Street>>, <<City, State Zip>>
Billing Address:	<<Billing Street>>, <<City, State Zip>>

You ("Customer") agree to purchase Natural Gas from Star Light and Power, LLC ("Star Light and Power") required to serve each of the accounts listed above ("Purchase Quantities") at variable price, as described herein and in the General Terms & Conditions provided herewith. This Natural Gas Supply Agreement, including the General Terms & Conditions and Customer Disclosure Statement, is sometimes referred to herein as the "Agreement."

You, Customer, certify that:

- You understand that any sales representative with whom you have spoken represents Star Light and Power and not your utility and is not affiliated with your utility.
- You are the customer of record or an officer of the customer of record and have authority to sign this Agreement on behalf 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.
- You have received a copy of the ESCO Consumers Bill of Rights.
- The natural gas supply includes the Liberty Guard Home Warranty as long as you remain a Star Light and Power Customer (See attached Information)

You, Customer, agree to the terms and conditions of this Agreement, including the Customer Disclosure Statement and General Terms & Conditions provided herewith. You hereby authorize Star Light and Power to initiate service to the accounts set forth herein, 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 and other information (collectively, "Customer Information"). Customer Information will be used by Star Light and Power to determine whether it will commence and/or continue to provide your natural gas service. Star Light and Power reserves the right to refuse to provide natural gas under this Agreement if it is unable to obtain Customer Information or obtains Customer Information that is unsatisfactory. This authorization will remain in effect as long as you are a customer of Star Light and Power; provided, however, that you may rescind your authorization for release of Customer Information at any time by sending an email to customercare@starlightandpower.com, or by calling Star Light and Power at (855) 207-7993. Star Light and Power reserves the right to cancel this Agreement if you rescind your authorization.



5932 Old York Rd,
Philadelphia PA 19140

NY RESIDENTIAL and SMALL COMMERCIAL NATURAL GAS SUPPLY AGREEMENT

CUSTOMER DISCLOSURE STATEMENT

Product	Month to Month Variable Tier Rate Natural Gas-Including Liberty Guard Home Warranty Product
How price is determined	<p>Tier Rate Natural Gas with the Liberty Guard Home Warranty: Tier Price based off actual usage. Please see chart in section 2</p> <p>The monthly tier rate is reflective of your actual usage from your utility meter reading data. . The initial price for Variable Rate natural gas service is set according to the chart in Section 2. – Price and Billing.</p>
Length of the agreement and end date	The Initial Term of this Agreement will be for 1 month(s) beginning on the first available date that your account is successfully enrolled with your LDC. For more details, see Section 3 – Term and Renewals.
Process customer may use to rescind the agreement without penalty.	A residential customer may rescind by calling (855) 207-7993 within three (3) business days of receipt of the sales agreement.
Amount of Early Termination Fee (“ETF”) and method of calculation	No early termination fee for variable rate service.
Amount of Late Payment Fee and method of calculation	1.5% per month on overdue balances
Provisions for Renewal of Agreement	After Initial Term, unless otherwise agreed to, renews on a month to month basis at the applicable Tier Rate until terminated by either party. See Section 3 – Terms and Renewals.
Guaranteed Savings	This agreement offers no guaranteed savings.
Change in Law	If at any point during the time of your service with Star Light and Power there is a change in any law, rule, regulation, tariff, or regulatory structure (“Regulatory Change”) that impacts the any term, condition, or provision of this Agreement, including but not limited to price, Star Light and Power shall have the right to modify this Agreement to reflect such Regulatory Change by providing you with 30 days’ written notice of such modification, and with the customers expressed.
Home Warranty	All Star Light and Power customers that enroll in natural gas service receive the Liberty Guard Home Warranty product. Please see paperwork that is included, or at www.starlightandpower.com , for details and coverage.

For its work in connection with this Agreement, Agent will receive payment(s) from All Choice Energy equal to \$X0.XXXX per kWh of electricity used by Customer and \$X.XX per therm of gas used by Customer pursuant to this Agreement. Agent may also be eligible for additional performance-based commissions calculated based upon Customer’s trailing twelve-month average kWh and/or therm usage and other financial and non-financial incentives from Star Light and Power. AGENT COMPENSATION IS PAID BY Star Light and Power AND NO PAYMENTS WILL AFFECT YOUR AGREED PRICE

GENERAL TERMS & CONDITIONS

1. **RESCISSION AND TERMINATION.** You may rescind this Agreement within three (3) 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 Star Light and Power at (855) 207-7993 or emailing Star Light and Power at customer@StarLightandPower.com.

Once you are a Star Light and Power gas customer, you also may cancel this Agreement at any time for any reason by providing at least 30 days' notice to Star Light and Power by calling Star Light and Power at (855) 207-7993 or emailing Star Light and Power at customer@StarLightandPower.com; provided, however, that you shall remain obligated to pay for all gas service provided to you prior to such cancellation. There is no early termination fee for Variable Rate customers. Cancellation shall be effective on the date your gas utility switches your service back to the utility or to another energy service company (ESCO).

2. **PRICE AND BILLING.**

For Month to Month Tier Rate Natural Gas including the Liberty Guard Home Warranty Product the Price shall reflect each month the actual usage that you as a consumer are determined to have used by your utility meter reading data. The initial price for Tier Rate natural gas service is set upon your meter reading. The tiered rates are set forth below in the tier chart. The prices below include all charges for your actual natural gas supply as well as the **home warranty product** (see details attached). You will remain a customer of the LDC and they will continue to handle your monthly billing as well as the delivery to your home. If you are tax exempt, you must furnish Star Light and Power with an exemption certificate before service begins. Customer is responsible for paying all applicable taxes and fees.

PRICE TIER CHART

Customer Usage (per month)	Flat Rate per month for Natural Gas Supply
0-20	\$15.00
21-40	\$30.00
41-60	\$45.00
61-70	\$52.50
71-80	\$60.00
81-90	\$67.50
91-100	\$75.00
101-150	\$112.50
151-200	\$150.00
201-300	\$225.00
301-400	\$300.00
401-500	\$375.00
501-up	\$750.00

3. **TERM AND RENEWALS.** For Variable Rate service, this Agreement will be in full force and effect for an initial period of one month commencing on a date determined by your utility. Thereafter, this Agreement will continue in full force and effect on a month-to-month basis unless either party elects not to renew this Agreement by giving the other party at least 30 days' advance notice before the end of any one-month term.

4. **ASSIGNMENT.** Customer may not assign its interests in and delegate its obligations under this Agreement without the express written consent of Star Light and Power. Star Light and Power may sell, transfer, pledge, or assign the accounts, revenues, or proceeds hereof, in connection with any financing agreement or receivables purchase program, and may assign this Agreement to another energy supplier, energy services company or other entity as authorized by the DPS with 30 days written notice to Customer.

5. **AGENCY – Gas.** You hereby designate Star Light and Power as your agent to: (a) enter into, arrange and/or administer contracts and service arrangements with your utility, and with the interstate pipeline(s) for the transportation (including capacity release, re-release and recall arrangements) of your gas; (b) nominate and schedule with the interstate pipeline(s) the transportation of your gas from the Sales Point(s) to the Delivery Point(s), and with your utility for the transportation of your gas from the Delivery Point(s) to your premises; and (c) aggregate your gas with the gas supplies of Star Light and Power's other customers in order for Star Light and Power to qualify for transportation service and to address and resolve imbalances (if any) during the term of this Agreement. As your agent, Star Light and Power will schedule the delivery of a quantity of gas at

the Sales Point(s) necessary to meet your city gate requirements based on the consumption and other information that Star Light and Power receives from your utility. The Sales Point(s) for gas will be a point or points located outside of New York State selected from time to time by Star Light and Power to assure service reliability. The Delivery Point(s) for gas transported by interstate pipelines will be the city gate station(s) of your utility. Star Light and Power agree to transport or arrange for the transportation of gas to the Sales Point(s). Star Light and Power, as your agent, will arrange for the transportation of gas from the Sales Point(s) to the Delivery Point(s), and from the Delivery Point(s) to your premises. You will receive a single bill from your utility that will include charges for the utility's transportation of gas from the Delivery Point(s) to your meter(s), your purchase of gas from Star Light and Power, and other applicable charges.

6. BILL PAYMENT, LATE PAYMENT FEES, AND TERMINATION. You will receive a single bill from your utility. Payment is due on receipt of the bill. You shall pay Star Light and Power a late payment charge on all unpaid amounts (including arrears and late payment charges) owing and not received by Star Light and Power 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. If you fail to remit payment when due, Star Light and Power may, after providing you with 15 days' written notice, terminate this Agreement. In addition, failure to make full payment of Star Light and Power charges due on any bill may be grounds for disconnection of service by your utility to the extent permitted under the rules and regulations of the New York Public Service Commission ("Commission").

7. INFORMATION RELEASE AUTHORIZATION. Customer authorizes Star Light and Power, LLC to obtain and review information regarding Customer's credit history from credit reporting agencies and the following Rev. 3.13.2020 Page 3 of 5 information from the LDC: consumption history; billing determinants; account number; credit information; public assistance status; participation in utility low income discount programs; existence of medical emergencies, status as to whether Customer has a medical emergency, is human needs, elderly, blind or disabled and data applicable to cold weather periods under PSL § 32 (3); and information pertaining to PSL § 33, tax status and eligibility for economic development or other incentives. This information may be used by Star Light and Power, LLC 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 Star Light and Power, LLC. 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 thereof to Star Light and Power or by calling Star Light and Power, LLC at (855) 207-7993. Star Light and Power reserves the right to cancel this Agreement in the event Customer rescinds the authorization.

8. TITLE, RISK OF LOSS, ETC. Customer and Star Light and Power agree that title to, control of, and risk of loss of the Purchase Quantities supplied under this Agreement will transfer from Star Light and Power to Customer at the Sales Point(s).

9. CONSUMER PROTECTIONS AND DISPUTE RESOLUTION. The services provided by Star Light and Power to Customer are governed by the terms and conditions of this Agreement and the New York State Public Service Commission rules and regulations (Orders) including the Uniform Business Practices (UBP) and HEFPA for residential customers. Star Light and Power will attempt in good faith to resolve any dispute arising under this Agreement. You can contact Star Light and Power by telephone at (855) 207-7993, email at customercare@StarLightandPower.com, or mail at Star Light and Power, LLC, 5932 Old York Rd Philadelphia, PA 19140 with any questions or disputes regarding Star Light and Power's service under this Agreement. If the parties cannot resolve the dispute within 45 days, either party may avail itself of all remedies available under law or equity. In addition, you may contact the Commission's Department of Public Service ("DPS"). The DPS will not resolve non-residential disputes; however, the DPS will monitor inquiries and contacts from non-residential customers regarding energy service companies and an excessive number of complaints may result in an energy service company no longer being eligible to supply natural gas in New York State. You may reach the DPS by phone at (800) 342-3377, by mail at New York State Department of Public Service, Office of Consumer Services, Three Empire State Plaza, Albany, New York 12223, or through the DPS website at: www.dps.ny.gov. If you have a dispute with Star Light and Power or are pursuing other legal remedies, you still must pay your bill in full, except for the specific disputed amount, during the pendency of such dispute or action. You may also request information from the DPS at the contact information above or by calling the Commission's ESCO Hotline at (888) 697-7728.

10. LIMITATION OF LIABILITY. NEITHER CUSTOMER NOR STAR LIGHT AND POWER WILL BE LIABLE TO THE OTHER FOR ANY CONSEQUENTIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, OR INDIRECT DAMAGES ARISING FROM A BREACH OF THIS AGREEMENT.

11. FORCE MAJEURE. Neither Customer nor Star Light and Power will be liable for a breach of this Agreement if such breach is due to a Force Majeure Event. A Force Majeure Event means a material, unavoidable occurrence beyond a party's control, including fire, acts of God or public enemy, an extraordinary weather event, labor strike, lockout or industrial disturbance, act of terrorism, war, flood, explosion, the unavailability for any reason of local, intrastate, or interstate gas transportation systems, and other events that cannot be prevented or overcome by the ordinary due diligence of the affected party. A Force Majeure Event does not include an inability to pay any amount owing pursuant to this Agreement.

12. NO WARRANTIES. STAR LIGHT AND POWER MAKES NO WARRANTIES, AFFIRMATIONS OF FACT OR PROMISES, EXPRESSED OR IMPLIED, THAT EXTEND BEYOND THE FACE OF THIS AGREEMENT, UNLESS OTHERWISE EXPRESSLY PROVIDED FOR HEREIN, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

13. APPLICABLE LAWS, ETC. THIS AGREEMENT WILL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH NEW YORK STATE LAW, WITHOUT REGARD TO PRINCIPLES RELATING TO CONFLICTS OF LAWS. 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. If at some future date there is a change in any law, rule, regulation, tariff, or regulatory structure ("Regulatory Change") that impacts the any term, condition, or provision of this Agreement, including but not limited to price, Star Light and Power shall have the right to modify this Agreement to reflect such Regulatory Change by providing you with 30 days' written notice of such modification, and the customers expressed consent if solicited door to door.

14. MISCELLANEOUS. You may not assign this Agreement without Star Light and Power's prior written consent. This Agreement will inure to and be binding upon the successors and assignees of the parties. This Agreement can only be amended by a writing signed by all the parties hereto including price changes if solicited door to door. This Agreement is the entire understanding between Customer and Star Light and Power with respect to the subject matter hereof and there are no promises, covenants, or undertakings other than those expressly set forth in this Agreement. Star Light and Power may sell, transfer, pledge, or assign the accounts, revenues, or proceeds thereof, in connection with any financial agreement and may assign this Agreement to another energy supplier, energy services company, or other entity in accordance with the Public Service Commission's rules and procedures, if any, governing such transactions.

15. 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 New York. This Agreement shall be construed under and shall be governed by the laws of the State of New York without regard to the application of its conflicts of law principles. **16. 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 Star Light and Power's net income, shall be paid by Customer, and Customer agrees to indemnify Star Light and Power and hold Star Light and Power harmless from and against any and all such taxes. **17. EMERGENCIES.** Your utility will continue to respond to leaks and emergencies. In the event of an energy emergency or service interruption, you should immediately call emergency personnel by dialing your utility at the following numbers: National Grid (NYC) (718) 643-4050; National Grid (Long Island) (800) 490-0045; National Grid (Upstate) (800) 892-2345; Con Edison (800) 752-6633; Orange & Rockland (800) 533-5325; Central Hudson Gas: (800) 942-8274, Electric: (845) 452-2700 or (800) 527-2714; National Fuel (800) 444-3130; NYSEG Gas: (800) 572-1121, Electricity: (800) 572-1131; RG&E Gas: (800) 743-1702, Electricity: (800) 743-1701. You may also call Star Light and Power (855) 207-7993

New York State Public Service Commission

Your Rights as an Energy Services Company Consumer ESCO Consumers Bill of Rights

Customers can purchase energy from an Energy Services Company (ESCO) or from a traditional utility. If you choose to purchase energy from an ESCO you are entitled to:

- A clear description of the services offered by the ESCO.
- Receive energy delivery and 24-hour emergency services from your utility company.
- Clear procedures for switching energy suppliers, including information about the enrollment process.
- Disclosure, in simple and clear language, of the terms and conditions of the agreement between you and the ESCO including:
 - o price and all variable charges or fees;
 - o length of the agreement;
 - o terms for renewal of the agreement;
 - o cancellation process and any early termination fees, which are limited by law; and
 - o conditions, if any, under which the ESCO guarantees cost savings.
- Rescind an agreement with an ESCO within three days of receiving the agreement, if you are a residential customer.
- A description of how pre-payment agreements work, if offered.
- Notice from the ESCO, no less than thirty days prior to the contract renewal date, of the renewal terms and the options you have as a customer.
- A fair and timely complaint resolution process.
- Provision of any written documents (contracts, marketing materials, and this ESCO Consumers Bill of Rights) in the same language used to enroll you as a customer.

If you are a residential customer you are also entitled to the rights and protections of the Home Energy Fair Practices Act (HEFPA) which requires that all utility customers be treated fairly with regard to application for service, customer billing, and complaint procedures. For more information go to www.dps.ny.gov/resright.html.

ESCOs that do not assure these consumer rights could lose their eligibility to provide service in New York. Please report any complaints to the Department of Public Service at 1-800-342-3377 (8:30 am – 4:00 pm), by mail at Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223, or online at <http://www.dps.ny.gov>.

You can find more information about your energy alternatives by visiting: www.AskPSC.com