

## Thank You for Doing Business with Us

Commerce Energy of Ohio is proud to be your energy supplier of choice. It is our pleasure to serve you and the thousands of natural gas customers who enjoy the benefits of our energy-saving plans.

We appreciate your loyalty and hope you will continue to be a Commerce Energy of Ohio natural gas customer.

As you already know, price certainty, reliable energy supply, superior customer service, as well as energy-saving tips and products are the reasons customers switch to, and stay with, Commerce Energy of Ohio. If you have questions, call us at 877-226-5371.

## Commerce Energy of Ohio Service Plans

Winter is just over the horizon and wholesale natural gas prices have been falling faster than autumn leaves. In fact, natural gas prices are at their lowest rate in more than two years! So, if your contract for a natural gas service plan is about to expire, check out Commerce Energy of Ohio's 12-month and 24-month Price Stopper service plans that will protect your business or family throughout the winter and summer months. Another alternative is Commerce Energy of Ohio's



Variable Rate Plan. The rate you pay is based on the the current wholesale cost of natural gas and is for customers who do not want to lock in a rate for a specific term. For more information on our service plans and rates, visit [www.CommerceEnergy.com](http://www.CommerceEnergy.com).

## Commerce Energy of Ohio—Committed to Serving its Customers

### Newly Designed Web Site

At Commerce Energy of Ohio, we want to make it easy for our customers to learn more about our competitive rates and

to be able to enroll in the types of services plans that best meet their energy needs. Visit our updated Internet web site, [www.CommerceEnergy.com](http://www.CommerceEnergy.com) to learn more. It now takes fewer clicks to view rates and service plan options as well as find out *(continued on back page)*



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## Energy Saving Tips

### "No Cost" and "Low Cost" ways to Save Money on Winter Heating Bills

Did you know Americans use twice the energy that's necessary to heat our homes and businesses? That accounts for a lot of wasted energy! A few ways to save...

**Seal duct work** This is the number one way to conserve energy. Make sure all duct work is sealed at joints and intersections with duct sealer or silicone caulk.

**Seal air leaks** Seal all holes from pipes and wires that enter or exit the living space.

**Seal off fireplaces** Never use a fireplace as a heat source, even as a supplemental heat source. The cold air introduced into your living space through an open flue is not as efficient as sealing off a fireplace and using the primary heat source. For natural gas fireplaces, turn off the pilot light when not in use.

**Lower thermostat** In the winter, set the thermostat at 68 degrees during the day and 58 degrees at night, health permitting.

### Lower water heater to 120-125 degrees

Many water heaters are automatically set at 140 degrees. Lowering the temperature on the water heater will reduce the amount of fuel needed to heat the water.

### Change furnace filters monthly

This is the number one reason for furnace breakdowns. Inspect heating equipment annually, or as recommended by the manufacturer. Have a professional check and clean furnaces once a year.

*price certainty  
reliable energy supply  
superior customer service  
energy-saving tips*

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*(continued from Commerce Energy, Committed to Serving)*

more about the company. You will also notice our new logo and distinctive look and feel. We think you will find our redesigned Web site informative and easier to use. Visit us at: [www.CommerceEnergy.com](http://www.CommerceEnergy.com).

#### **New Product Energy Store**

Our pledge is to help you pay less for the energy you use and to provide you with products and information to help you use less energy. As your energy partner, we provide a number of products that can help you save. Products range from air cleaners, lighting, thermostats and thermometers to humidifiers and HVAC/IAQ Supplies. Check out these energy-saving products at: [www.CommerceEnergy.com/store](http://www.CommerceEnergy.com/store)

#### **Tell the CEO**

Customer service is so important to us at Commerce Energy of Ohio that you are invited to Tell the CEO. You can now send comments and inquiries directly to our chief executive officer (CEO) through: [www.CommerceEnergy.com](http://www.CommerceEnergy.com). Go to our Customer Service section and send us your thoughts!

Ohio landscape photo courtesy of Ohio Division of Travel and Tourism. Photo of corn field courtesy of USDA NRCS, photographer, Ron Nichols.

## **These additional simple tasks will protect your property and save you dollars!**

### **Doors and Windows**

- Replace worn door stops at the bottom of doors
- Install storm doors and energy-efficient windows
- Install insulating kits behind electrical plugs on exterior walls

### **Roof & Neighbors**

- Replace loose shingles
- Make sure flashing around the chimney or vent pipes is watertight
- Install a screen at the top of the chimney to catch leaves and debris
- Clean gutters and point downspouts away from house
- Trim tree limbs that are hanging over or touching your roof or your neighbor's roof

### **Pipes & Plumbing**

- Use heat tape on pipes that freeze
- Learn how to turn off water at its source so you can stop leaks immediately
- Drain water from outdoor faucets when you think a hard freeze is coming

### **Outdoor Items**

- Check foundation and siding for cracks or gaps; Repair as necessary
- Give decks an additional coat of sealer
- Drain garden hoses, roll up and store inside
- Close and cover swimming pool

### **Emergency Supply Kit**

- Create an Emergency Supply Kit with candles and matches or a small butane lighter, flashlight and batteries; battery-operated radio or weather radio; snow blower, shovels or chemicals to melt snow; bottled water; non-perishable food; hand-operated can opener; paper goods and eating utensils. Don't forget to fill your propane tank or buy charcoal for outdoor grills, as well as purchase extra firewood and fuel for your generator.

### **Expanded Customer Service Hours**

We have also expanded our customer service hours to better serve you. You can now talk with our friendly customer service representatives — Monday through Friday 7 a.m. – 1 a.m. and Saturday 8 a.m. – 9.p.m. EST.

Commerce Energy of Ohio is certified by the state of Ohio to provide natural gas energy services, certification # 02-023(2).