

How to request CUSTOMER ACCOUNT INFORMATION

CALL 1-866-627-7628

For **ACCOUNT BALANCES & HISTORIES**

AGENCY STEPS:

- Call Direct Energy at 1-866-627-7628 to request **ALL** Customer Account Balances and History Reports

CUSTOMER STEPS:

- Access Customer Account Balances and History Reports online via the web.

View Direct Energy's Online Customer Care demo to see how to obtain account information via the internet.

Using Internet Explorer go to:

http://www2.directenergy.com/texas/home/texas_b2c/b2c.html

Note: Cut and paste the link into your internet browser if the link does not automatically launch the demo.

How to Submit PLEDGES to Direct Energy

USE "AGENCY PLEDGE" FORM
Required for **ALL** Pledges

AGENCY STEPS:

- Complete the **Direct Energy AGENCY PLEDGE Form** with **ALL** the information requested.
- Review to ensure **ALL** Customer Account Numbers and information is correct and legible.
- Fax the Pledge Form to: **1-866-814-3021**
- OPTIONAL STEP:** To verify fax confirmation to ensure Direct Energy received Pledge Request (via Fax) – please call Direct Energy at **1-866-208-2533 Option#2** to confirm receipt.
- PLEASE NOTE:** Agency will need to have customer call Direct Energy Customer Service at **1-888-305-3828** to setup payment arrangements for the customer's portion of the bill that is not being covered by the agency pledge.

DIRECT ENERGY STEPS:

- ANY QUESTIONS?** Call the agency contact provided on the pledge form to clarify any questions.
- Post Pledges to **ALL** Customer Accounts within **24** hours of pledge receipt and note when pledge payment is expected to be received.
NOTE: a 45-day payment extension is applied to customer's account for the agency's payment only.
- Document the date pledge was received and the Direct Energy agent who processed the pledge request on the Pledge Form document.

How to Submit PAYMENTS to Direct Energy

USE "AGENCY PAYMENT LIST"
Required for **ALL** PAYMENTS

AGENCY STEPS:

- Complete the **Direct Energy AGENCY PAYMENT List Form** with **ALL** the requested information
 - Payment List **MUST BE INCLUDED** with payment
 - Ensure check amount **EQUALS** total number of accounts being paid
 - Review to ensure **ALL** Customer Account Numbers and information is correct and legible.
 - PLEASE DO NOT SEND REMITTANCE STUBS** with the payment – **ONLY THE PAYMENT LIST** is required.
 - Mail **CHECK** and supporting **PAYMENT List** to Direct Energy ... **address information on Page 2.**
- ** IMPORTANT NOTE:** Please fax a copy of the payment list to 1-866-814-3021 so that Direct Energy is aware that payment has been mailed to the bank for processing.

BANK STEPS:

- Upon receipt of Payment and Pledge Payment List the Bank will process the payment against the list of customers submitted on the Payment List Form.
- If a pledge payment **CAN NOT** be posted to a customer's account, the Bank will post the entire payment to Direct Energy's suspense account and report all unapplied payments to Direct Energy for processing.

DE CUSTOMER ACCOUNT & AGENCY FAQ's

Effective JANUARY 29, 2008 (Updated)

AGENCY ASSISTANCE Hotline 1-866-208-2533 Option #1

Send Inquiries to:
1-866-814-3021 (FAX)

Mail Payments:

• **5-to-7 digit ACCOUNT NUMBERS** mail to:

Direct Energy
P.O. Box 650272
Dallas, TX 75265-0272

• **10-digit ACCOUNT NUMBERS** that begin with a "5" mail to:

Direct Energy
P.O. Box 650273
Dallas, TX 75265-0273

All Other Correspondence to:

Direct Energy
P.O. Box 180
Tulsa, OK 74101-0180
ATTN: Agency Assistance Dept.

CUSTOMER ACCOUNT FAQ's

? What if the agency needs information about a Direct Energy Customer's electric service account?

- Contact Direct Energy @ **1-866-627-7628** to request current account balances and status of account
- Please have available the customer's name, Direct Energy account number and premise number in order to process the request

? How does an agency get customer usage histories?

- Contact Direct Energy @ **1-866-627-7628** to request premise usage histories
- Please have available the customer's name, Direct Energy account number and premise number in order to process the request
- ALL history reports will be provided within 24-hours of request via fax or email to the requesting agency

? When does the Direct Energy customer (i.e., agency client) have to pay their bill?

- Direct Energy customers using an agency to obtain financial assistance for their electric service bill is obligated to pay their portion of any outstanding balance by the DUE DATE on their most recent bill.
- A 45-day payment extension for the agency payment will be assigned to the customer's account only for the agency portion of the outstanding balance.
- Agencies should clearly explain to the Direct Energy customer their obligation to make a payment on time, otherwise their service is subject to disconnection.

AGENCY PLEDGES & PAYMENT FAQ's

? If an Agency sends Direct Energy a pledge form how do we ensure Direct Energy received our pledge submittal?

- Direct Energy will monitor the fax daily for agency pledge forms and upon request by the agency DE will confirm/validate that they have received the pledge.

? What if I have questions about a customer's account status related to a pledge?

- Agencies can contact Direct Energy at **1-866-208-2533 – OPTION #1** to verify the status of a pledge.

? What if I have questions about a customer's account status related to a payment?

- Agencies can contact Direct Energy at **1-866-208-2533 – OPTION #1** to verify the status of a agency pledge payment or customer payment.

? What if I misplace the pledge and payment forms and FAQs?

- Agencies can find the forms and FAQ's on Direct Energy's website (www.directenergy.com) in the Billing & Payment section under Payment Assistance Agencies for *RESIDENTIAL* customers.