

**6-5-20 FINAL TEMPLATE RERATE REFUND LETTER – EXISTING CUSTOMERS**

[DATE]

Dear [NAME],

As your supplier of 100% renewable electricity, Verde Energy is committed to keeping our valued customers informed about our services. We recently notified you that we lowered the rate you pay for electricity under your current agreement with Verde Energy as part of a settlement we reached with the Staff of the Public Utilities Commission of Ohio, which was approved by the Commission. In addition, as part of this settlement, we are issuing you the enclosed check in the amount of \$\_\_\_\_\_ as a refund from us for past services.

Your electric supply from Verde Energy will not be interrupted. If you have any questions about your refund, you may contact our dedicated Customer Care team at 1-800-388-3862 or by email at [customercare@Verdeenergy.com](mailto:customercare@Verdeenergy.com), or visit our PUCO settlement website at [www.verdeenergy.com/ohio-settlement](http://www.verdeenergy.com/ohio-settlement).

We appreciate the opportunity to serve your energy needs!

Warm Regards,

Kevin McMinn  
Chief Operating Officer