

Greenwave Energy Fixed Price Natural Gas with Carbon Offsets & Rebate

Price, Terms, and Conditions



Greenwave Energy is required to provide their customers with this notice of Price, Terms, and Conditions of service.

Company:	Greenwave Energy
Whom should I contact for more information?	UET, LLC dba Greenwave Energy C/O Spartan Marketing Group, LLC. 40349 US Highway 19 N Suite 402 Tarpon Springs, FL 34689 Phone: 800-296-2203 (Toll Free) Email: customerservice@greenwaveenergy.com
What is the contract length?	The contract to purchase Greenwave Energy fixed price natural gas has a Primary Term of 12 months. After the Primary Term expires, the contract will automatically renew until you (the Customer) notify Greenwave Energy in writing or by phone of your intent to cancel. Greenwave Energy's Customer Care Team will contact customers 30-60 days before the Primary Term expires to communicate that your contract will be automatically renewed for 12 months.
How much will Greenwave Energy Green Gas cost me?	Greenwave Energy, LLC offers carbon offsets to reduce the environmental impact of your natural gas usage. The greenhouse gas emissions offset with this program are those associated with the combustion of natural gas at the point of consumption only, and do not include lifecycle emissions that occur during extraction, production, or delivery. Your natural gas cost will be fixed at \$1.20 per therm for an initial 12-month period. You may contact Greenwave and request to remain on a fixed rate which will be calculated at the end of your initial period. If you do not contact Greenwave, you will be invoiced at the variable monthly wholesale purchase price paid by Greenwave for the delivery month to include carbon offsets.
Will my rates change over time?	The cost of your natural gas is fixed for an initial 12-month period, Primary Term, and will revert to the variable monthly wholesale purchase price paid by Greenwave for the delivery month to include carbon offsets.
What other fees might I be charged?	A late fee may be charged for invoices with an unpaid balance extending beyond thirty (30) days. The CPUC requires that the customer be allowed to cancel the service agreement without penalty during a period of 30 days following the date of their first bill. However, Greenwave Energy is currently not charging a penalty fee for cancelling the service agreement even after the initial thirty (30) day period.
How will I be billed?	Charges for natural gas procured by Greenwave Energy and the monthly service fee will appear as separate line items on your monthly bill from PG&E. You will continue to be billed by the utility for delivery of the natural gas by the utility. You will receive a procurement credit from the utility for its natural gas supply which is being replaced by natural gas procured by Greenwave.

What do I do to receive my rebate?	After your initial, Primary, term of 12-months you qualify for a 35% rebate. The rebate will represent 35% of your average monthly usage from Greenwave during the initial term. You will need to call Greenwave's Customer Service and request a check for the rebate which will be mailed directly to you.
How do I cancel my participation, and when do termination fees apply?	If you become dissatisfied and/or would like to end your participation in the Greenwave Energy's carbon neutral natural gas program, you may contact Customer Service and request to be switched back to PG&E, and no penalty fee will be charged for terminating the agreement.
What are carbon offsets?	Greenwave Green Gas incorporates carbon offsets. Carbon offsets represent the reduction of a specific quantity of greenhouse gas (GHG) emissions. By purchasing carbon offsets, you alone have the right to all associated claims about the environmental benefits they embody. Carbon offsets are a real environmental commodity, not a donation or an investment in future emissions reductions projects. The verified GHG emissions you purchase are sourced from projects that have been validated and registered under high-quality project standards. For more information, see www.greenwaveenergy.com .