



## **Frequently Asked Questions**

### **If I use an alternative gas supplier, will I be leaving my current utility?**

No. Your utility will continue to deliver the gas to your business, read meters, administer billing and respond to all emergencies.

### **Will there be any additional charges from my utility?**

No.

### **Who will bill me?**

The utility bills you as they do now. Volunteer Energy will appear on the utility bill as the gas supplier.

### **Is there a charge to switch?**

No.

### **What is the cancellation policy?**

Volunteer Energy allows cancellation at any time without penalty or cancellation charges.

### **Does my business have to commit to a certain volume of gas?**

No.

### **How do I enroll?**

Your Account Representative will assist you in completing the Agreement Form. You will need to provide a copy of your gas bill for each location you wish to enroll.

### **How soon will I see the savings?**

The enrollment process typically takes 30 – 45 days. You will see Volunteer Energy appear on your utility bill in 45 – 60 days.