

Electricity Facts Label (EFL)
Just Energy - Fixed Rate Product: Simple Rate - 36
For Service Area: Oncor
3/12/2020

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|--|---|----------------|-----------------|-----------------|
| | Average monthly use: | 500 kWh | 1000 kWh | 2000 kWh |
| | Average price per kilowatt-hour, May, 2020 | 12.1¢ | 11.6¢ | 11.3¢ |
| Electricity Price (Residential) | This price disclosure is an example based on average usage patterns and average service prices. Your average price for electric service will vary according to your usage and the factors described below. The price consists of an Energy Charge of 11.1¢, and a recurring Advanced Meter Surcharge of \$0.00 which is passed through from your TDSP, if applicable. Some areas are subject to a TDSP Underground Facilities and Cost Recovery Charge authorized by its city that is not included in the price above. See your TDSP's tariff for a list of cities and authorized charges. The Energy Charge includes the cost of electricity supply and all TDSP charges for electricity delivery. The Base Charge is \$4.95 per ESIID . | | | |
| | The average price per kWh does not include a JustGreen charge. | | | |
| | The price does not include state and local sales taxes, reimbursement for the state miscellaneous gross receipts tax, or non-recurring charges such as (for illustration purposes only) special meter read/test fees, collection fees, disconnect/reconnect fees, etc., charged by the TDSP or by Just Energy, as applicable. | | | |

Other Keys and Terms and Questions
See Terms of Service statement for a full listing of fees, deposit policy, and other terms

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| Disclosure Chart | Type of Product | Fixed Rate Product |
| | Contract Term | 36 Months |
| | Do I have a termination fee or any fees associated with terminating service? | Yes; The Exit fee is \$175 per ESIID. |
| | Can my price change during the contract period? | Yes, but only in the limited circumstances described below. |
| | If my price can change, how will it change and by how much? | Your price can change to reflect changes in TDU charges, changes to the ERCOT or Texas Regional Entity administrative fees charged to loads or changes resulting from federal, state, or local laws that impose new or modified fees or costs on Just Energy that are beyond our control. |
| | What other fees may I be charged? | Fees not included in above price: Agent Assist Fee: \$5 each time a customer service agent helps you make a payment. Disconnection Fee: \$25. Disconnection Notice Fee: \$20. Insufficient Funds Charge: \$25. Late Fee: 5% of your late bill's past due amount. Please See TOS for additional information regarding fees charged by TDSP. JustGreen: Please see "JE AutoPay" section in your Terms of Service for more details. |
| | Is this a pre-pay or pay in advance product? | No |
| | Does the REP purchase excess distributed renewable generation? | Yes |
| | Renewable Content | Between 10.4% and 100%, depending on whether the JustGreen option is selected. |
| The statewide average for renewable content is | 19.1% | |

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