

MASSACHUSETTS POWER DISCLOSURE LABEL

GENERATION PRICE

Average price per kWh at different levels of use.
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. Please refer to your agreement for details regarding the specific price you pay. 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

AVERAGE PRICE OF GENERATION SERVICE

11.8¢ per KWH

CUSTOMER SERVICE INFORMATION

You may contact us at 1- 800-764-0232 for any customer service inquiries or complaints. Our customer care department is available Mondays through Fridays, from 8:00 a.m to 8:00 p.m. EST, and Saturday from 8:00 a.m to 5:00 p.m EST. Additionally, you may contact us via e-mail at csdirectenergy@directenergy.com.

AVERAGE PRICE PER kWh CUSTOMERS WHO USE 250 KWH

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POWER SOURCES

Demand for electricity from all Direct Energy Services, LLC ("DES") customers in the period of 10/01/18 through 09/30/19 was met by generation from the following sources.

REGIONAL AVERAGE FUEL MIX

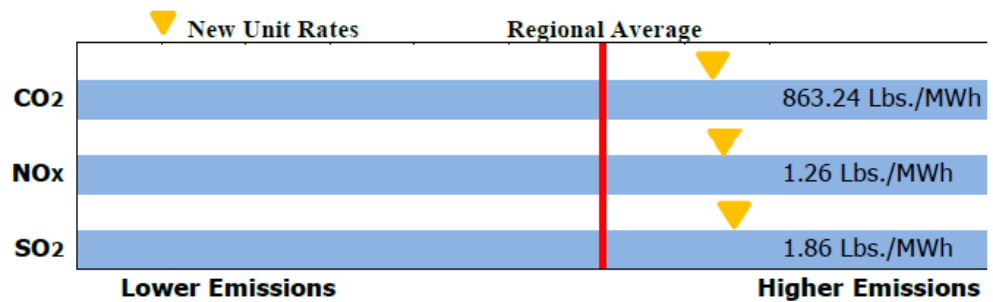
YEAR	MIX SYSTEM POWER	FUEL%
2019	AIR-SOURCE HEAT PUMP	0.06%
2019	BIOGAS	0.01%
2019	BIOMASS	2.13%
2019	COAL	4.80%
2019	DIESEL	0.48%
2019	DIGESTER GAS	0.08%
2019	EFFICIENT RESOURCE (MAINE)	0.21%
2019	FUEL CELL	0.35%
2019	GROUND-AND-WATER-SOURCE HEATER PUMP	0.07%
2019	HYDROELECTRIC/HYDROPOWER	7.65%
2019	JET	0.01%
2019	LANDFILL GAS	0.54%
2019	LIQUID BIOFUELS	0.41%
2019	MUNICIPAL SOLID WASTE	0.69%
2019	NATURAL GAS	38.85%
2019	NUCLEAR	27.63%
2019	OIL	5.27%
2019	SOLAR PHOTOVOLTAIC	3.72%
2019	SOLAR THERMAL	0.03%
2019	TRASH-TO-ENERGY	2.40%
2019	WIND	3.36%
2019	WOOD	1.25%
	TOTAL	100%

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 10/01/18 through 9/30/19.

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

AIR EMISSIONS

Carbon dioxide (CO₂), nitrogen oxides (NO_x), and sulfur dioxide (SO₂) emission rates from these sources, relative to the regional average, and to the emission rates of a new generating unit.



LABOR INFORMATION

REGIONAL AVERAGE GENERATION RESOURCE LABOR CHARACTERISTICS

January 1, through December 31, 2016, Provided by ISO New England Inc.

Generating Workforce	Output (MWh)	%
Collective Bargaining	36,593,812	32%
Non-Collective Bargaining	76,609,202	68%
Total	113,203,014	100%

GENERATION PRICE CONTRACT

Generation Prices displayed are representative average prices for electricity at usage levels that are typical for residential customers. Contract items displayed present the length of your contract for generation service and the price terms included in your contract. See your recent bills to determine average monthly use and your Terms of Service for additional information.

POWER SOURCES

The electricity you consume comes from the New England power grid, which receives power from a variety of power plants and transmits the power throughout the region as needed to meet the requirements of all customers in New England. When you choose a power supplier, that supplier is responsible for generating and/or purchasing power that is added to the power grid in an amount equivalent to your electricity use. Known Resources include resources that are owned by, or under contract to, the supplier. System Power represents power purchased in the regional electricity market. Biomass refers to power plants that are fueled by wood or other plant matter. Hydro resources of greater than 30 megawatts in size are deemed "large hydro." All other hydro resources are deemed "small hydro." Other Renewables include fuel cells utilizing renewable fuel sources, landfill gas and ocean thermal.

EMISSIONS

Emissions for each of the following pollutants are presented as a percent of the regional average emission rate. Arrows represent, for each pollutant, the emission rate from a hypothetical new generation facility.

- Carbon Dioxide (CO₂) is released when fossil fuels (e.g., coal, oil and natural gas) are burned. Carbon dioxide, a greenhouse gas, is a major contributor to global warming.
- Nitrogen Oxides (NO_x) form when fossil fuels and biomass are burned at high temperatures. They contribute to acid rain and ground-level ozone (or smog), and may cause respiratory illness in children with frequent high-level exposure. NO_x also contribute to oxygen deprivation of lakes and coastal waters, which is destructive to fish and other animal life.
- Sulfur Dioxide (SO₂) is formed when fuels containing sulfur are burned, primarily coal and oil. Major health effects associated with SO₂ include asthma, respiratory illness and aggravation of existing cardiovascular disease. SO₂ combines with water and oxygen in the atmosphere to form acid rain, which raises the acid level of lakes and streams, and accelerates the decay of buildings and monuments..

LABOR DATA

The information on this label regarding whether generators or suppliers operate under collective bargaining agreements is provided to inform you about whether the energy was produced in plants where employee wages and working conditions are mutually determined by employees and management, and protected by union contracts. The information on this label regarding the use of replacement employees during a labor dispute is provided to inform you of whether or not a generator or supplier during a strike by or lockout of its employees has replaced them with other workers.