DISCLOSURE LABEL

Direct Energy Services, LLC

Generation

Average price per kWh for customers at different levels of use (in the period 10/01/22 – 09/30/23). Prices do not include regulated charges for customer service and delivery.

The price you pay for generation is set forth in the individualized agreement between you and Direct Energy Services, LLC. If you have any further questions about what you pay for electricity per kWh, please contact the Direct Energy Services, LLC customer service number below.

Contract

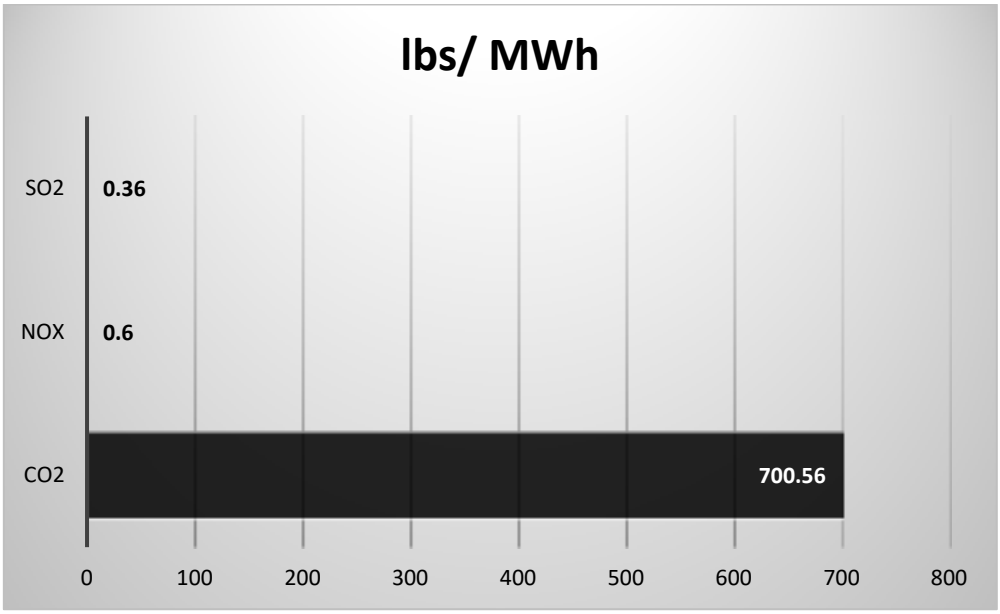
Please see your Terms of Service to determine your Contract Terms.

Power Sources

Demand for electricity from all Direct Energy Services, LLC customers in the period 10/01/2022 through 09/30/2023 was met by generation from the following sources. (Total % may not equal sum due to rounding)

Power Sources	Known Resources	System Power	Total	Direct Energy Services, LLC Green Electricity
Air-source heat pump	0%	0.35%	0.35%	If you are enrolled in a Green electricity product, you are supporting cleaner electricity by offsetting 100% of your annual paid electricity usage with an equivalent amount of energy produced by renewable hydro energy facilities located in the United States.
Biogas	0%	0.02%	0.02%	
Biomass	0%	1.62%	1.62%	
Coal	0%	0.21%	0.21%	
Diesel	0%	0.87%	0.87%	
Digester Gas	0%	0.11%	0.11%	
Efficient Resource (Maine)	0%	0.03%	0.03%	
Energy Storage	0%	0.07%	0.07%	
Fuel Cell	0%	0.74%	0.74%	
Geothermal	0%	0.00%	0.00%	
Ground- and Water-source heat pump	0%	0.05%	0.05%	
Hydroelectric/Hydropower	0%	7.80%	7.80%	
Hydrokinetic	0%	0.00%	0.00%	
Jet	0%	0.01%	0.01%	
Landfill Gas	0%	0.48%	0.48%	
Liquid Biofuels	0%	0.35%	0.35%	
Municipal Solid Waste	0%	0.55%	0.55%	
Natural Gas	0%	46.22%	46.22%	
Nuclear	0%	22.60%	22.60%	
Oil	0%	4.96%	4.96%	
Solar Photovoltaic	0%	6.98%	6.98%	
Solar Thermal	0%	0.00%	0.00%	
Trash-to-Energy	0%	2.00%	2.00%	
Wind	0%	3.22%	3.22%	
Wood	0%	0.76%	0.76%	
Total	0%	100.00%	100.00%	

Air Emissions
Carbon dioxide (CO_2), nitrogen oxide (NO_X) and sulfur dioxide (SO_2) emissions rates from these sources in the period 10/01/2022 through 09/30/2023 relative to the regional average, and to the emission rates of a new generating unit.



Labor Information

76% of electricity associated with Direct Energy Services, LLC came from power sources with union contracts with their employees. Labor information based on information provided by ISO New England, Inc. for the period Jan. 1, 2022 through December 31, 2022. Information regarding labor disputes is not available.

Notes:

1. Electricity customers in New England are served by an integrated power grid, not particular generating units. The above information is on generating units under contract to DES in the period 10/01/2022 - 09/30/2023.

2. You may also call DES at 1-800-764-0232 or the Massachusetts Division of Energy Resources at 1-617-626-7300.

3. Direct Energy Services, LLC will purchase and retire renewable energy certificates representing the environmental attributes associated with the applicable amount of renewable energy produced from hydro energy generation facilities in the U.S. You will not have electricity from a specific generation facility delivered directly to your service address, but your purchase ensures that renewable energy equal to 100% of your paid electricity usage is produced using renewable resources and delivered to the U.S. power grid on an annual basis.