

September 5, 2017



Dear Valued FireSide Residential Customer,

This letter is being provided to you in accordance with the Georgia Public Service Commission rules to inform you of the transfer of your gas service account with Fireside Natural Gas to True Natural Gas. Please note that the effective date of your account transfer to True Natural Gas will be **October 1, 2017**.

True Natural Gas has been a Commission approved certificated Marketer to provide gas service to Consumers in the Atlanta Gas Light distribution territory since November 26, 2002.

If you agree to the transfer of your account to True Natural Gas, you do not need to take any action. Your account will be switched from Fireside Natural Gas to True Natural Gas and your natural gas service will continue through the transition without interruption. You will receive your final invoice from Fireside for usage through September 30, 2017 within the first few days of October, 2017.

If you currently are on a Fixed Term Agreement with Fireside, your price plan and Terms and Conditions of Service will not change for the remaining term of your agreement with Fireside. Prior to the expiration of your Fixed Term Agreement with Fireside, you will be mailed a copy of True Natural Gas' Terms and Conditions of Service providing you with details of the service options available to you.

True Natural Gas' Standard Variable current rate offer is \$.93 per therm, their Standard 6-month Fixed Term current rate offer is \$.448 per therm, and their Standard 12-month Fixed Term rate current offer is \$.419 per therm.

When you become a True Natural Gas Customer, you will automatically be enrolled in their True Rewards program. This is their "Thank You" for entrusting them as your new natural gas Marketer. You will start receiving incremental bill credits toward your monthly customer service charge from the start! The longer you stay with True, the more you save! In addition, your right to a free annual switch is not impacted by this transfer.

However, if you do not agree to this transfer, you have the right to select the Marketer of your choice. Fireside or True will pay switching and exit fees if you choose another Marketer on or before December 19, 2017. Simply contact the Marketer of your choice to request your service to be switched.

In the event that you choose to switch Marketers at any time, please be advised that if your request is made after the 19th of the month, your service with your newly selected Marketer will not become effective until the first of the following month; and you will receive a bill from True Natural Gas for that period.

It has been our pleasure to serve you as a Customer. As a Fireside Customer, you've become accustomed to receiving great customer care and competitive pricing, and True Natural Gas will ensure you that same level of service and pricing as your new natural gas Marketer.

If you have any questions regarding your account during the transition of your account, you should contact Fireside Natural Gas at 678-872-0250 or True Natural Gas at 770-502-0226.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike", is written over a white background.

Michael Davis
President
Fireside Natural Gas, LLC