



May 9, 2018

Ms. Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Keystone Building, 2<sup>nd</sup> Floor, Room N 201  
Harrisburg, PA 17120

**Re: Assignment of Customer Contracts from HIKO Energy, LLC (A-2012-2298532), to Verde Energy USA Pennsylvania, LLC (License A-2013-2375988)**

To Whom It May Concern:

Pursuant to the assignment rules of Pennsylvania Public Utility Commission and the Purchase Agreement between the parties, HIKO Energy, LLC (“HIKO”) and Verde Energy USA Pennsylvania, LLC, (“Verde”) jointly provide notice of an assignment of customer contracts from HIKO to Verde. The effective date of the transfer will be the customer’s first meter read date on or after July 13, 2018.

Included with this notification is a copy of the letter which provides assigned customers with 60 days’ advanced notice of the transfer. Please see the attached table for number of assigned customers by utility territory. The existing terms and conditions, including pricing, will remain the same for the remainder of all existing contract terms. HIKO, through counsel, attests that present customer contracts allow for assignment.

HIKO does not intend to withdraw its license because it intends to continue acquiring and serving customers in Pennsylvania.

Please contact the undersigned with any questions about this matter.

Sincerely,

Gil Melman  
Vice President and General Counsel

HIKO Energy  
12 College Rd  
Monsey, NY 10952  
Phone: (571) 259-1257  
Email: kwhite@sparkenergy.com

Verde Energy USA Pennsylvania, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: (571) 259-1257  
Email: kwhite@sparkenergy.com

**RECEIVED**

MAY 09 2018

Enclosures: Customer Assignment Notice, Assignment Table by Utility Territory

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Table 1: Assignment Table by Utility Territory**

	<b>Customer Count Residential</b>	<b>Customer Count Commercial</b>
<b>PECO</b>	105	0



May 9, 2018

«Billingfirstname» «Billinglastname»  
«BillingAddress1», «BillingAddress2»  
«BillingCity», «BillingState» «BillingZip»  
Utility: «UTILITY»

Account Number: «UtilityAccountNumber»

**NO ACTION REQUIRED:** Your service will continue under your current service agreement without interruption.

Dear «Billingfirstname» «Billinglastname»,

HIKO Energy, LLC ("HIKO") has appreciated the opportunity to serve as the Natural Gas Supplier (NGS) for your «UTILITY» account. However, in accordance with your terms and conditions, we are writing to let you know that HIKO will assign your natural gas service to Verde Energy USA Pennsylvania, LLC ("Verde"), another NGS licensed by the Pennsylvania Public Utility Commission, effective with your first meter read date after the assignment transaction, on approximately 7/13/2018. After such date, you should contact Verde directly regarding your natural gas supply service.

Verde is run by an experienced team of energy experts with decades of retail energy supply and utility experience. The Verde team's experience in deregulated energy markets enables them to offer competitive prices and friendly customer service.

**No action is required on your part when this transfer occurs. Verde will honor your current agreement in place with HIKO and there will be no changes to the terms or conditions through the life of your current contract. This transfer will not cause an interruption of your natural gas services and you should continue to pay your «UTILITY» bill as normal and call «UTILITY» in case of an outage or emergency just as you do today. The same quality support and service that you are used to with HIKO will continue with Verde.**

If you have a fixed rate plan with HIKO, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply if your current contract provides for them). If you are currently served under a variable rate with HIKO, your service will continue under the same variable natural gas rate. You may also contact Verde directly to see what other options are available to you, including new options with Verde when your contract expires.

If you have any questions about the transfer of service, please contact HIKO by 7/12/2018. For your convenience, the contact information for both companies is shown below. We thank you for the opportunity to serve you and we are confident you will enjoy your new service with Verde.

Kind Regards,

Nathan Kroeker  
Chief Executive Officer and President  
HIKO Energy, LLC  
12 College Rd  
Monsey, NY 10952  
Phone: 845-406-9100  
Email: [customerservice@hikoenergy.com](mailto:customerservice@hikoenergy.com)  
Call Center: Mon-Fri: 8:00am-6:30pm EST

Verde Energy USA Pennsylvania, LLC  
12140 Wickchester Ln., Ste. 100  
Houston, TX 77079  
Phone: 800-388-3862  
Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)  
Call Center: Mon-Fri: 9:00AM-8:00PM, Sat: 10:00 AM-1:00PM EST

## Frequently Asked Questions

### **Will my natural gas service be cut off?**

No, this transfer will not cause an interruption of your natural gas services and you should continue to pay your «UTILITY» bill as normal.

### **Who do I call in case of an outage or emergency?**

Your Utility has not changed; you should call «UTILITY» for any outage or emergency just as you do today.

### **Will my current rate change?**

If you have a fixed rate plan with HIKO, your service will continue with the same fixed rate until the end of your contract term or upon cancellation of service (early termination fees may apply). If you are currently served under a variable rate with HIKO, your service will continue under the same variable natural gas rate. After 7/12/2018 you may also contact Verde directly to see what other options are available when your contract expires.

### **Will my meter read cycle or utility charges change?**

No, you will continue to receive your bill from «UTILITY» as you always have. The only change is that Verde will now be listed as the NGS.

### **What will happen to my contract / agreement with HIKO?**

Contract assignment is allowed per the terms and conditions of your HIKO agreement. Verde will honor your current agreements with HIKO, so no changes will occur with their terms or conditions until the contract end date. If you are a HIKO customer on a Variable Rate Plan, the variable natural gas rate will continue to remain on the same variable rate. You will also be eligible to renew to a fixed rate plan with Verde.

### **My contract was about to expire with HIKO, what does this mean for me?**

If the contract expires before the effective date of your transfer, your service will continue under the HIKO variable rate unless you choose a new fixed rate from Verde. If your contract expires after the effective date of your transfer, contact Verde for their current plan offerings.

### **Do I need to do anything to switch to Verde?**

No, you will not need to do anything. We will make this transition as smooth as possible for you. HIKO will assign your natural gas service to Verde, another NGS licensed by the Pennsylvania Public Utility Commission.

### **When can I expect Verde to become my official NGS?**

HIKO will assign your natural gas service to Verde, another NGS licensed by the Pennsylvania Public Utility Commission, effective with your first meter reading date after the assignment transaction, on approximately 7/13/2018.

### **Will I need to sign up with Verde or go through a credit check again?**

No, Verde welcomes you as their customer in a clear and hassle-free way.

### **How will I know when I have started services with Verde?**

Verde will appear as your NGS in the Energy Supply portion of your utility bill.

### **Will I be able to opt out of the switch to Verde?**

You can only opt out of the switch to Verde by requesting to drop to «UTILITY» or switch to another NGS while active with HIKO. Early Termination Fees will apply if set forth in your current contract with HIKO and only if you cancel your agreement with HIKO prior to the end of your contract term. Your Early Termination Fee would be \$«ETF».

### **Who do I contact should I have questions?**

If you have any questions about the transfer of service, please contact Verde.

Phone: 800-388-3862

Email: [service@verdeenergyusa.com](mailto:service@verdeenergyusa.com)

Call Center: Mon–Fri: 9:00AM–8:00PM, Sat: 10:00 AM-1:00PM EST

### **How can I learn more about Verde as my new NGS?**

Please visit Verde online at [www.verdeenergy.com](http://www.verdeenergy.com).

ORIGIN ID: NQIA (832) 200-3748  
DOMINIQUE COLVARD  
SPARK ENERGY  
12140 WICKCHESTER LN.  
STE 100  
HOUSTON, TX 77079  
UNITED STATES US

SHIP DATE: 09MAY18  
ACTWGT: 0.50 LB  
CAD: 110426145/WSX13300

BILL SENDER

TO ROSEMARY CHIAVETTA, SECRETARY  
PENNSYLVANIA PUBLIC UTILITY COMMISS  
400 NORTH STREET  
KEYSTONE BUILDING, 2ND FLOOR, ROOM  
HARRISBURG PA 17120

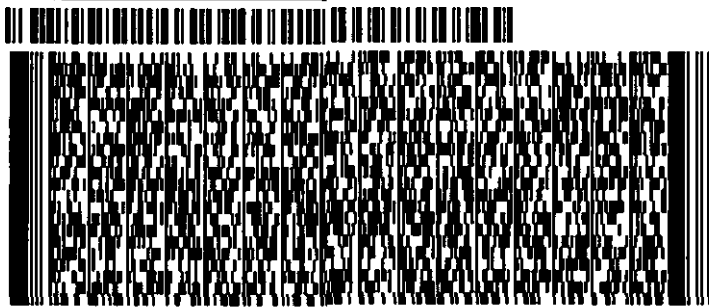
552J2/762B/D/CAS

(717) 772-7777

REF:

INV:  
PO:

DEPT:



FedEx  
Express



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THU - 10 MAY 10:30A  
PRIORITY OVERNIGHT

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