



Direct Energy Change Your Plan Terms and Conditions

These terms and conditions (the "Terms and Conditions") govern the Direct Energy Change Your Plan program (the "Program"). The Program is available to Direct Energy's residential retail electricity customers who are enrolled in a qualifying electricity plan ("Qualifying Plan") and allows a one-time opportunity to switch to a different qualifying retail electricity plan option from Direct Energy ("Alternative Plan") within 90 days following enrollment in the Qualifying Plan without incurring an early termination fee. By participating in the Program, you agree to these Terms and Conditions.

Qualifying Customers

To participate in the Program, you must be a Direct Energy residential electricity customer on a Qualifying Plan and not have previously changed your electricity plan pursuant to the Program. Program participation is limited to one time only. You must change your plan within the first 90 days of the contract term of your Qualifying Plan.

Qualifying Plans

Customers with a term electricity plan of 6 months or less are not eligible to participate in the Program. Upon switching to an Alternative Plan, any incentive(s) associated with the Qualifying Plan will be discontinued.

Alternative Plans

Please contact Direct Energy for information related to Alternative Plans. Alternative Plan options do not include month-to-month plans or plans offered by other retail electricity providers. Not all Direct Energy retail electricity plans will qualify as Alternative Plan options, and Alternative Plan options are subject to change. Your new plan term will take effect after you complete enrollment in the Alternative Plan.

Timing

You may only participate in the Program once as a Direct Energy customer, after which any change in plans will be subject to applicable early termination fees. You must exercise the option to change your plan within the first 90 days of the contract term of your Qualifying Plan; any change of plans following the 90th day will be subject to an early termination fee, if applicable.

For More Information and To Participate in the Program

To learn more about available Alternative Plans and to participate in the Program, contact Direct Energy at 1-888-305-3828. Direct Energy customer service representatives are available to help you 24 hours a day, 7 days a week.

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