

INFORMATION FOR OUR CUSTOMERS

DISTRICT OF COLUMBIA

This pamphlet is prepared in accordance with District of Columbia Public Service Commission regulations.
This publication is also available in Spanish upon request by calling 1-855-537-5547. Esta publicación está disponible también en español. Llame al teléfono 1-855-537-5547.

BILLING PROCEDURES AND ESTIMATION STANDARDS

Billing Period

The billing service period for normal monthly billing varies from 25 to 35 days. For residential customers, initial bills may cover service periods that can vary from 16 to 45 days. For commercial customers, initial bills can be for service periods of fewer than 16 days.

Billing Statement

Customers will receive a single bill from your Utility that includes (1) generation charges, or producing electricity; (2) transmission charges, or sending electricity over long distances; (3) distribution charges, or sending electricity to the customer; and (4) government charges, or taxes and surcharges imposed by the government and regulators. Your Utility will set your payment due date and payment address. Any bill not paid in full by its due date will incur late payment fees set by your Utility.

Calculating Your Bill

Your Utility conducts meter reads and determines how many kilowatt-hours of electricity were used during the service period covered by the bill. Your Utility reports customer usage to Direct Energy. Direct Energy then multiplies the number of kilowatt-hours used by the rate per kilowatt-hour.

Fixed Price Information

During the Initial Term, you will pay Direct Energy for your electric generation service at the prices per kilowatt hour ("kWh") set forth in the Rate Plan Summary. This price is for your electric generation service and it includes transmission and gross receipts tax, but does not include distribution charges and other taxes, utility fees and charges.

Variable Price Information

While taking service on a month-to-month basis, Direct Energy will charge you at a variable price per kWh based upon generally prevailing market prices for electricity in the PJM market at the Electric Company load zone for the applicable period, plus an adder, determined solely by Direct Energy in its discretion, of up to \$0.10 per kWh. This price is for your electric generation service and it includes transmission and gross receipts tax, but does not include distribution charges and other taxes, utility fees and charges.

Your bill from your Utility will include the customer charge, which includes your Utility's fixed charges for the meter, reading the meter and bill preparation.

CUSTOMER PAYMENT STANDARDS AND PROCEDURES

You must make payment directly to, and to the order of, your Utility for both your Utility's and Direct Energy's charges. If we directly invoice you, you are required to pay our invoices by the due date set forth in the invoice, which will be 20 days from the date the invoice was mailed. Late payments will be subject to penalties at a rate of 1.5% per month or the highest amount permissible under applicable law, whichever is less. If you make a payment for an amount less than the total amount due, we may accept such payment without prejudice to any other rights or remedies that we may have against you and we may apply it to your account(s) as a partial payment.

Security Deposits

Direct Energy does not currently require security deposits for customers.

Deferred Payment Agreements

Direct Energy does not currently offer a Deferred Payment Agreement ("DPA"). If you are unable to pay your bill by the due date, please contact your Utility for any DPA options available.

METHODS FOR A CUSTOMER TO VERIFY BILLING ACCURACY

If you have any questions or concerns about how your bill was computed, you may contact Direct Energy by telephone at 1-855-537-5547, by e-mail at csdirectenergy@directenergy.com or by mail at PO Box 180, Tulsa, OK 74101-0180. A Spanish-speaking agent is available upon request during business hours.

If you have questions or concerns regarding your usage, contact Pepco: 202-833-7500, correspondence@pepco.com or www.pepco.com.

DISCONNECTION AND RECONNECTION OF SERVICE

Direct Energy does not have the authority to disconnect or reconnect service. However, your Utility may disconnect your service for nonpayment or delinquent payment, for safety and various other reasons.

INQUIRY, SERVICE AND COMPLAINT PROCEDURES

If you have billing questions, seek information about your rights and responsibilities or would like to make an inquiry about Direct Energy's Privacy Policy or Terms and Conditions, you may contact Direct Energy by telephone toll free at 1-855-537-5547, by e-mail at csdirectenergy@directenergy.com or by mail at PO Box 180, Tulsa, OK 74101-0180. A Spanish-speaking agent is available upon request during business hours.

Public Service Commission consumer complaint resolution procedures and the availability of assistance and legal representation by the Office of People's Counsel:

You may file a complaint with the District of Columbia Public Service Commission at the following address: Public Service Commission of the District of Columbia, 1333 H St. NW – Suite 200, West Tower, Washington D.C. 20005. 202-626-5100. 9 am – 5:30 pm, Monday-Friday (except holidays), www.dcpssc.org

Include the following information with a customer complaint to the Public Service Commission:

1. Customer name, address and account number;
2. Utility involved in the dispute;
3. Reason for the dispute;
4. Summary of the customer's efforts to resolve the dispute with the utility and;
5. Copies of bills, correspondence or other documentation.

The Public Service Commission may dismiss the complaint if it determines that the customer failed to comply with its regulations and did not negotiate with Direct Energy in good faith. Regardless of dispute proceedings, the customer is fully responsible for all undisputed bills – past due, current or future. Customers also may contact the Office of the People's Counsel for the District of Columbia, 1133 15th St. NW, Suite 500, Washington, D.C. 20005, 202-727-3071 or by email at: ccceo@opc-dc.gov.

You have the right to have your meter tested free of charge once every twelve (12) months.

