



Direct Energy™

**IMPORTANT INFORMATION REGARDING
CHANGES FOR MAILING PAYMENTS
EFFECTIVE JANUARY 29, 2008**

January 25, 2008

TO: DIRECT ENERGY AGENCY ASSISTANCE CENTERS

Beginning January 29, 2008 Direct Energy has two new addresses for mailing payments. In order to ensure our customers receive timely processing of payments, Direct Energy requests that all agencies start using the two (2) new addresses when submitting payments based on the format of Direct Energy account numbers.

For Direct Energy account numbers that are 5-to-7 digits (e.g., 99995 – 9999997), please mail payments to:

Direct Energy

P.O. Box 650272

Dallas, TX 75265-0272

For Direct Energy account numbers with 10-digits starting with a "5" (e.g., 5123456789), please mail payments to:

Direct Energy

P.O. Box 650273

Dallas, TX 75265-0273

We have updated the enclosed Agency Assistance procedures to reflect the two new addresses. Please review the information and if you have any questions or need additional information regarding the changes, please contact the Direct Energy Agency Assistance Hotline toll-free at 1-866-208-2533.

Sincerely,

Direct Energy
Agency Assistance Department

Enclosures: Agency Procedures Quick Reference Guide (Updated)
 Agency Pledge & Payment Forms (Updated)