

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

[DATE]

Dear [NAME],

Verde Energy previously served as your supplier of 100% renewable electricity. Our company settled a case before the Public Utilities Commission of Ohio in which Commission Staff alleged that some customers may have been misled by the marketing of our services in Ohio. Though Verde Energy disagreed with these allegations, we settled the case in order to continue focusing on delivering excellent service to our customers. As part of this settlement, which was approved by the Commission, we are issuing you the enclosed check in the amount of \$\_\_\_\_\_ as a refund from us for past services.

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 [customer care@Verdeenergy.com](mailto:customer care@Verdeenergy.com), or visit our PUCO settlement website at [www.verdeenergy.com/ohio-settlement](http://www.verdeenergy.com/ohio-settlement).

Thank you for the opportunity to serve your energy needs!

Warm Regards,

Kevin McMinn  
Chief Operating Officer