Competitive energy markets deliver significant benefits to North American business and residential customers. By investing in energy efficiency and innovation, and delivering choices in a variety of retail electricity, residential solar and natural gas products, Direct Energy is supporting the development of tomorrow’s energy markets today.

Who We Are

- **Direct Energy** is one of the largest competitive retail energy suppliers in North America\(^1\)
- **Direct Energy**’s approximately 6,200 employees across North America serve nearly 5 million customers
- More than 4,900 professional technicians provide services to millions of homes in the U.S. and Canada\(^2\)
- Featuring the Innovation to Inspiration mobile exhibit, touring North America to showcase Direct Energy’s new innovative products, partners, services and technology
- **Direct Energy** is a proud partner of Children’s Miracle Network Hospitals, a network of 170 children’s hospitals across the United States and Canada

Where We Operate\(^3\)

- Canada – 10 provinces
- United States – 50 states (plus the District of Columbia)
- North American headquarters – Houston, Texas

Our Parent: Centrica plc

- **Direct Energy** is wholly owned by Centrica plc, one of the world’s leading integrated energy companies
- Operates in 7 countries
- More than 39,000 employees worldwide
- 2015 revenues of £28.0 billion

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\(^1\) Direct Energy is ranked as the #1 residential retail electricity supplier and the #2 non-residential retail electricity supplier in DNV GL April 2016 update.

\(^2\) Total technician headcount includes approximately 3,000 from franchise locations.

\(^3\) Based on Direct Energy sales as of February 2016.

DirectEnergy.com

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FACTS AND FIGURES

Our Operations

Direct Energy Business
- One of the largest commercial and industrial retail energy providers in North America, serving more than 240,000 business customers
- Helps businesses and organizations of all sizes—from main street shops to big box retailers and major manufacturers—employ energy strategies that make sense for them
- Products available in 4 Canadian provinces and 24 U.S. markets
- Offers enhanced solutions, such as facility maintenance, energy auditing and energy management services for business customers

Direct Energy Residential
- One of the largest residential energy retailers in North America based on customer numbers
- Natural gas and electricity pricing plans with fixed and variable price options of varying term lengths
- Products available in 3 Canadian provinces and 16 U.S. states plus the District of Columbia
- Offers innovative solutions, including devices and tools that empower customers to better control their energy and home
- Member of Plenti, the first U.S.-based loyalty coalition rewards program

Direct Energy Services
- One of the largest home services companies in North America
- Affiliates One Hour Air Conditioning & Heating, Airtron, Benjamin Franklin Plumbing and Mister Sparky offer residential and business customers installation, maintenance and repair support for HVAC, plumbing and electrical services
- Home Warranty of America and Direct Energy Protection Plans offer protection, repair and replacement of appliances and devices within a residential customer’s home
- Direct Energy Solar offers a premier solar experience for residential and commercial customers, from system design to installation and system maintenance
- Products and services available in 10 Canadian provinces and 50 U.S. states plus the District of Columbia

Community Involvement
- In 2015, Direct Energy employees volunteered more than 9,500 hours
- Direct Energy donated more than US$1.8 million in charitable contributions through our community programs
- Direct Energy is now a proud partner of the Children’s Miracle Network
- In December 2015, Direct Energy announced a commitment of $5 million to Texas Children’s Hospital, the Children’s Miracle Network Hospital in Houston, to help expand Texas Children’s Heart Center

Please Note: Not all products and services are available in every jurisdiction.

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