Direct Energy Services, LLC d/b/a/Direct Energy
Toll-Free Phone: 1-844-208-6573 ~ www.directenergy.com
csdirectenergy@directenergy.com

CONTRACT SUMMARY

SCHEDULE A TO TERMS AND CONDITIONS

Electric Supply Service in Rhode Island Energy

1. Description of Rate	$0.16190/KWH.
2. Type of Rate (fixed or variable)	Fixed
3. Terms and Expiration of Rate	The term of this Agreement will begin with your first meter read by your local utility following your acceptance into the Live Brighter 12 Months at 16.19c/kWh; $0 cancellation fee program, plus taxes and fees, if applicable. The price of electricity during the Term of this Agreement may be higher than the standard offer rate charged by your local utility. Your fixed rate will expire 12 months from the date you enrolled with Direct Energy and were accepted by your utility.
4. Contract Expiration Notice	For residential customers, at the end of your term, your current price will continue at the same rate until termination by either party with at least 30-day notification, i.e., Expiration Notice. If you want a different price, you must contact us and affirmatively select a new plan, and there is no guarantee a new price will be available. For small commercial customers, for any Fixed Rate plan you have selected, you may receive notice from Direct Energy between thirty (30) and sixty (60) days prior to the end of your Term that you will be automatically enrolled on either: (i) the Fixed Rate plan provided in the notice, or (ii) the Variable Rate plan available at such time. Your notice will state the time period during which you must contact the Direct Energy if you want to avoid extending your service for an additional Term. See Renewal below for additional details.
5. Right to Cancellation	You may cancel your acceptance of the Agreement with Direct Energy at any time within three (3) business days of your enrollment authorization and receipt of this Agreement without penalty or cancellation fee. You also have the right to schedule cancellation of service on a date certain at any time during the contract period. Direct Energy may cancel this Agreement if there is any change in regulation, law, pricing structure, tariff, or change in procedure required by any third party that results in a material adverse change in Direct Energy's ability to perform under this Agreement. Direct Energy may cancel this Agreement if your usage of electric power changes by more than 25% over a 12- month period. Direct Energy may also cancel this Agreement for non-payment. Direct Energy will provide you 10 days' advance notice of termination. Direct Energy may not physically cut off electric service to you.
6. Method of Cancellation	You may cancel your acceptance of the Agreement by calling Direct Energy at **1-844-208-6573,** by sending an email to csdirectenergy@directenergy.com or by submitting an electronic cancellation request on Direct Energy's website at https://www.directenergy.com/en/residential/customer-support/contact-us.
7. Request to Enroll/Disenroll	Direct Energy will enroll you in a new service agreement, or terminate your existing agreement with Direct Energy in accordance with its terms, prior to your next bill read date so long as you notify Direct Energy of your request to enroll or disenroll at least seven (7) calendar days in advance of your next bill read date.

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8. Request to Return to Distribution Company	In the event that you choose to return to your local utility's, Rhode Island Energy, standard offer service upon expiration of your Agreement with Direct Energy, Direct Energy will provide you with written confirmation that it has received and processed your request.
9. Dispute Resolution Process	If you have a question about your Direct Energy charges or service, you may contact Direct Energy directly by calling **1-844-208-6573,** during our service hours which are posted at www.directenergy.com; by sending a letter to: **PO Box 180, Tulsa, OK 74101-0180** or by sending an email to csdirectenergy@directenergy.com. For questions about your local utility bill, please contact your local utility directly. Direct Energy will refer all complaints to a representative who will use reasonable efforts in good faith to reach a mutually satisfactory solution. Full details below.
10. Local Utility Market Adjustment Charge/ Credit	There may be a market adjustment charged or credited to you by your local utility, Rhode Island Energy, on your last utility bill of the enrollment.
11. Fees	Early Termination Fee: $0 Billing/Payment Fees: The charge for Direct Energy ' s purchases of electricity will be included on your local utility bill and will be due on the date specified in the local utility bill. If Direct Energy separately bills you directly, then: (i) Direct Energy charges not paid by their due date are subject to a late payment fee at the greater of the rate of 1.5%, or the maximum permitted by law, based on your total outstanding balance per month; and (ii) Thirty-Five Dollar ($35) return check fee for all returned checks.
12. Budget Billing	To enroll on a budget billing plan, please contact your local utility.
13. Air Emissions and Resource Mix Information	Please refer to your Disclosure Information Label to review air emissions and energy sources information.
14. Name of Non-Regulated Power Producer	Direct Energy Services, LLC d/b/a Direct Energy
15. Direct Energy's Toll-Free Customer Service	**1-844-208-6573**
16. Direct Energy's Website	www.directenergy.com
17. Division of Public Utilities Toll-Free Number for Customer Complaints	401-780-9700
18. Contact Information for Person at Direct Energy that Agreed to Contract Terms	All customers agree to the Agreement electronically through the Direct Energy Rhode Island website. You can contact Direct Energy directly by calling **1-844-208-6573**, by sending a letter to: **PO Box 180, Tulsa, OK 74101-0180** or by sending an email to csdirectenergy@directenergy.com.

For additional information, please refer to your Terms and Conditions. Please retain this document for your records. If you have any questions regarding this agreement, contact your competitive supplier using the information above.