



RESIDENTS ENERGY

ILLINOIS FIXED RATE CONTRACT SUMMARY

This document summarizes the key terms of your contract with Residents Energy, LLC

Retail Electric/Gas Supplier Information	<p>Residents Energy, LLC, PO Box 400, Jamestown, NY 14702 888-828-7374 www.residentsenergy.com</p> <p>You have chosen Residents Energy as your electric and/or natural gas supplier. Residents Energy is not affiliated with your electric or gas utility. Residents Energy is responsible for the electricity and/or gas supply charges on your bill. These charges will appear on your utility bill separate and apart from your electric utility's distribution charges for delivering your electricity or your gas utility's charges for delivering your natural gas.</p>
Price Structure	<p>For the Fixed rate "ResiSure" plan, your rate for the electricity and/or gas supplied by Residents Energy will be effective starting with your first date of service with Residents Energy and will remain fixed for the initial 12 monthly billing cycles (the, "Initial Term"). This rate may be higher or lower than the utility's rate at any particular time.</p>
Supply Rate	<p>Your electricity supply rate during the Initial Term will be [REDACTED] per kWh. Your natural gas supply rate during the Initial Term will be [REDACTED] per Therm.</p>
Statement Regarding Savings	<p>Residents Energy's rate for electricity/gas may be higher or lower than your utility's rate at any particular time; there is no guarantee of savings.</p>
Deposit Requirements	<p>Residents Energy does not require any deposit.</p>
Promotional Offer	<p>Fixed Rate plan.</p>
Contract Start Date	<p>Your Residents Energy supply service will begin on the date set by your utility.</p>
Contract Duration/Length	<p>The Initial Term of your supply service with Residents Energy is 12 monthly billing cycles. Upon expiration of the Initial Term, this Agreement shall automatically renew for successive renewal terms (each, a "Renewal Term") without the need for your affirmative consent. If Residents Energy does not wish to offer you another fixed rate plan following the Initial Term (or any subsequent Renewal Term), then this Agreement will automatically renew, without notice, on a month-to-month basis with a variable rate that will fluctuate as described in Section "3" of the Terms & Conditions. If Residents Energy does wish to offer you another fixed rate plan, then Residents Energy will notify you in writing, at least 30, but not more than 60, days prior to the expiration of the Initial Term (or any subsequent Renewal Term), of the length of the next Term, the fixed rate that will apply during the next Term, and any other changes that will be made to the terms and conditions of the Agreement for the next Term. Such changes will apply during the next Term unless you affirmatively terminate the Agreement with Residents Energy prior to expiration of the then-current Term.</p>
Cancellation/Early Termination Fees	<p>If you terminate your Residents Energy service during the Initial Term or during a fixed rate Renewal Term, or if Residents Energy terminates due to your breach, you shall pay Residents Energy, in addition to any other applicable charges, an early termination fee, as liquidated damages and not as a penalty, equal to: \$10.00 for each month, or portion thereof, remaining in the then-current Term. Notwithstanding the foregoing, for residential electric and gas customers and for small commercial gas customers, the early termination fee shall not exceed a total of \$50 for termination of an electric account and \$50 for termination of a gas account. For small commercial electric customers it shall not exceed a total of \$150 for termination of an electric account.</p>

See the Terms and Conditions – Uniform Disclosure Statement for full details.

1. AGREEMENT TO SELL AND PURCHASE ENERGY (“Agreement”). Residents Energy, LLC (“Residents Energy”) agrees to provide and sell to you, and you (also referred to herein as “Customer”), agree to purchase and accept from Residents Energy, the quantity of electricity and/or natural gas necessary to meet your requirements, as estimated by Residents Energy based upon consumption data obtained by Residents Energy and the delivery schedule of the utility company, subject to the terms and conditions contained herein. Residents Energy is an independent seller of power and natural gas certified by the Illinois Commerce Commission. Any Residents Energy agent that you may have interacted with is not representing or acting on behalf of a utility company, governmental bodies or consumer groups. Your utility companies remain responsible for the delivery of electricity and natural gas to your premises and will continue to respond to any service calls and emergencies. Switching to Residents Energy will not impact your electric/gas service reliability. You will receive written notification from the electric/gas utility confirming your switch to Residents Energy.

2. CUSTOMER AUTHORIZATION AND CONSENT. Customer hereby authorizes the electric/gas utility to release to Residents Energy, and authorizes Residents Energy to obtain from the electric/gas utility and review, detailed information regarding Customer’s account including, but not limited to: account number; meter number; consumption history; billing determinants; payment history; credit information; public assistance status; and participation in utility low income discount programs. This information may be used by Residents Energy to determine whether it will commence and/or continue to provide energy supply service to Customer. This authorization will remain in effect during the Initial Term of this Agreement and any renewal thereof. Customer may rescind this authorization at any time by providing written notice thereof to Residents Energy or calling Residents Energy at 1-888-828-7374. Residents Energy reserves the right to cancel this Agreement in the event Customer rescinds the authorization. Customer consents to Residents Energy’s use of automatic telephone dialing systems, artificial or prerecorded voice messages and SMS text messages to contact Customer on Customer’s landline phone or mobile phone.

3. PRICE. For each monthly billing cycle, the price for the electricity and/or natural gas supplied pursuant to this Agreement will be calculated by multiplying (i) the Variable Rate or Fixed Rate, by (ii) the amount of electricity and/or natural gas consumed, as determined by the electric/gas utility’s actual or estimated meter reads.

If you have chosen a Variable Rate (ResiFlex) electric plan, the rate for the electricity supplied pursuant to this Agreement will fluctuate at Residents Energy’s discretion. When setting rates, Residents Energy will consider numerous factors including, but not limited to, current conditions on the PJM/MISO wholesale electricity markets, the cost of obtaining electricity from all sources, capacity costs, settlement costs, costs of ancillary services, hedging costs, balancing costs, line loss costs, costs to comply with any applicable Renewable Portfolio Standards, Residents Energy’s expenses and margins, and all applicable taxes, fees, or assessments. The rate may be higher or lower than the electric utility’s rate in any particular month. There is no cap on the Variable Rate. If you have chosen a Variable Rate (ResiFlex) natural gas plan, the rate for the natural gas supplied pursuant to this Agreement will fluctuate at Residents Energy’s discretion. When setting rates, Residents Energy will consider numerous factors including, but not limited to, current conditions on the NYMEX commodity exchange, the wholesale cost of natural gas, capacity costs, storage costs, balancing costs, cost of transportation of gas to the delivery point, Residents Energy’s expenses and margins and all applicable taxes, fees, or assessments. The rate may be higher or lower than the gas utility’s rate in any particular month. There is no cap on the Variable Rate.

If you have chosen a Fixed Rate (ResiSure) electric plan, the rate for the electricity supplied pursuant to this Agreement will be [redacted] per kWh, plus all applicable taxes, starting with your first date of service with Residents Energy and continuing for all bills issued within 12 months of that date (the “Initial Term”). If you have chosen a Fixed Rate (ResiSure) natural gas plan, the rate for the natural gas supplied pursuant to this Agreement will be [redacted] per Therm, plus all applicable taxes, starting with your first date of service with Residents Energy and continuing for all bills issued within 12 months of that date (the “Initial Term”). Your rate for electricity and/or natural gas, whether a Variable Rate or Fixed Rate, does not include the electric/gas utility’s charges and fees.

Green/Renewable Energy Supply Option: If you have chosen the Green/Renewable Energy Supply option, Residents Energy will ensure that 100% of your electricity usage is matched with renewable energy certificates. [A renewable energy certificate is a tradable, non-tangible energy commodity that represents proof that 1 megawatt-hour (MWh) of electricity was generated from an eligible renewable energy resource and was fed into the shared system of power lines which transport energy]. Residents Energy may take up to 24 months after the end of each calendar year under which this Agreement is in effect to address any deficiency that may arise in the green renewable content of electricity sold under this Agreement in the previous calendar year. If you have chosen a Variable Rate product and the Green/Renewable Energy Supply option, your rate for the electricity supplied will be Residents Energy’s Variable Rate plus an “adder” of up to 3 cents per kWh. If you wish to cancel the Green/Renewable Energy Supply Option you may call Residents Energy at 1-888-828-7374. If you have chosen a Fixed Rate “ResiSure” product with the Green/Renewable Supply Option, it will no longer apply if the account renews on a variable rate pursuant to Section “7” below.

Rebate Programs: From time-to-time Residents Energy may offer a rebate program for new customers who enroll with Residents Energy and maintain active accounts with Residents Energy for a specified period of time. To be eligible to earn a rebate under any such rebate program, Customer will have 60 days to complete a validation process in accordance with the instructions that will be provided to Customer. Customer will also have to be an active customer of Residents Energy, in good standing, at the time the rebate is to be issued in order to qualify for the rebate. Rebate amounts appearing in Residents Energy’s advertising materials or presented orally to potential customers are merely examples of rebate amounts that customers might be eligible to receive. The actual amount of any rebate will be computed by reference to Customer’s actual usage over the term of this Agreement, which may vary substantially from any estimate provided. Any rebate earned by Customer will be sent to Customer at the address provided by Customer during the validation process. Rebates can be issued in a variety of forms including, but not limited to, checks, stored-value cards, or electronic gift cards. Stored-value cards and electronic gift cards will be issued by an issuing bank, pursuant to a direct relationship between Customer and the issuing bank, and will be subject to the terms and conditions of a Cardholder Agreement. Stored-value cards and electronic gift cards will expire 6 months after issuance.

4. BILLING AND PAYMENT. You will normally receive one bill each month issued by the electric/gas utility, or by Residents Energy if directed by you or the electric/gas utility. Unless otherwise provided herein, payment terms are governed by the terms of the electric/gas utility’s tariff if the electric/gas utility issues the bill. If Residents Energy issues the bill, payment of the full amount billed is due twenty-five (25) days after the date the bill is mailed. Late payments or partial payment balances will be subject to collection fees and/or reasonable attorneys’ fees and court costs, as allowed by law. All accounts, which are overdue, may be referred to a collection agency consistent with the laws of the State of Illinois. Your bill will be based on scheduled meter readings and/or estimates provided by the electric/gas utility. The parties agree to accept, for purposes of accounting for electricity/gas delivered under this Agreement, the quantity, quality, and measurement determined by the electric/gas utility. A twenty-dollar (\$20) fee will be charged for all returned checks.

5. TITLE AND TAXES. Under this Agreement, title to the electricity/gas shall pass from Residents Energy to you prior to delivery to the electric/gas utility. Your price does not include sales taxes that may apply, and these taxes generally will appear as a separate item on your bill. You shall reimburse Residents Energy for sales or other taxes, however designated, imposed with respect to the sale or transportation of electricity and/or natural gas unless, prior to execution of this Agreement, you have given us a valid tax exemption certificate(s).

6. RESCISSION RIGHTS. Customer may rescind this Agreement before Residents Energy submits the enrollment request to the electric/gas utility by contacting Residents Energy at 1-888-828-7374. An electric Customer may also rescind this Agreement and the pending enrollment, within 10 days after the electric utility processes the enrollment request by contacting Residents Energy at 1-888-828-7374 or contacting the electric utility at 1-800-334-7661 (ComEd) or 1-800-755-5000 (Ameren). A gas Customer will receive a notice from the gas utility confirming the switch to Residents Energy. The Customer will have ten business days after the date on the utility’s notice to rescind this Agreement without penalty by contacting Residents Energy at 1-888-828-7374 or contacting the gas utility at 1-888-642-6748 (Nicor), 1-866-556-6001 (Peoples Gas), or 1-866-556-6004 (North Shore Gas).

7. TERM; TERMINATION; RENEWAL; EARLY TERMINATION FEES. For a Variable Rate plan, this Agreement shall commence as of the date Customer’s enrollment with Residents Energy is deemed effective by the electric/gas utility, and it shall continue on a month-to-month basis until either Customer or Residents Energy cancels or terminates this Agreement by providing 30 days’ notice of termination to the other party. In the event such notice is given, the electric/gas utility will complete the termination on the next available date in accordance with its rules. There is no early termination fee for termination of a Variable Rate Agreement.

For a Fixed Rate (ResiSure) plan, this Agreement shall commence as of the date Customer’s enrollment with Residents Energy is deemed effective by the electric/gas utility, and it shall continue for 12 monthly billing cycles thereafter (“Initial Term”). Upon expiration of the Initial Term, this Agreement shall automatically renew for successive renewal terms (each, a “Renewal Term”) **without the need for Customer’s affirmative consent.** If Residents Energy does not wish to offer Customer another fixed rate plan following the Initial Term (or any subsequent Renewal Term), then this Agreement will automatically renew, without notice, on a month-to-month basis with a variable rate that will fluctuate as described in Section “3” above. If Residents Energy does wish to offer Customer another fixed rate plan, then Residents Energy will notify Customer in writing, at least 30, but not more than 60, days prior to the expiration of the Initial Term (or any subsequent Renewal Term), of the length of the next Term, the fixed rate that will apply during the next Term, and any other changes that will be

made to the terms and conditions of the Agreement for the next Term. Such changes will apply during the next Term unless Customer affirmatively terminates the Agreement prior to expiration of the then-current Term.

Unless the attached Contract Summary states that this provision is waived, if Customer terminates this Agreement during the Initial Term or during a fixed rate Renewal Term, or if Residents Energy terminates this Agreement due to Customer's breach, Customer shall pay Residents Energy, in addition to any other applicable charges, an early termination fee equal to: \$10.00 for each month, or portion thereof, remaining in the then-current Term. Notwithstanding the foregoing, for residential electric and gas customers and for small commercial gas customers, the early termination fee shall not exceed a total of \$50 for termination of an electric account and \$50 for termination of a gas account. For small commercial electric customers it shall not exceed a total of \$150 for termination of an electric account. The parties acknowledge and agree that the actual damages that Residents Energy will suffer as a result of Customer's early termination or breach are difficult to assess, the early termination fee described herein is a reasonable estimate of such damages, and such early termination fee constitutes liquidated damages rather than a penalty. Customer may terminate this Agreement without any termination fee or penalty by contacting Residents Energy at 1-888-828-7374 within 10 business days after the date of the first bill issued to Customer for electricity/natural gas supplied by Residents Energy. If an electricity Customer uses this provision to avoid an early termination fee, he/she shall be precluded from using this provision again for 12 months thereafter. This provision does not relieve Customer of his/her obligations to pay for the electricity and/or natural gas supplied by Residents Energy prior to the termination of service.

8. ASSIGNMENT. Residents Energy may assign or transfer its rights or obligations under this Agreement after first informing you in writing of such transfer or assignment. You may not assign or transfer your rights or obligations under this Agreement.

9. CHOICE OF LAW. This Agreement shall be construed in accordance with and be governed by the laws of the State of Illinois without regard to the conflicts of law provisions thereof.

10. NO WARRANTIES. Customer acknowledges and agrees that no warranty, duty or remedy, whether expressed, implied or statutory, is given or intended to arise out of this Agreement except as otherwise expressly stated herein, and Residents Energy specifically disclaims all other warranties, expressed or implied including any warranty of merchantability or fitness for a particular purpose or use.

11. SEVERABILITY. Should any part of this Agreement be declared invalid for any reason, such decision shall not in any manner affect the validity of the remaining portion of this Agreement, which shall remain in full force and effect as if the part determined to be invalid had not been contained herein at the time of the execution of this Agreement. If at some future date there is a change in any law, rule, or regulation whereby Residents Energy is prevented, prohibited or frustrated from carrying out the terms of the Agreement, then, at the sole discretion of Residents Energy, this Agreement may be cancelled. If, at some future date, there is a change in a federal or state approved tariff affecting Residents Energy's costs to purchase electricity and/or natural gas required to provide your service, then, at the sole discretion of Residents Energy, this Agreement may be modified to reflect those costs.

12. FORCE MAJEURE. Residents Energy will make commercially reasonable efforts to provide electricity and/or natural gas hereunder but does not guarantee a continuous supply of electricity and/or natural gas to Customer. Certain causes and events out Residents Energy's control ("Force Majeure Events") may result in interruptions in service. Residents Energy will not be liable for any interruptions caused by a Force Majeure Event, and Residents Energy 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 utility (including, but not limited to, a facility outage on the utility's facilities), or any other cause beyond Residents Energy's control.

13. LIMITATION OF LIABILITY. In no event shall Residents Energy or Customer be liable to the other or to any third party for any indirect, incidental, consequential, punitive, reliance or special damages, including without limitation, damages for lost profits, advantage, savings or revenues of any kind or increased cost of operations, whether or not Residents Energy or Customer has been advised of the possibility of such damages. Residents Energy's liability and Customer's exclusive remedy against Residents Energy, for any damages caused by any service outage, defect or failure, shall be the termination provisions set forth above in Section "7." Residents Energy's liability for other claims arising in connection with any service or this agreement, if not otherwise limited by another provision of this Agreement, shall be limited to proven direct damages not to exceed per claim (or in the aggregate during any 12-month period), the total net payments made by Customer for the applicable service during the 12 months preceding the month in which the damage occurred.

14. INDEMNIFICATION. Customer is responsible for and will indemnify Residents Energy against any and all liabilities resulting from Customer's failure to fully comply with this Agreement, and damage or injury caused by the electricity and/or natural gas after its delivery to Customer's residence.

15. DISPUTE RESOLUTION, MANDATORY ARBITRATION and CLASS ACTION WAIVER. All disputes regarding transmission, distribution, power outages, and bills from the utility should be directed to the utility. In the event of a dispute relating to Residents Energy's services hereunder, Customer shall first contact Residents Energy and attempt to resolve the dispute directly. Customer and Residents Energy shall try in good faith to resolve the dispute. A residential customer who is dissatisfied with Residents Energy's proposed resolution may file a complaint with the Consumer Services Division of the Illinois Commerce Commission ("ICC") by calling the ICC at 1-800-524-0795, by writing to the ICC at: Illinois Commerce Commission, 527 E. Capitol Ave, Springfield Illinois, 62701, or through the ICC's website at: www.icc.illinois.gov. Customer must pay the bill in full, except for the specific disputed amount, during the pendency of the dispute. Any dispute, controversy or claim arising out of, or related to, Residents Energy's services under this Agreement that is not resolved directly between the parties or by the ICC (collectively, the "Claims"), shall be resolved by arbitration before the American Arbitration Association ("AAA") conducted under the AAA Commercial Rules and, if Customer is a residential customer, the Consumer-Related Disputes Supplementary Procedures.

BY ENTERING INTO THIS AGREEMENT, YOU ARE GIVING UP YOUR RIGHTS TO SEEK REMEDIES IN COURT, AND THE RIGHT TO A JURY TRIAL. THE ABILITY TO CONDUCT DISCOVERY IN ARBITRATION IS LIMITED AND THE ARBITRATOR'S DECISION IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF THAT A COURT CAN AWARD. THE AAA SHALL HAVE THE POWER TO RULE ON ANY CHALLENGE TO ITS OWN JURISDICTION OR TO THE VALIDITY OR ENFORCEABILITY OF ANY PORTION OF THIS ARBITRATION PROVISION.

THE PARTIES AGREE THAT ALL CLAIMS INCLUDING STATUTORY, STATE OR FEDERAL CLAIMS, MAY BE MADE SOLELY ON AN INDIVIDUAL BASIS, AND THAT THIS AGREEMENT DOES NOT PERMIT CLASS ACTIONS, EITHER IN ARBITRATION OR THROUGH A COURT PROCEEDING. FURTHER, CUSTOMER WILL NOT HAVE THE RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION. AAA MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE REMAINING PORTIONS OF THIS ARBITRATION PROVISION WILL REMAIN IN FORCE. JUDGMENT ON THE ARBITRATOR'S AWARD CAN BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

16. ENTIRE AGREEMENT. This Agreement, including the Contract Summary, constitutes the entire agreement between you and Residents Energy. You acknowledge that you are not relying on any advice, statements, recommendations or representations of Residents Energy or its Sales personnel other than the written statements in this Agreement and that you have made your own decision to enter into this Agreement.

17. MODIFICATION. Residents Energy may modify the terms of this Agreement at any time and such amended Agreement will supersede any previous agreement between Customer and Residents Energy. Residents Energy will provide Customer thirty (30) days' prior written notice of any such modification. After receipt of such notice, Customer may cancel the Agreement, without penalty, by providing written notice to Residents Energy before the commencement of the next billing cycle.

18. PROTECTION OF CUSTOMER RIGHTS. Residents Energy hereby provides notice that its services are governed by the terms of this Agreement, the tariff of the electric/gas utility, and the rules and regulations issued by the ICC. Your electric utility's transmission and distribution functions and your gas utility's delivery functions will continue to be regulated by the ICC. Electric/gas service may be disconnected only by the electric/gas utility and only in compliance with rules set by the ICC. In the event of your failure to pay for the electricity and/or natural gas provided to you, Residents Energy may terminate the business relationship with you and your service may be disconnected by the electric/gas utility. The ICC may be contacted at 1-800-524-0795; <http://www.icc.illinois.gov>; or at 527 E Capitol Ave, Springfield, Illinois, 62701.

19. RESIDENTS ENERGY'S CONTACT INFORMATION. Any questions regarding these terms and conditions or your service with Residents Energy should be directed to: PO Box 400, Jamestown, NY 14702. Residents Energy may also be contacted by telephone at 1-888-828-7374, by fax at 1-716-664-2297 or by email at contactus@residentsenergy.com.