



YOUR CONTRACT HAS EXPIRED

LOCK IN A NEW FIXED RATE NOW!

Dear George,

We appreciate your business and want you to receive the best Direct Energy has to offer, so we're reminding you that your fixed rate plan has expired. Consistent with the terms and conditions of your service agreement, you are currently on a variable rate plan and your rate can change from month to month. Please contact us now to review our current fixed rate offers.

When you lock in your new fixed rate with us, you'll continue to receive the same great customer service you enjoy now with Direct Energy.

Competitive energy prices can change month to month, but we're here to help you with options that provide price certainty no matter what lies ahead.

- **CHOOSE YOUR FIXED RATE PLAN ONLINE.**

Go to directenergy.com/account to see the current offers we have available for you. Then select your plan and enroll on the spot. Be sure to verify your email address so we can send you up-to-date offers that may help you save money.

- **CALL OUR CUSTOMER CARE TEAM AT 1-855-693-6794**

One of our experienced energy specialists will help you choose the energy plan that's right for you, and get you signed up for a new fixed rate plan.

Thank you for being a Direct Energy customer. We look forward to being there for you in the years to come.

Sincerely,

Your Friends at Direct Energy

**LOCK IN A
FIXED RATE
TODAY**

Go online:

DirectEnergy.com/account

Call our Customer Care team:

1-855-693-6794

Monday – Friday, 8:00 a.m. – 8:00 p.m. ET

Saturday, 9:00 a.m. – 6:00 p.m. ET

YOUR ACCOUNT NUMBER:

15990213



CUSTOMER ALERT: If you don't select a new fixed rate plan, we will continue to bill you at a variable rate each month based on prevailing market prices. We strongly encourage you contact us now and secure a fixed rate to reduce price volatility and give you peace of mind. Don't wait too long!

Rate plans may vary by area.

Customers will be provided an information disclosure label in accordance with state regulations, but may also obtain a disclosure label upon request.

Customers may contact Direct Energy's customer service by phone at 1-866-348-4193 or send mail to P.O. Box 180, Tulsa, OK 74101-9998.

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DE-REN009



Current Direct Energy Services LLC Charges (888-566-9988)

Supplier Account Number - 15990213

Service Delivery Identifier: 00140060756489802 03/08/21

Electric Rate @ 0.1289 Per kWh (3646kWh X
.1289000)

\$

469.97

Current Supplier Balance Due

\$

469.97*



Current Direct Energy Services LLC Charges (888-566-9988)

Supplier Account Number - 15990213

Service Delivery Identifier: 00140060756489802 02/05/21

Fixed Rate @ 0.0549 Per kWh
(3342kWh X .0549000)

\$ 183.48

Current Supplier Balance Due

\$ 183.48*