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 America¹

- **Direct Energy’s** approximately 5,500 employees across North America serve nearly 5 million customers

- More than 4,600 professional technicians provide services to millions of homes in the U.S. and Canada²

- Featuring the Innovation to Inspiration mobile exhibit, touring North America to showcase **Direct Energy’s** new innovative products, partners, services and technology

- Recognizing local leaders for their contributions to their communities, **Direct Energy** has been a proud sponsor of the Volunteer Citizen of the Year and Small Business Community Heroes awards in cities across the country

Where We Operate³

- 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 37,000 employees worldwide

- 2014 revenues of £29.4 billion

- BBB+ (S&P) and Baa1 (Moody’s) credit ratings; trades on the London Stock Exchange (CNA)

- Centrica is a Top 40 FTSE 100 company

- Centrica is listed in the Top 25 companies in the world for carbon emissions disclosure by the Carbon Disclosure Project

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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 (formerly KEMA) April 2015 update.

² Technician headcount includes approximately 3,000 from franchise locations.

³ Based on Direct Energy sales as of February 2015.
Our Operations

Direct Energy Business

• One of the largest commercial and industrial retailers in North America based on customer numbers¹, serving more than 250,000 business customers
• Natural gas and electricity sales to small, medium and large national businesses as well as public institutions and government entities
• Products available in 4 Canadian provinces and 23 U.S. states plus the District of Columbia
• Offers enhanced solutions, such as protection plans for major energy assets and infrastructure as well as building automation, facility maintenance, energy auditing and energy management services for business customers

Direct Energy Residential

• Largest residential energy retailer in North America based on customer numbers¹
• Natural gas and electricity pricing plans with fixed and variable price options of varying term lengths
• Products available in 3 Canadian provinces and 13 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 2014, Direct Energy employees volunteered more than 21,000 hours
• Direct Energy donated more than US$1.1 million in charitable contributions through our community programs
• Sponsor of the 2014 Volunteer Citizen of the Year awards in 7 states and provinces across North America (Texas, Pennsylvania, Ohio, New York, Illinois, Ontario and Alberta)
• Direct Energy is now a proud partner of the Children’s Miracle Network

¹Direct Energy is ranked as the #1 residential retail electricity supplier and the #2 non-residential retail electricity supplier in DNV GL (formerly KEMA) April 2015 update.

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

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