



# ERIE COUNTY CHAMBER of COMMERCE

604 W. WASHINGTON STREET, SANDUSKY, OH 44870  
(419) 625-6421 [ERIECOUNTYCHAMBER.COM](http://ERIECOUNTYCHAMBER.COM)



## MESSAGE FROM THE PRESIDENT

### *Good Morning Chamber Members,*

As we enter 2021, we are cautiously optimistic that the covid infection rate is on a downward trajectory. But as I am writing this, I just lowered the flag here at the Chamber office to half-mast in honor and remembrance of the over 500,000 who have left us; several of which I have known. My husband and I are anxiously awaiting our turn to get the vaccination. We want to do anything we can to put this horrible chapter behind us.

Now, moving on to the upcoming year here at the Chamber, we will be resuming some of our "Business After Hours" in a covid responsible manner. We have 10 spots available so please contact Pamela soon to schedule yours. On the calendar will also be our legendary Chamber Golf Classic on August 16th so stayed tuned for more details. We are looking at some other possibilities as well.

We are very excited about the future here at the Erie County Chamber.

Kind Regards,

*Pamela Smith-Droll, CEO*  
**Erie County Chamber of Commerce**  
604 W. Washington Street  
Sandusky, Ohio 44870  
Office: 419-625-6421  
Email: [pamelas@eriecountychamber.com](mailto:pamelas@eriecountychamber.com)

## UPCOMING CHAMBER EVENTS:

### *Business After Hours at Son Rise Marina*

**When:** Tues., March 23

**Time:** 5:00pm - 7:00pm

**Where:** Son Rise Marina

1535 1st Street, Sandusky, OH

[Click here to learn more](#)

### *First-Time Supervisor: Preparing for High-Performance Leadership*

**When:** Wed., March 31

**Time:** 9:00am - 12:00pm

**Where:** Erie County Chamber of Commerce

[Click here to learn more](#)

### *Business After Hours with Forever Essentials*

**When:** Thurs., April 29

**Time:** 5pm to 7pm

**Where:** Erie County Chamber of Commerce, 604 W. Washington St. Sandusky, OH

[Click here to learn more](#)

### **SAVE THE DATE!** **2021 GOLF CLASSIC**

**When:** Mon., August 16

**Time:** To be determined

**Where:** Plum Brook Country Club  
3712 Galloway Rd., Sandusky, OH

[Click here to learn more](#)



## BBB TIP: WHY HAVING A PURPOSE-DRIVEN BUSINESS CAN DRIVE SALES AND LOYALTY

**A clear purpose is what drives a company's success.** For companies small and large, purpose gives a clear direction. It helps a company define who they are, what they stand for, and what they're looking to achieve by selling their products and services.

When a small business owner hears about a "purpose-driven strategy," they might assume that this is yet another piece of corporate jargon that doesn't apply to them. However, that couldn't be further from the truth. By defining purpose early on, a business gives itself the fuel to drive sales, maintain customer loyalty, and experience rapid growth. In fact, purpose-driven companies grow three times as fast as their competitors, have higher market share gains, and achieve higher customer satisfaction rates.

**Loyalty:** Customers are more willing to stay loyal to a brand, pay more for a brand, and defend a brand with a common purpose. According to a Cone/Porter Novelli study, 66% of consumers are willing to switch from their regular product to a new one from a purpose-driven company. This number increases to 91% for millennials. There are similar numbers for Gen-Z consumers (making up more and more of the buyer's marketplace). When Gen-Z customers find out a company is socially responsible or supports a social cause, they trust the brand more, are more likely to purchase the product, and more likely to recommend the product to others. When it comes to your company's growth, customer loyalty matters. An older but well-respected Bain & Company study indicated that if you increase your customer retention by just 5%, it can increase your profits by as much as 95%. A purpose-driven business drives customer loyalty, and customer loyalty drives profits.

**Reputation Management:** According to Deloitte, one of the top retail trends for 2020 was having "an authentic purpose." In fact, it concluded that leading with a purpose will be just as disruptive to the retail space in the next 10 years as digital has been in the last decade. Consumers now go out of their way to find out what causes a business stands behind. Increasingly, the expectation from the consumer base is that organizations stand behind a purpose. And, not doing so may cause harm to your brand's reputation. It's important to have a purpose and be transparent in sharing it with customers to garner a positive brand reputation.

**Innovation:** Purpose creates a culture that supports innovation. When a business can clearly demonstrate to its customers and employees what it values and is trying to achieve, it puts everyone on the same page. Employees who have ideas about how to get further towards that vision will feel compelled to share them. Customers will provide feedback knowing that the business wants to improve and work towards a specific goal. In fact, a recent study found that 53% of executives who work for an organization with a strong sense of purpose also felt that their company was successful with innovation and change.

**Growth:** Perhaps most importantly of all, purpose drives business growth. First, having a purpose means a company is more likely to reflect on its actions. Businesses need to contemplate if they are still supporting and prioritizing their mission. In these moments of reflection, companies can improve their products or services — which ultimately also benefits their customers. Secondly, purpose resonates with customers, which directly reflects in sales volumes. In fact, according to a CGS survey, two out of three consumers take sustainability into account when making a purchase and are willing to pay a premium for it. In particular, Gen-Z is willing to pay between 50-100% more for sustainable products. Sustainability is just one example, but the same principle applies to companies that are inclusive, donate partial profits to charities, are ethical in their sourcing, and more. Customers are happy to pay a premium for a purpose-driven product or service.



**“SUCCESS IS NOT FINAL;  
FAILURE IS NOT FATAL: IT  
IS THE COURAGE TO  
CONTINUE THAT COUNTS.”  
– WINSTON CHURCHILL**

# IMPORTANT STAFF UPDATE

at

Erie County Chamber of Commerce

When contacting the Erie County Chamber of Commerce, please use the following emails:

**Pamela Smith:**

[pamelas@eriecountychamber.com](mailto:pamelas@eriecountychamber.com)

**Kimberly Montana:**

[kimberlym@eriecountychamber.com](mailto:kimberlym@eriecountychamber.com)

**For General Inquiries:**

[info@eriecountychamber.com](mailto:info@eriecountychamber.com)

Please do NOT send emails to [Amberh@eriecountychamber.com](mailto:Amberh@eriecountychamber.com). This email address will no longer be active as of 4/1/2021.

Thank you so much!



*"PLAY BY THE RULES, BUT  
BE FEROCIOUS."  
- PHIL KNIGHT*

# MEMBER HIGHLIGHT:

Light House Sober Living operates a Level 2 residential sober living/recovery home. The Light House board is comprised of representatives from various

addiction treatment organizations, the recovery community, the faith community, as well as other concerned citizens. The Light House which begins operations in April of 2015, will provide safe and stable housing to 10 men from the community. Light House was designed to fill a void in addiction services within Ottawa County. Often times, individuals who are actively engaged in recovery struggle to find suitable housing that provides the necessary support. The organization is funded through private donations and grants from the Ohio Department of Mental Health and Addiction Services and the Mental Health and Recovery Board of Erie and Ottawa Counties. For more detailed information or for information on application requirements, please visit our website at <http://www.lighthousesoberliving.org> or email us at [lighthousesoberliving@gmail.com](mailto:lighthousesoberliving@gmail.com)



**“EVERY PROBLEM IS A GIFT—WITHOUT PROBLEMS WE WOULD NOT GROW.”**  
– ANTHONY ROBBINS

Light House Sober Living is a non-profit organization that provides recovery housing for residents of Ottawa and Erie Counties.

We operate homes for both men and women located in Port Clinton, Ohio.



Men's Home



Women's Home

**For more info, contact Light House Sober Living at:**

- In-Person: PO Box 24; 515 E. Fifth Street, Port Clinton, OH
- Online: [www.lighthousesoberliving.org](http://www.lighthousesoberliving.org)
- [Facebook.com/lighthousesoberliving/](https://www.facebook.com/lighthousesoberliving/)
- Phone: (419) 967-9550
- Email: [lighthousesoberliving@gmail.com](mailto:lighthousesoberliving@gmail.com)

## MEMBER HIGHLIGHT:



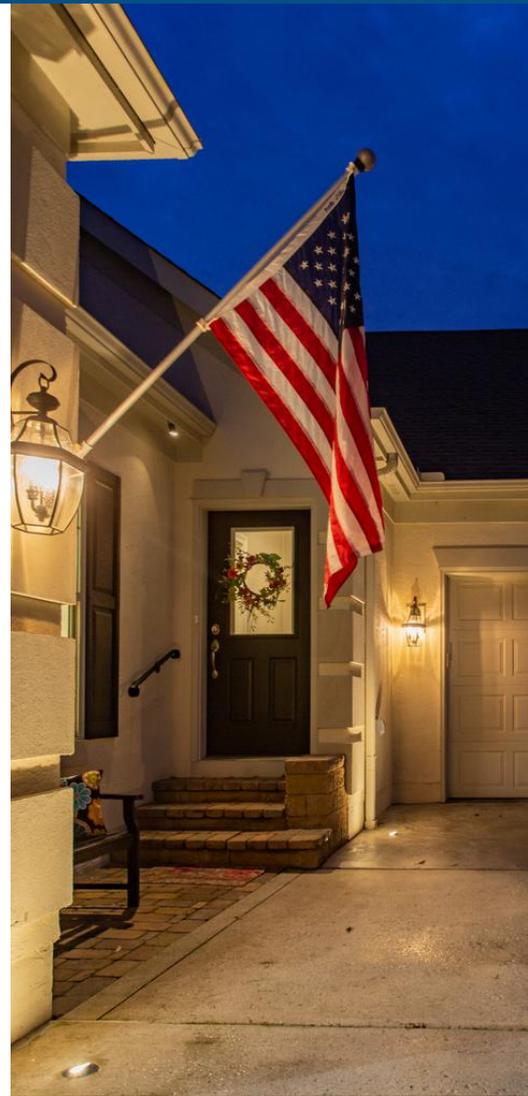
We are a hearing aid company that has franchised and corporately-owned retail centers all over the United States. With over 1,500 locations, we strive to bring our customers leading-edge technology and hearing solutions that improve lives, relationships and communities. Since 1948, we've been committed to helping people reconnect to the people and things they love through improved hearing healthcare.

# DID YOU KNOW ?

YOUR EARS NEVER STOP HEARING

## EVEN WHEN YOU SLEEP

THEY CONTINUE TO PICK UP SOUND,  
YOUR BRAIN JUST BLOCKS IT OUT.



*“AND THE DAY CAME  
WHEN THE RISK TO  
REMAIN TIGHT IN A BUD  
WAS MORE PAINFUL THAN  
THE RISK IT TOOK TO  
BLOSSOM.”*

*– ANAÏS NINZIGLAR*

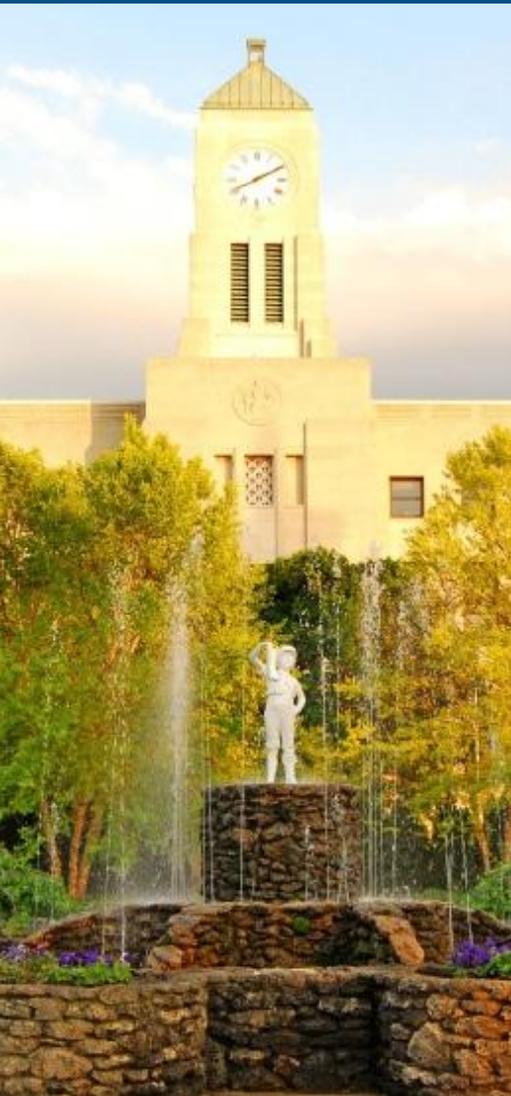


**For more information, contact Miracle Ear Sandusky at:**

- In Person: 4920 Milan Road, Sandusky, OH 44870
- Online: [www.miracle-ear.com](http://www.miracle-ear.com)
- [Facebook.com/miracleear/](https://www.facebook.com/miracleear/)
- Phone: (567) 708-7382

# MEMBER HIGHLIGHT: GARNER SANITATION SERVICES

Since 1964, Garner Sanitation Services Inc. has been providing anyone within a 40-mile radius of Sandusky, OH with quality sanitation devices, from free-standing sinks to handicapped-accessible portable toilets. Call us today to learn what we can do for your sanitation needs.



***“I OWE MY SUCCESS TO HAVING LISTENED RESPECTFULLY TO THE VERY BEST ADVICE, AND THEN GOING AWAY AND DOING THE EXACT OPPOSITE.”***

***– G.K. CHESTERTON***



**For more info, contact the Garner Sanitation Services at:**

- In-Person: 2525 W. Monroe Street, Sandusky, OH 44870
- Online: <https://garnersanitation.com/>
- [Facebook.com/Garner-Sanitation-Services-154438851259098/](https://www.facebook.com/Garner-Sanitation-Services-154438851259098/)
- Phone: (419) 625-8764

# MEMBER HIGHLIGHT:



# THE MACK IRON WORKS COMPANY

The Mack Iron Works Company has been an expert in metal fabrication since 1901. Today, Mack Iron provides special fabrication and is a leader in workmanship, reliability and engineering knowledge of product specifications and performance. Your product requirements deserve no less than the experience and quality of service which only The Mack Iron Works Company can provide. The Mack Iron Works Company holds an ASME Section VIII, Division 1 "U" stamp Certificate of Authorization and a National Board "R" stamp Certificate of Authorization.



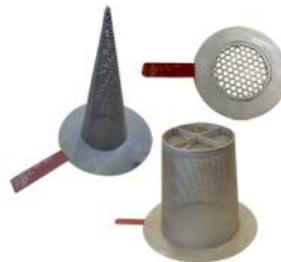
[Housings](#)



[Blind Products](#)



[Fabricated Items](#)



[Geometric Strainer Products](#)

*"I DON'T KNOW THE WORD 'QUIT.' EITHER I NEVER DID, OR I HAVE ABOLISHED IT."*

*- SUSAN BUTCHER*

**For more info, contact Mack Iron Works Company at:**

- In-Person: 124 Warren Street, Sandusky, OH 44870
- Online: [www.mackiron.com](http://www.mackiron.com)
- [Facebook.com/pages/The%20Mack%20Iron%20Works/133977143320061/](https://Facebook.com/pages/The%20Mack%20Iron%20Works/133977143320061/)
- Phone: (419) 626-6225
- Email: [info@mackiron.com](mailto:info@mackiron.com)

# Shop Small & Support Local

## New Year, New Financial You!

### Credit Card Balance Transfer Special

**2.49% Introductory APR for the First 18 Months<sup>1</sup>, 9.15% – 18.00% APR After Promotion Ends**

- No balance transfer fees!
- No cash advance fees!
- Consolidate merchant and major credit card debt!
- Offer ends February 28, 2021!
- Upload your VLFCU Visa<sup>®</sup> credit card to your phone's digital wallet for improved security!<sup>2</sup>

**VLFCU.ORG • 800.691.9299**



<sup>1</sup> Membership eligibility is required with a minimum deposit of \$25.00 in a Share/Savings Account. Member must be in good standing with VLFCU. No promotions are eligible with any other offer or discounts. "APR" = Annual Percentage Rate. Promotional rate of 2.49% APR applies for eighteen months after you transfer a balance. Offer valid from December 1, 2020 through February 28, 2021. Balance transfers may not be used to pay down an existing VLFCU Visa. After the promotional period ends, the APR will be (Prime + 5.90% to 17.90% as published in the Wall Street Journal), based upon your credit worthiness. APR may vary but will not exceed 18.00%. Foreign transaction fee up to 1% of each transaction amount applies to purchase made outside of the U.S. Subject to change or cancellation without notice. <sup>2</sup> Standard data rates from your mobile service provider may apply.



## ERIE COUNTY CHAMBER OF COMMERCE MEMBER BENEFITS



There are dozens of membership benefits for Erie County Chamber of Commerce. Check out the perks by clicking the link below and discover how we can help you and your business grow.

**[Click Here To View The Flyer](#)**

# Want to prompt your business all year long with a block ad?

Contact Pamela at [PamelaS@eriecountychamber.com](mailto:PamelaS@eriecountychamber.com).

PLEASE JOIN US FOR

# *Business* AFTER HOURS



**MARCH 23RD 5-7PM**

## **SON RISE MARINA**

**1535 1ST STREET, SANDUSKY, OH 44870**

**MIX & MINGLE** with the Erie County Chamber of Commerce at Son Rise Marina. This is a free event for Chamber Members only.



**ERIE COUNTY**  
CHAMBER of COMMERCE

**PLEASE RSVP TO (419) 625-6421 or  
[www.eriecountychamber.com](http://www.eriecountychamber.com)**

Prizes



Games

# BUSINESS AFTER HOURS

29 | APRIL | 2021



5pm to 7pm

Come learn how to take care of your health the natural way while visiting with other chamber members.

Fun

Snacks

WHERE: CHAMBER OF COMMERCE  
604 W . Washington St Sandusky, ,Ohio 44870

PLEASE RSVP TO: (419) -602-7848

Are you tired of traditional health care?  
Do you want to try something different?  
Do you want to get out of the house?  
Come have fun while learning how to take  
care of your health the natural way.  
Snacks provided. Win prizes. Zoom link  
provided. Covid policies apply.

FOREVER ESSENTIALS, LLC

## ESSENTIAL OILS MADE EASY

15 | March | 2021



7pm to 8pm

Where: Chamber of Commerce  
604 W. Washington St Sandusky, Ohio  
Call (419) - 602-7848 Rsvp by March 11



# FIRST-TIME SUPERVISOR: Preparing for High-Performance Leadership

## Registration Deadline: March 10

# SEMINAR



**MARCH 31, 2021**  
**9AM to 12PM**



Erie County Chamber  
of Commerce  
604 Washington Street  
Sandusky, OH 44870

### REGISTRATION

**\$20 PER PERSON**

(419) 625-6421

[eriecountychamber.com](http://eriecountychamber.com)



Kitty Brandal, PhD  
President & Program Architect  
Corporate Compass Training, LLC

### ABOUT THE SEMINAR

**Are you ready to take your next step? Are you ready to become a high-performance supervisor or manager?**

This program is for new supervisors or for supervisors who haven't received much formal leadership training in their career. This is also a great refresher for people who have been in leadership positions for a while. **We will discuss:**

- What does a supervisor actually do?
- The transition from peer to manager.
- What great leaders do and don't do!
- Motivating team members.

**A leadership style self-assessment is also being offered in this program. There will be no extra fee for this insightful assessment! We will discuss the various styles, strengths, and challenges of each style.**

This workshop will offer participants a broad overview of some of the most important responsibilities of a leader today. Leadership competencies are learned on-the-job every day. However, having a new set of tools (or a renewed set) can significantly enhance a leader's competency. New supervisors who attend this training will be **better prepared to take on the challenges of their new responsibilities much sooner**. We use a video in this session to break down various leadership styles. People have reported being much more comfortable taking on their role of supervisor/manager after going through this workshop!

### MEET OUR SPEAKER

Dr. Kitty Brandal is an experienced independent trainer who has been training and developing people for over 25 years. She is the President of Corporate Compass Training, LLC. She specializes in emotional intelligence and leadership development. Corporate Compass offers interactive training workshops in emotional intelligence, diversity, conflict management, customer service, and many other programs that can bring harmony to the workplace and positively impact your bottom line.

# LORIS PRINTING

SINCE 1966

**ONLINE SPECIAL!**  
**15% off your new print project**  
 Design or upload your file on our website  
 enter coupon code: **Save15**

**DID YOU KNOW?**

## ABOUT OUR PRINTING SERVICES

Create a memorable first impression and help keep your brand in new and returning customers' minds with custom-designed business cards, letterhead, envelopes and flyers!



**BUSINESS CARDS**

- ▶ Full color or black and white
- ▶ Available in one and two-sided
- ▶ Several paper stocks available



**LETTERHEAD**

- ▶ Adds a professional touch
- ▶ Laser/inkjet printer compatible
- ▶ Add matching envelopes



**ENVELOPES**

- ▶ #10 Envelopes (regular/window)
- ▶ Add security tint or Kwik-Tac
- ▶ Many sizes/colors available



**FLYERS**

- ▶ Attract new customers
- ▶ Full color or black and white
- ▶ Many custom sizes/layouts



**419-626-6648**

2111 CLEVELAND ROAD • SANDUSKY, OH  
 WWW.LORISPRINTING.NET



# CAREER FAIR

03.30.21

11:00 a.m. - 1:00 p.m.

To register yourself or business  
for the event, visit us at  
[Terra.edu/CareerFair](https://Terra.edu/CareerFair)



**GET STARTED TODAY!**  
**CALL: (419) 625-6421**

**GET THE WORD OUT LOUD AND CLEAR**  
**IN ERIE COUNTY!**

Reach over 1,000 chamber members

## CHAMBER NEWSLETTER ADVERTISING

HELPING TO PROMOTE YOUR BUSINESS IN YOUR OWN BACK YARD!

The Chamber Newsletter is published bi-weekly and distributed electronically to over 1,000 readers at over 400 businesses. As the organization's primary source of communication, the newsletter updates educational and networking opportunities and other upcoming events; highlights member news, and offers one of the most popular forms of advertising. The newsletter is available on the Chamber's website and archived issues are always available. [Click here](#) to navigate to our Chamber Newsletter.



**PURCHASE (1) BLOCK AD FOR AN ENTIRE YEAR FOR JUST \$499**

- Include articles in the bi-weekly newsletter
- Showcase your business
- Share photos of your business
- Introduce your employees
- and more!!!!

The best part of this deal is being able to change your messaging 6 times during the year!  
The first block ad is 8.5" wide by 2.65" high. The second block ad size varies.

**CONTACT PAMELA TO GET STARTED!**  
**PamelaS@ErieCountyChamber.com or call (419) 625-6421**



# LIMITED TIME OFFER

Dear Chamber Member,

Your Erie County Chamber of Commerce has provided an exclusive low rate for commercial Ohio Edison and Illuminating Company customers. Starting April 1, 2021, you can pay 4.99¢ per kwh for the next 36 months!

### Exclusive Chamber Energy Program Rate 4.99¢/kwh

Don't wait. Send in your signed TPA with a copy of your most recent utility bill to lock in your rate today. You can trust the Chamber Energy Program to leverage their expertise and buying power to manage your energy accounts and protect you from market shifts for years to come.

Sincerely,

Pamela Smith-Droll  
President  
Erie County Chamber of Commerce

\*Offer valid for immediate through 7/1/2022 start dates for commercial Ohio Edison and Illuminating Company customers using more than 15,000 kwh annually. Subject to supplier approval. Rates change daily. The above rate was current as of 2/15/2021. For today's rates, visit [chamberenergyprogram.com/enrolltoday](http://chamberenergyprogram.com/enrolltoday).

## 3 Easy Steps to Enroll

1. Complete the Third Party Authorization (TPA) form.
2. Attach a copy of your most recent electric bill(s).
3. Email the TPA and bill(s) to [enrolltoday@ceateam.com](mailto:enrolltoday@ceateam.com).

**It's that simple!**

## ENROLL TODAY AND LOCK IN YOUR SAVINGS



Offered to over 200 chambers of commerce in partnership with NOACC and SOCA



Powered by:  
**Community Energy Advisors**  
[enrolltoday@ceateam.com](mailto:enrolltoday@ceateam.com)



# FREQUENTLY ASKED QUESTIONS

## 1. How do I sign up for the program?

### Just follow three easy steps!

1. Complete the Third Party Authorization (TPA) form.
2. Attach a copy of your most recent electric bill(s).
3. Email the TPA and bill(s) to [enrolltoday@ceateam.com](mailto:enrolltoday@ceateam.com).

## 2. What if I do not have access to email?

There are several easy ways to enroll. Simply send your TPA and bills to one of the following:

- **Email:** [enrolltoday@ceateam.com](mailto:enrolltoday@ceateam.com)
- **Fax:** 330-721-8111
- **Text:** 330-409-7892
- **Enroll online:** at [www.chamberenergyprogram.com/enrolltoday](http://www.chamberenergyprogram.com/enrolltoday)

## 3. Do I need to be a member of the chamber to sign up for this energy savings program?

No. You do not need to be a member. The Chamber is a resourceful advocate for the community and is making its discounted electricity rates available to members and non-members.

## 4. Why is the Chamber doing this?

With the unfortunate circumstances of COVID-19, the Chamber sees an opportunity to share its Chamber Energy Program with the community, providing local businesses with an immediate opportunity to reduce their costs.

## 5. I do not own a business. Can I still sign up?

We are only able to provide this offer to commercial customers at this time.

## 6. Are there any upfront costs to enroll?

The chamber does not charge for this service.

## 7. Will I receive a separate bill from my new supplier once I switch?

No, you will continue to receive only one bill from your local electric utility company, either the Illuminating Company or Ohio Edison. You will see your new supplier's discounted rate listed on your bill.

## 8. What term is the exclusive rate through the Chamber Energy Program?

The Chamber Energy Program is offering an exclusive 36 month rate that starts at your first available meter read and can be viewed online at [chamberenergyprogram.com/enrolltoday](http://chamberenergyprogram.com/enrolltoday). Rates can change daily.

## 9. What if I am with a supplier now?

A Chamber Energy Program representative will work with you and your supplier to identify when your current contract ends and enroll you in the program.

## 10. What happens when my contract ends?

The Chamber Energy Program will renew your contract prior to expiration to ensure you continue to receive competitive rates on the supply portion of your utility bill.

## 11. Who is Community Energy Advisors (CEA)?

CEA manages the Chamber Energy Program offered to over 200 Chambers of Commerce in partnership with NOACC and SOCA.

## 12. Who do I call if I have more questions about the program?

Feel free to call our Chamber Energy Program representative at 330-409-7892.



LIMITED  
**TIME**  
OFFER

## 3 Easy Steps to Start Saving!

1. Complete the Third Party Authorization (TPA) form on the back of this page.
2. Attach a copy of your most recent electric bill(s).
3. Email the TPA and bill(s) to [enrolltoday@ceateam.com](mailto:enrolltoday@ceateam.com).

**It's that simple!**

\*Offer valid for immediate through 7/1/2022 start dates for commercial Ohio Edison and Illuminating Company customers using more than 15,000 kwh annually. Subject to supplier approval. Rates change daily. The above rate was current as of 2/15/2021. For today's rates, visit [chamberenergyprogram.com/enrolltoday](http://chamberenergyprogram.com/enrolltoday).

**Exclusive  
Chamber Energy  
Program Rate  
4.99¢ / kwh**

**ENROLL TODAY AND LOCK IN YOUR SAVINGS**



Offered to over 200 chambers of commerce in partnership with NOACC and SOCA



**Powered by:  
Community Energy Advisors**  
[enrolltoday@ceateam.com](mailto:enrolltoday@ceateam.com)

## Third Party Authorization To Enroll

### Bulk Electricity & Natural Gas Buying Group

This Authorization is given on \_\_\_\_\_ by \_\_\_\_\_ ("Customer") to Community Energy Advisors, LLC ("CEA"), the coordinator of a bulk Electricity & Natural Gas Buying Group comprised of multiple commercial entities ("Group").

This Authorization declares Customer's appointment of CEA as its exclusive, authorized agent to act on behalf of Customer and to secure electricity and natural gas rates for Customer's accounts. Customer hereby declares and gives CEA approval to act on Customer's behalf with regard to inclusion of Company in the Group for purposes of negotiating, transacting and executing agreements with third-party suppliers involving the purchase electricity and natural gas products. Customer authorizes CEA to secure these energy supply products for an initial and subsequent renewal terms, each up to a term of 48 months.

Customer acknowledges and agrees that CEA may provide to third-party suppliers Customer information needed to secure electricity and natural gas pricing and gives permission to CEA to sign supply agreements with certified retail natural gas and electric suppliers on Customer's behalf. Customer authorizes suppliers to obtain Customer's usage information from its utilities. Customer authorizes the release of all current contract information between Customer and supplier, as requested by CEA. CEA will make available to Customer a prototype of agreements from prospective suppliers for Customer's review. Customer understands that a Transaction Confirmation ("TC") will be sent to Customer with details of all agreements signed on Customer's behalf. Once enrolled by the retail supplier, customers other than those defined as Mercantile shall have the right to rescind their enrollment with the retail supplier within seven calendar days following the postmark date on the utility's confirmation notice.

Customer understands it (1) will be bound by any electricity and natural gas agreements signed on Customer's behalf as if it were signed by Customer; (2) will remain responsible for all obligations incurred on its behalf by CEA; (3) shall indemnify and hold harmless CEA and any contracted third-party supplier against claims, losses, liability or expenses as a result of actions performed by CEA under this Authorization, including any early cancellation fees; (4) shall contact any current supplier(s) and provide notice of termination, if necessary, based upon enrollment by Customer's new retail supplier. Customer agrees to provide CEA with all information necessary for CEA to act as Customer's agent, including, but not limited to, all information relating in any way to Customer's utility account(s), utility programs, energy requirements, energy supply agreements, and energy usage. Customer acknowledges that CEA does not guarantee any particular outcomes or results. Customer further acknowledges that changes to applicable laws, rules or utility programs may adversely impact Customer, and CEA is not responsible for any such changes or impacts.

Notices to CEA shall be delivered to: Community Energy Advisors, LLC  
 Attention: Chamber Energy Program  
 3725 Medina Rd., Suite 112, Medina, OH 44256  
 Phone: 330.409.7892 / Fax: 330.721.8111  
 Email: enrolltoday@ceateam.com

The term of this Authorization shall be one year and will renew annually for additional one year terms unless Customer terminates the Authorization at least thirty (30) days prior to the end of the initial or any renewal term. CEA will notify Customer in writing at least 30 days prior to the expiration of all agreements and transactions made on behalf of Customer through the Group.

Erie County Chamber of Commerce

Chamber

Street Address

Business Name

City/State/Zip

Phone

Email

Signed

Title

Printed

Date