



ANNUAL BOOKLET TO RETAIL CUSTOMERS

May, 2016

Each electricity supplier licensed by the Department of Public Utilities (the "Department") to do business in the Commonwealth of Massachusetts shall annually prepare and mail an information booklet describing a customer's protections and rights with respect to competitive energy supply, pursuant to G.L. c. 164, § 1F(5)(i) and 220 C.M.R. 11.06(2)(c)3.

Direct Energy is a licensed natural gas and electricity supplier, serving customers in the state of Massachusetts. You have the option to choose the company that supplies the electricity the utility company delivers to you. As a Direct Energy customer, you're entitled to the following:

- Notification in writing of the supplier terms of service agreement at the time service is initiated.
- A written statement, which you may retain, that includes your Price Plan and other information. Your rate for electricity during the initial term is displayed in the Rate Plan Summary (Schedule A); the price includes electric generation service only, and excludes transmission charges, all other utility fees and charges, and applicable taxes.
- At least 30 days' prior written notice of any material changes to the Terms and Conditions governing your service.
- Direct Energy bills based on meter reads by your local utility.
- Deferred payment arrangements
- A Power Disclosure Label reflecting a product or a segment of a company resource portfolio.
- Direct Energy makes no representation or warranties, whether express or implied, regarding the electricity sold to you.
- Direct Energy will not be liable to you or any third party for consequential, incidental, punitive, exemplary, or indirect damages. Direct Energy is not liable for interruption to, or shortages of, electricity supply, nor is it liable for any resulting associated loss or damage.
- If Direct Energy cancels the Agreement, it will give you written notice at least 10 days prior to the cancellation date, except in the case of a failure to pay, in which case cancellation may be immediate.
- Direct Energy does not require a deposit, and will not contact credit reporting agencies.
- If you have questions or concerns, you may contact Customer Care any time at 1-866-266-2084.