

**Electricity Facts Label (EFL)**  
**Direct Energy™**  
**Connect to Comfort 24 – Fixed**  
**Oncor Electric Delivery Service Area**  
**10/3/2017**

|                                      |   |                    |                  |                  |
|--------------------------------------|---|--------------------|------------------|------------------|
|                                      | <b>Average Monthly Use</b>  | <b>500 kWh</b>     | <b>1,000 kWh</b> | <b>2,000 kWh</b> |
|                                      | Average Price per kWh   | 10.7¢              | 9.7¢             | 9.2¢             |
| <b>Electricity Price</b>             | <p>Your actual average price for electricity may vary according to your exact monthly usage. This price disclosure is an example of the total average price for electric service reflecting all Oncor Electric Delivery's recurring charges and is based on the following:</p> <p><b>Energy Charge:</b> 5.0¢ per kWh<br/> <b>Base Charge:</b> \$4.95<br/> <b>Oncor Electric Delivery Delivery Charges:</b><br/> \$5.25 per month<br/> 3.651¢ per kWh</p> <p>The average price per kWh includes the PUC Assessment. Prices are exclusive of state and local sales taxes and the Gross Receipts Reimbursement.</p> <p>You may be subject to a special charge from Oncor Electric Delivery that is not included in the total average price for electric service. If you are subject to a TDU special charge, you may contact us at 1-888-305-3828 for more information regarding the price and applicability of the charge.</p>  |                    |                  |                  |
|                                      | <p>See Terms of Service document for a listing of fees, deposit policy, pricing for a default month-to-month renewal product, and other terms.</p> <p>Enrollment on the Connect to Comfort 24 includes a Hive Heating and Cooling kit which consists of one (1) Hive Hub and one (1) Hive Active Thermostat™. In order to utilize the full features of Hive Heating and Cooling, you will need a high speed 'always on' Wi-Fi internet service, (dial-up and mobile internet access is not compatible) and a router with a spare Ethernet port. The Hive Active Thermostat™ works with a significant majority (but not all) of the heating and cooling systems in the market. To download the Hive app, you will need a device running iOS7 or later or Android 4.0.3 or higher. Hive Heating and Cooling may also collect usage data that may be shared between Centrica Connected Home US Inc. and Direct Energy and/or their affiliates and trusted third parties.</p> <p>For more information on Hive Heating and Cooling, please visit <a href="http://www.hivehome.com">www.hivehome.com</a>. Please also see the Hive website for the terms and conditions for use of Hive products, which you are deemed to accept by registering your account and using your Hive products. You cannot return the Hive Heating and Cooling kit to avoid the early cancellation fee. Please allow 4-6 weeks from the start date of your plan for delivery of your Hive Heating and Cooling kit.</p> |                    |                  |                  |
| <b>Other Key Terms and Questions</b> | See Terms of Service document for a listing of fees, deposit policy, pricing for a default month-to-month renewal product, and other terms.   |                    |                  |                  |
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|                                      |   |                    |                  |                  |
| <b>Disclosure Chart</b>              | Type of Product   | Fixed Rate Product |                  |                  |
|                                      | Contract Term   | 24 months          |                  |                  |
|                                      | Do I have a termination fee or any fees associated with terminating service?  | Yes, \$295.00      |                  |                  |
|                                      | Can my price change during contract period?   | Yes                |                  |                  |

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|  | If my price can change, how will it change, and by how much?   | Your price may vary from the price in this EFL solely to reflect actual changes in TDU Delivery Charges, TDU Surcharges, changes to the Electric Reliability Council of Texas or Texas Regional Entity administrative fees charged to loads, or changes resulting from federal, state or local laws or regulatory actions that impose new or modified fees or costs that are outside our control. Please refer to the Terms of Service for more information. |
|  | What other fees may I be charged?                              | Charges for required, nonrecurring fees will be listed as a separate line item on your monthly bill. Please refer to the "Pricing," "Billing and Payment Terms," and "Product Type" sections within the Terms of Service, for more detailed information.   |
|  | Is this a pre-pay or pay in advance product?                   | No   |
|  | Does the REP purchase excess distributed renewable generation? | No   |
|  | Renewable Content  | 14.9%  |
|  | The statewide average for renewable content is:                | 16.5%  |

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P.O. Box 180, Tulsa, OK 74101-0180  
Toll-free: 1-888-305-3828  
Toll-free fax: 1-800-346-2233  
M-Sat: 7:30 a.m. – 8:00 p.m. CST  
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