**TERMS OF SERVICE**
**Residential and Small Commercial**
**Just Energy Texas L.P. d/b/a Just Energy**
**P.O. Box 460008, Houston, Texas 77056**
**PUCT Certificate No. 10052|www.JustEnergy.com**
**CustomerSupport@JustEnergy.com|1. 888.587.8674**
**Mon - Fri: 8:00am to 7:00pm CST (Residential)**
**Saturday: 9:00am to 6:00pm CST (Residential)**
**Mon – Fri: 8:00am to 6:00pm CST (Small Commercial)**

**Key Defined Terms.**

**Advanced Metering Charge:** a charge assessed to recover a Utility's charges for Advanced Metering systems, to the extent that they are not recovered in a Utility's standard metering charge.

**AutoPay:** Just Energy's automatic payment system, offering customers the convenience of having their payments automatically withdrawn from their bank account, or charged to their credit or debit card as an authorized payment method.

**Base Charge:** a charge assessed during each billing cycle to each ESI ID without regard to the customer's demand or energy consumption.

**Connection Balance:** for Customers on a prepaid Contract, a Current Balance of no greater than $75.00 required to establish or reconnect prepaid service.

**Contract:** collectively, the Letter of Authorization (front page), these Terms of Service (TOS), the Electricity Facts Label (EFL), Your Rights as a Customer (YRAC), and Prepaid Disclosure Statement (PDS) if applicable.

**Current Balance:** for customers on a prepaid Contract, an account balance comprised of credits minus amounts owed. Customer: the account holder named on the Letter of Authorization, also referred to as "you" and "your".

**Customer:** the account holder named on the Letter of Authorization, also referred to as "you" and "your".

**Demand Charge:** for nonresidential customers (if applicable), a charge billed by the Utility, based on the rate at which electric energy is delivered to or by a system at a given instant during the billing cycle. Demand is the highest recorded usage of electricity in 15-minute intervals per kWh or as kVA, also known as peak demand. Your Utility Pass-Through Charges include the applicable Demand Charge.

**Disconnection Balance:** for Customers on a prepaid Contract, an account balance of $10.00 or less whereby we may initiate disconnection of service.

**Energy Charge:** a charge per kWh for electricity consumed, which includes the cost of electricity supply (and Utility Pass- Through Charges if specified on your EFL).

**ERCOT:** Electricity Reliability Council of Texas.

**ESI ID:** the electric service identifier(s) that is unique to your premise. Each ESI ID is bound by this Contract.

**JustGreen:** the purchase of renewable energy certificates and/ or other available products to offset up to 100% of your energy usage as described in paragraph 5.

**Just Energy:** Just Energy: Fulcrum Retail Energy LLC d/b/a Just Energy, also referred to as "we", "our", "us", "your REP", or "your chosen REP".

**Minimum Usage Credit/Fee:** a credit or charge assessed each billing cycle based on customer's energy consumption.

**Prepaid Disclosure Statement (PDS):** a document associated with a prepaid plan that provides the Connection Balance, Disconnection Balance, and other details regarding the plan.

**PUCT:** the Public Utility Commission of Texas.

**REP:** Retail Electric Provider.

**Residential Customer:** retail customers classified as residential by the applicable bundled utility tariff, unbundled transmission and distribution utility tariff or, in the absence of classification under a residential rate class, those retail customers that are primarily end users consuming electricity at the customer's place of residence for personal, family or household purposes and who are not resellers of electricity.

**Rules:** the PUCT Substantive Rules Applicable to Retail Electric Providers and ERCOT protocols.

**Sanctioned Person:** any person that is (a) the subject or target of Sanctions or (b) located, organized or ordinarily resident in a Sanctioned Territory, or (c) 50 percent or more owned or controlled (as such term is defined by the relevant Sanctions) by one or more person(s) described in paragraph (a) or (b).

**Sanctioned Territory:** at any time, a country or territory which is the subject or target of (a) comprehensive Sanctions, including the so-called Donetsk People's Republic, the socalled Luhansk People's Republic, Crimea, Cuba, Iran, North Korea, and Syria, and (b) other broad Sanctions, including Afghanistan, Belarus, Russia and Venezuela.

**Sanctions:** any economic, financial or trade sanctions or restrictions administered or enforced by Canada (including government of any province or territory thereof),the United States (including the Office of Foreign Assets Control of the U.S. Department of the Treasury, the U.S. Department of State and the U.S. Department of Commerce), the United Nations Security Council, the European Union and any member state thereof, and the United Kingdom (including His Majesty's Treasury of the United Kingdom).

**Small Commercial Customer:** a nonresidential customer that has a peak demand of less than 50 kilowatts during any 12-month period, unless the customer's load is part of an aggregation program whose peak demand is in excess of 50 kilowatts during the same 12-month period.

**Term:** the initial term of this Contract, as set out in paragraph 3 of these Terms of Service.

**Usage:** your electricity consumption in kWh.

**Utility:** your transmission and distribution utility (TDU) or Transmission and Distribution Service Provider (TDSP).

**Utility Pass-Through Charges:** all charges for electricity delivery to your ESI ID, excluding Special Services Fees (defined in paragraph 7), assessed by your Utility without mark-up by Just Energy.

**1. Appointment of Agent.** You give us the exclusive right to act as agent on your behalf in making all supply and delivery arrangements with your Utility and others in order to provide electricity to your ESI ID(s). You request that we initiate service for each ESI ID or transfer service from your current REP to Just Energy, as applicable. You agree, now and throughout the Term, that you: (a) are not, and will not be, bound by a contract for your ESI ID with a REP other than Just Energy; and (b) will not cancel or modify our appointment as your exclusive agent.

**2. Enrollment.** Your ability to enter this Contract depends on whether you meet certain requirements: (a) your Utility accepts our request to enroll you in accordance with the Utility's enrollment rules; (b) we can verify your information by recorded phone call (or other means

acceptable to us); (c) you are creditworthy; (d) you are not a Sanctioned Person; and (e) you are not already enrolled with us (existing customers can only renew their service and/or authorize a new contract). Please note certain products may not be open to enrollments performed by a broker acting as a customer's agent.

**3. Term**. The Term of this Contract begins on the **"Start Date"** and expires on the **"End Date"** (if no selection is made, the Term deemed to be the longest of the available options). **Start Date:** the day we begin supplying electricity to your ESI ID under this Contract. If you are a "move-in" Customer, the Start Date will be as close as reasonably possible to the move-in date provided by you. If you are a "standard switch" Customer, the Start Date will be within seven (7) business days of your first available switch date. If you are "self-selected switch" Customer, your Start Date will be as close as reasonably possible to the switch date you select. You understand that the Start Date may be delayed (for reasons such as the Contract being improperly completed, not submitted to Just Energy, not implemented by your Utility, etc.), at our discretion. **End Date:** our last day of electricity supply to your ESI ID under this Contract, plus any time required to obtain a final meter read. A new Term will begin if you enter into a new contract or if this Contract is renewed.

**4. Renewal.** Subject to Governing Law (see www.puc.state. tx.us), if you are on a fixed rate contract, three contract expiration notices will be sent to you before the end of your initial contract term. One or more of these notices may contain available renewal offers. The final notice will be sent at least 14 days before the end of your initial contract term and will include the TOS and EFL for the default renewal product. You will automatically transition to a default renewal product on a month-to-month basis if you do not renew your Contract, select another Just Energy product, or switch to another REP by the contract expiration date. The price of the default renewal product will vary from month-tomonth as determined by Just Energy and can be canceled without an Early Termination Fee. Unless otherwise noted in the contract expiration notice, this TOS will apply to the default renewal product with the exception of paragraphs 3, 4, and 12. Your level of JustGreen participation will remain at your initial level selected at enrollment unless canceled.

**5. JustGreen.** For JustGreen, we will purchase renewable energy certificates or attributes: (a) up to 100% of our energy usage for residential customers provided that customers have paid for the usage in full, including JustGreen charges, or (b) 20% per unit (up to five units) for nonresidential customers provided that customers have paid for their usage in full, including JustGreen charges. If JustGreen is an option on your plan, then you may: (a) request to discontinue the use of JustGreen for residential customers, or (b) change the number of units purchased for nonresidential customers, at any time so long as you are not in breach of this Contract. If the commodity plan automatically includes JustGreen, then there is not a separate fee each month, and JustGreen cannot be discontinued without switching plans. JustGreen may be suspended or discontinued by us at any time, in which case you would then stop paying for it, but the rest of this Contract will remain in effect.

**6. Charges under this Contract.** We will supply you with electricity and JustGreen, as applicable. You agree to pay the following: (a) the Energy Charge multiplied by your usage; (b) the JustGreen Charge; either included in the plan or as an additional monthly fee, if applicable (c) Utility Pass-Through Charges (if applicable); (d) the Base Charge and/or Minimum Usage Credit/Fee per ESI ID, if applicable; (e) an Advanced Metering Charge, if applicable; (f) any Special Service Fees (defined in paragraph 7); (g) any charges approved by regulatory authorities that are eligible; and (h) Taxes. Charges and fees are as specified on your EFL or otherwise in this Contract.

**7. Special Service Fees.** Any additional non-recurring charges or fees that we are required to pay by your Utility, including, but not limited to, disconnection and reconnection fees, metering and installation charges, and move-in or switching fees. Special Service Fees also include any non-recurring charges or fees identified in this Contract including, but not limited to, late payment penalties, charges for disconnection, and insufficient funds charges. Additional product-specific fees and charges will be disclosed to you on the EFL provided for the product you select.

**a. Late Payment Fee:** We may charge a one-time penalty per bill of 5% of your past due balance for late payments or past due delinquent balances.

**b. Insufficient Funds/Returned Payment Fee:** Up to a $25.00 fee for any returned check, electronic fund transfer or credit card transaction not processed due to insufficient funds or credit availability.

**c. Disconnect for Non-Payment DNP Notice Fee (DNP Notice Fee):** Up to a $25.00 disconnection notice fee each time we send you a disconnection notice (this fee will be assessed regardless of whether your electric service is actually disconnected).

**d. Disconnection Fee:** Up to a $25.00 Disconnection Fee (DNP Fee) if your service is disconnected.

**8. Taxes.** You will pay lawful taxes and surcharges that may apply to the charges. This may include, but is not limited to, gross receipts surcharges imposed on us by the state of Texas and/or local municipalities and the PUCT assessment fee that we pass through to you. If you are tax exempt, you must provide Just Energy with your tax exemption certificate.

**9. Credit Requirements.** We may require you to demonstrate and maintain satisfactory credit as a condition of providing service under this Contract, and you authorize us to access and use information about you to review your credit history. You will be deemed to have satisfactory credit if you (i) are 65 years of age or older and are not currently delinquent in payment of any electric service account; or (ii) provide a certification letter developed by the Texas Council on Family Violence evidencing that you are determined to be a victim of family violence.

**9.1 Deposit Determination.** Based on our Credit Requirements, we may require a deposit prior to implementing this Contract. We may also require a deposit from you during the Term if during the previous 12 months of service under this Contract you (a) were late in paying a bill more than once; or (b) had your service disconnected for non-payment. We may require you to pay an additional deposit if within the previous 12 months (i) your average bills are at least twice the amount of the original estimated annual billing; and (ii) a disconnection notice has been issued to you. The total of all deposits will not exceed the greater of (a) the sum of the next two months estimated billings; or (b) 1/5th of estimated annual billings. Estimated annual billings may be based on an estimate of average usage for your customer class. A deposit is not required if the customer or applicant is a governmental entity.

**9.2 Deposit Refund.** After 12 months of service, you may request that the deposit amount be recalculated based on your actual usage. You must pay any deposit requested within 10 days of our request, which may be combined with a disconnection notice. We will refund your deposit by a bill credit when you have (a) paid bills for service for 12 consecutive months with no late payments for residential customers; (b) paid bills for service for 24 consecutive months with no late payments for nonresidential

customers; or (c) close your Just Energy account. You will receive interest on any deposit held longer than 30 days at the annual PUCT rate. Upon request, payment of accrued interest will be made to you once a year.

**10. Type of Products.** We provide electricity under two different product types: fixed rate and variable price. Your EFL specifies the product type and the term that applies to your contract. Please note that only those parts of this paragraph 10 that describe your specific product type will apply to your contract.

**10.1 Fixed Rate Products.** Fixed rate products have a contract term of at least three months and the price of a fixed rate product (including all recurring charges and ancillary service charges) may only change during a contract term to reflect actual changes in Utility charges, changes to the ERCOT or Texas Regional Entity, Inc. administrative fees charged to loads, or changes resulting from federal, state or local laws that impose new or modified fees or costs on us that are beyond our control. Price changes resulting from these limited circumstances do not require us to provide you with advance notice, however, each bill issued for your remaining contract term will notify you that a price change has been made. The price may not vary from the disclosed amount to reflect changes in ancillary service charges without approval from the PUCT.

**10.1(a) Time-of-Use Product Eligibility Restrictions.** If you enroll in a time-of-use energy plan (e.g., Just Energy's 100% Green Nights Free Plan, Nights Free Plan, or similar), Just Energy reserves the right to automatically transition your ESI ID to the Variable Price Product if: (i) you have installed or subsequently install at your premises solar panels or other form(s) of distributed generation and/or one or more batteries or other form(s) of energy storage system; (ii) your TDU established load profile has a PV, WD, DG, or similar designation indicating you might have distributed generation or energy storage facilities at your premises; or (iii) you are receiving Unmetered Service or otherwise have Unmetered load or your usage is measured by a meter that is not an Advanced Metering System (AMS Meter). You will receive 14 days' notice before transitioning in accordance with Section 12.2 of your Terms of Service. Alternatively, we may provide you with the opportunity to transition to a different and eligible energy plan.

**10.2 Variable Price Products.** The price of a variable product can change, without notice to you, after your first billing cycle at the sole discretion of Just Energy. Variable price products have a contract term of 31 days or less and a price that varies according to the method disclosed on your EFL.

**11. Billing.** Unless you are a Customer on a prepaid Contract, we will bill you monthly unless the Utility provides service for less than one month, within 30 days of when the Utility provides us with your ESI ID usage information, unless validation of the data is required resulting in a delay. If your Utility does not furnish us with the necessary billing information, we may bill you based on estimates and any difference between your estimated bill amount and the actual amount will be reconciled upon Just Energy receiving the actual consumption amount from your Utility.

**11.1 Payment.** If you agree to pay us by credit card or bank debit, your authorized signature on the Letter of Authorization will be your authorized signature for such transactions and we will debit the full amount of each monthly bill, including late payment charges and Early Termination Fee from your credit card or bank account. If you fail to pay us as a result of insufficient funds on your credit card or in your bank account, you will be charged up to $25.00 as a Returned Payment Fee. If you fail to make a valid payment of any amount due under this Contract, you will be responsible for all reasonable fees and expenses (including attorney's fees) incurred by us in collecting the amount due and we may notify credit agencies of any failure to pay.

**Note –** Just Energy's policies regarding valid forms of payment and available payment agents are available upon request and may be found in your account details.

**11.2 Underbilling.** We may bill you for previous under billed amounts due to billing errors or omissions where (a) the under billing is a result of meter error or meter tampering by you; or (b) we bill you within 180 days from the date of issuance of the bill in which the under billing occurred. Unless the under billing is a result of theft of service, you may qualify for a deferred payment plan of the under billed amount (contact us for further details). Interest will not be charged on any under billed amounts unless the under billed amounts are attributable to theft of service, in which case interest shall be compounded monthly at the annual rate set by the PUCT. Such interest will accrue from the date that you are found to have first tampered with the meter. We will credit your account as you make payments and reduce the balance as charges are incurred.

**12. Ending this Contract Early, Breach.** If this Contract ends early, for any reason, you must still pay all amounts charged to you up to the early end date and Early Termination Fee as referenced in paragraph 13.

**12.1 Your Right to Cancel:** If you are switching to Just Energy from another REP, you may rescind this Contract without penalty at any time before midnight of the third federal business day after receiving this Contract. You may cancel by emailing your cancellation request to help@justenergy.com, by phone by calling 1.844.784.6256, or by mailing us a written cancellation request. You may also end this Contract without having to pay the Early Termination Fee if (a) you move and provide supporting documentation of your move; or (b) you receive a notice from Just Energy of a material change in the context of this Contract and you notify Just Energy of your request for cancellation within 14 days of the date the notice is sent to you.

**12.2 Our Right to Cancel:** We can end this Contract, at no cost to us, if: (i) required/allowed by law; (ii) the Utility is unable to service your ESI ID or electricity has not flowed in a reasonable time frame; (iii) a legislative or regulatory change materially alters our ability to profitably perform this Contract; (iv) you move; (v) you commit a "Breach"; (vi) Just Energy receives notice or information evidencing that your load profile classification does not qualify for residential service; (vii) you are or become a Sanctioned Person; or (viii) performance under this Contract would result in a violation of Sanctions by any person, including Just Energy. Except with respect to clause (viii), which will result in immediate termination, you will be given 14 calendar days prior notice if we end the Contract. You will be in Breach if you (a) violate a term of this Contract or your Utility's rules; or (b) switch to another REP during the Term. Just Energy may refuse electric service to an applicant who does not meet Just Energy's credit requirements and does not pay the required deposit, does not pay their delinquent account balance, or does not demonstrate satisfactory credit or previous REP payment history.

**13. Early Termination Fee.** If you end this Contract for reasons other than those specified in paragraph 12.1 (Your Right to Cancel) herein, then you may be charged an Early Termination Fee as set forth in your EFL, unless you are on a variable price or other month-to-month

product. You agree that the Early Termination Fee is genuine pre-estimate of the damages Just Energy would suffer and not a penalty or other type of charge. You will remain responsible for all other amounts due, including Utility disconnection and reconnection fees.

**14. Disconnection of Utility Service for Non-Prepaid Customers (Prepaid Customers Refer to Paragraph 35).** If you fail to pay all amounts when due, excluding any charges that are not for electric service, we may order disconnection of service in accordance with Governing Law. You will be given 10 calendar days (21 calendar days for Critical and Chronic Care) prior notice. In addition to any charges or fees assessed by your Utility, we will assess a disconnect for non-payment fee (DNP fee) up to $25.00 if your service is disconnected. Disconnection of service does not waive your responsibility to pay any outstanding account balance or Early Termination Fees. **15. Disconnect Without Notice.** The Utility may disconnect your services without prior notification if: (a) a life-threatening or dangerous condition exists; (b) there is evidence of meter tampering; (c) unauthorized service reconnection exists after disconnect; or (d) there is evidence of theft of service.

**16. Level Payment Plan.** You may be eligible for our Level Payment Plan based on a 12-month period if your Just Energy account is not delinquent. Delinquent customers should contact Just Energy to determine if they qualify for the Level Payment Plan. Under this plan you will receive an estimated bill that is the same amount each month during the period (subject to periodic adjustments). At the end of each period, we will reconcile the amount you have paid against the amount you would have paid based on actual usage and, if you remain on the plan, the difference will be divided by 12 and the resulting amount will be added to (or subtracted from) each bill in the next 12-month period. If you do not remain on the plan, the entire difference will be added to (or subtracted from) your next bill. We may require a deposit to participate in the plan. This plan does not affect your obligation to pay for all actual usage and other associated charges, taxes, and fees. Low-income customers as defined by the state of Texas are eligible for level payment plans.

**17. Customer Information, Credit Review.** You authorize us to request, access, use, hold, transfer and update personal information about you (including contact, billing, credit history, and consumption information) and to obtain it from and provide it to your Utility, our affiliates, business partners and service providers, and to communicate with you about other products and services offered by us and our affiliates. We will disclose any of your information where required by law, or in any communication or submission to a government authority respect to Sanctions. You also authorize us to provide information about you, including contact information, to our creditors, suppliers, affiliates, business partners and service providers for various purposes, including, but not limited to, customer service related to existing accounts. These purposes do not include marketing services. Contact customer service for written information on our policies and practices regarding use of your personal information.

**18. Limitation of Liability.** Our liability under this Contract is limited to direct actual damages. We are not liable for incidental, consequential, punitive, or indirect damages, lost profits, or lost business or for any act or omission of your Utility.

**18.1 Dispute Procedures.** Any communications concerning disputed debts, including an instrument tendered as full satisfaction of a debt, are to be sent to:

Fulcrum Retail Energy LLC d/b/a Just Energy

ATTN: Legal Department

P.O. Box 460008

Houston, Texas 77056

Any dispute with respect to a bill is deemed to be waived unless Just Energy is notified in writing within 60 calendar days of the bill date.

**18.2 Customer Warranties.** Customer warrants and represents that: (i) Customer is the owner or lessee of record for all ESI ID locations to be served hereunder and Customer has the authority to enter into this Contract for service to each of these ESI IDs; (ii) any and all of the data given, and representations made, concerning electric service to its ESI IDs are true and correct to the best of Customer's knowledge; and (iii) Customer shall consume and not resell any electricity purchased hereunder with the exception of electricity consumed by Customer's tenants or lessees.

**18.3 WARRANTY. CUSTOMER ACKNOWLEDGES AND AGREES THAT JUST ENERGY DOES NOT PRODUCE, TRANSMIT OR DISTRIBUTE ELECTRICITY AND, AS A RESULT, JUST ENERGY CANNOT WARRANT, AND DOES NOT WARRANT IN ANY MANNER, THE ELECTRICITY PROVIDED. NO REPRESENTATIONS OR WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, SHALL APPLY TO JUST ENERGY'S PERFORMANCE OF ITS OBLIGATIONS IN THIS AGREEMENT AND ALL SUCH WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED AND CUSTOMER HEREBY WAIVES ALL SUCH WARRANTIES. JUST ENERGY MAKES NO REPRESENTATION AS TO THE SUFFICIENCY, QUALITY OR CONTINUATION OF THE SERVICES PROVIDED HEREIN.**

**19. Dispute or Complaints, Binding Arbitration.** If you have any concerns or comments related to this Contract, you may contact us using the contact information provided above. You agree to promptly notify us of any disputed charge on your bill. You must pay the undisputed portion of your bill while a billing dispute is being resolved. We may request that you set out your billing dispute in writing. We request that you give us the opportunity to resolve any issue. If we are unable to resolve the issue, you have the ability to present an informal complaint to the public Utility Commission of Texas. If you have an unresolved dispute or claim between you and us, including our subsidiaries, affiliates, and/or any of their respective members, officers, directors, and employees, you agree that you have the choice of bringing your claim individually to small claims court or to pursue binding arbitration. You waive any right to bring or to participate in a class action against us. If you choose arbitration, any dispute will be handled under this Contract under the Federal Arbitration Act. Any such arbitration will be administered by the American Arbitration Association ("AAA") and conducted before a single arbitrator pursuant to its rules, including, without limitation, the AAA's Consumer-Arbitration Rules, available at https://www.adr.org/consumer. The arbitrator will apply and be bound by this Contract, apply applicable laws and the facts, and issue a reasoned award, if appropriate. Please refer to "Your Rights as a Customer" for more information.

**20. Bill Payment or Other Assistance.** You may contact us if you anticipate having trouble paying a bill or to maintain an amount above the Disconnection Balance. You may be eligible for payment assistance such as a Payment Arrangement or a Deferred Payment Plan. A Payment Arrangement allows you to pay your bill after the due date, but before the next bill is due. A Deferred Payment Plan is an agreement between the REP and a customer that allows a customer to

pay an outstanding balance in installments that extend beyond the due date of the current bill. For Customers on a prepaid Contract, please see separate provisions for Deferred Payment Plans in paragraph 36. We have additionally engaged with local agencies to distribute funds donated by our other customers to help those in need. Bill payment assistance may also be available by dialing 211, or www.211.org. This service is an excellent resource of information about local assistance available and services. Please contact customer service for additional information regarding any of the aforementioned programs.

**21. Critical Care Designation.** If an interruption or suspension of electric service will create a dangerous or life-threatening condition for you, you may qualify for designation as a Critical Care Residential Customer, which is defined as "a residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric powered medical device to sustain life." The designation or re-designation is effective for two years under this paragraph. A Critical Care Residential Customer designation does not relieve a customer of the obligation to pay Just Energy for services provided, and a customer's service may be disconnected pursuant to the Rules. Prepaid service is not available to Critical Care or chronic condition residential customers. If you are on a prepaid product and later become eligible for Critical Care, we will work with you to transition to a non-prepaid product.

**22. Amendment, Assignment.** We may amend this Contract by sending you written notice. If the amendment is a material adverse change in the Contract, we will provide you with at least 30 calendar days advance written notice and the change will become effective on the date stated in the notice unless you terminate this Contract within 30 calendar days of the date the notice is sent to you. We may assign any part of our interest in the Contract, including to another REP, without your consent. You cannot assign your rights or obligations without our consent.

**23. No Discrimination.** We will not discriminate, deny service, or require a prepayment or deposit for service based on your race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, familial status location in an economically distressed geographic area, or qualification for low income or energy efficiency services. We will not use a credit score, credit history, or Utility payment data as the basis for determining the price for electric service for a product with a contract term of 12 months or less.

**24. Inability to Perform.** You accept that certain events beyond our control, including "force majeure" events declared by our direct or indirect suppliers, may affect our ability to supply electricity or JustGreen at your Energy Charge or JustGreen Charge. If this happens, we may, without liability: (a) temporarily supply them to you at the market price available to us; or (b) suspend this Contract until as soon as we are reasonably able to resume performance. This Contract will otherwise remain in full effect.

**25. Notice.** If we are required to give you written notice, we will send it to your billing address or e-mail address and for prepaid, your e-mail or via SMS text. When providing us with written notice,you must send it to our address stated in this Contract. You will be required to give proof of delivery. If a change in Governing Law necessitates that we provide a group of our customers with a general notice, we reserve the discretion to do so by posting it on our website at www.Justenergy.com (you agree to visit it periodically to stay informed). Just Energy is not responsible if you do not receive notice due to incorrect or outdated information provided at time of enrollment or failure to update. Customer consents to receive SMS text messages from Just Energy, its affiliates, and/or business partners regarding information about customer's account, new products, specials, promotions, and/or demand response events. Standard message and data rates will apply to SMS messages. Customers may opt-out of text messaging anytime by texting "STOP" to [90740].

**26. Governing Law.** The laws of the state of Texas govern this Contract.

**27. Miscellaneous.** You consent to the recording of phone calls related to this Contract and this Contract is the entire contract between you and us. It can only be amended by a written notice or recorded telephone call with you. If a part of this Contract is deemed unenforceable, for any reason, we can make the minimal changes for it to be legal and enforceable. No delay by us to exercise our rights under this Contract will constitute a waiver of such rights. No waiver of a Breach by you shall be interpreted as a waiver of any other Breach. This Contract ensures to the benefit of and binds the parties and their respective successors and assigns. We will maintain an updated "Your Rights as a Customer" on our website and you agree to review it annually.

**28. Emergency.** In an emergency, call your Utility or appropriate emergency personnel.

**29. Commercial Customer Protections Waiver.** If you are a nonresidential customer whose annual peak demand is equal to or exceeds 50 kW or 50 kVa during any 12-month period or a nonresidential customer whose load is part of an aggregation in excess of 50 kilowatts during the same 12-month period, to the extent allowed by law, you acknowledge and agree that the customer protection rights prescribed in your Contract and PUC Substantive Rules §25.471, et seq. do not apply. You may review the applicable rules at https://www.puc.texas.gov/ agency/rulesnlaws/subrules/electric/25.471/25.471.pdf

**30. Bill Payment Assistance.** If you qualify for low-income status or low-income assistance, have received energy assistance in the past, or you think you need energy assistance in the future, you should contact the billing assistance program to confirm that you can qualify for energy assistance.

**Paragraphs 31-36 apply only to Customers on a prepaid Contract:**

**31. Account Update.** We will communicate with you through an Account Update process. At the time of your enrollment with us, you must select the method we provide your Account Update to you, either by email or SMS text message. The Account Update contains account information which may include: your Current Balance, recent electricity payments, the most recent available energy consumption information as provided by the Utility (which may contain delayed information), updated electricity price, estimated time and/or days of electricity service remaining, confirmation of prepaid credit purchases, and/or other notices.

We have no obligation to resend Account Updates to you, even if the message could not be delivered for any reason. You are solely responsible for contacting customer service to provide us with updated and correct contact information if: (1) the information for your chosen method of Account Updates contact has changed; (2) your chosen method of Account Updates is not functioning properly; (3) your chosen method of Account Updates is invalid; (4) at any time after you have begun receiving prepaid electricity service from us, 48 hours pass in which you do not receive an Account Update; (5) or you have not received an Account Update from us within 24 hours of any payment to your account. We may assess an Account Update Fee (up to $2.50) to you if you request an update through customer service.

**32. Summary of Usage and Payment (SUP).** You can request a SUP (summary of electric charges), which will be provided to you via email or through the US Postal Service (USPS). We can charge you up to $2.95 SUP Fee for each SUP requested via USPS.

**32.1 Prepaid Payment.** If you are a Customer on a prepaid Contract, instead of receiving a monthly bill, we (or an authorized payment center) will provide you a purchase receipt or confirmation number that will show you the amount of money added to your account by email or SMS text message. Confirmation of your payment will be made through an Account Update. (See paragraph 11.2 for underbilling payments.)

**33. Account Balance Refund Policy.** We will not refund any account balance you maintain while you are a customer of ours. Should you terminate service with us (either by moving out or switching your service to another REP), or if we terminate service with you, you are entitled to a refund of your outstanding Current Balance, minus any deficit balance accrued, any amounts owed under a Deferred Payment Plan (DPP) and/or fees assessed until the date your service with Just Energy ends. We refer to this amount as the "Closeout Balance (COB)". If you are moving to a new location, you must contact customer service and request that we (a) close out your account and (b) record the COB at the time your service ends. If you are switching to another REP, your COB will be determined by us on the last day of your service with us. If your COB is equal to or greater than $5.00, we will refund any unexpected funds to you within 10 calendar days of receipt of your final meter reading. If your COB is less than $5.00, you must contact us to request a refund. If you fail to request a refund, Just Energy will report your COB to the state of Texas as unclaimed property.

**34. Warning Message Prior to Disconnection.** We will send a warning message to you via an Account Update one to seven (1-7) calendar days before your Current Balance is estimated to fall below the Disconnection Balance as shown on your Prepaid Disclosure Statement. If you continue to receive electricity, for any reason, when your Current Balance is equal to or less than $0.00, your account will accumulate a deficit balance. **35. Disconnection of Service for Prepaid Customers.** You must prepay for electricity consumption and maintain a positive Current Balance on your account except as otherwise authorized in this Contract. We may contact the Utility to interrupt your electricity service if your Current Balance falls below the Disconnection Balance as shown on your PDS. Your deficit balance, if any, must be paid in full as well as an amount sufficient to satisfy the Connection Balance before we can initiate reconnection of service. Reconnection may result in re-enrollment. Upon reconnection your Current Balance may be subject to any charges or fees assessed by the Utility. It is our recommendation that you have a Current Balance of at least $20.00 in your account each day to avoid disconnection.

**36. Deferred Payment Plan (DPP) Provisions for Prepaid Customers.** A DPP is an agreement between Just Energy and a Customer that allows a Customer to pay an outstanding balance in installments over an extended period. If at any time your account has a deficit balance of $50.00 or more, you may be eligible for a DPP, or if your Current Balance has been exhausted due to an extreme weather emergency, under billing, or disaster declaration, you are eligible to enroll in DPP. To determine eligibility, you must contact our customer service department and request enrollment in a DPP. Just Energy may transfer up to 50% of all your future payments to your DPP balance until it is fully paid. As a condition of accepting the DPP, you may be asked if we may place your account on a switch hold until you satisfy the terms of the DPP. A switch hold means that you will not be able to buy electricity from other companies while the switch hold is in place. If you fail to adhere to the terms in your DPP, your entire outstanding DPP balance will become immediately due and included in your Current Balance. If this causes your Current Balance to fall below the Disconnection Balance, Just Energy may request that your Utility interrupt your service after one day's notice of disconnection. Please contact Just Energy for details.

## Just Energy, PUCT Certificate No. 10052

**24 HOUR SERVICE OUTAGE REPORTING AND LOAD SHED**

Please use these numbers for reporting outages or other emergencies.

| | |
|---|---|
| TXU/ONCOR ENERGY: | 888.313.4747 |
| CENTERPOINT ENERGY: | 800.332.7143 |
| **Within Houston:** | 713.207.2222 |
| LUBBOCK POWER & LIGHT: | 806.775.2509 |
| AEP (WTU AND CP&L): | 866.223.8508 |
| TEXAS NEW MEXICO POWER: | 888.866.7456 |

https://www.justenergy.com/TexasOutageLoadShed

**CONTACT INFORMATION FOR JUST ENERGY ("Your REP" or "We")**

| | |
|---|---|
| INTERNET ADDRESS: | justenergy.com |
| E-MAIL ADDRESS: | CustomerSupport@justenergy.com |
| MAILING ADDRESS: | P.O. Box 460008, Houston,Texas 77056 |
| TELEPHONE NUMBER: | 866.587.8674 |
| **Within Houston:** | 713.850.6790 |
| FAX NUMBER: | 888.548.7690 |
| OFFICE HOURS: | |
| RESIDENTIAL: | Monday - Friday 8:00 am to 7:00 pm CST<br>Saturday: 9:00 am to 6:00 pm CST |
| COMMERCIAL: | Monday - Friday: 8:00 am to 6:00 pm CST |

## Your Rights as a Customer

**PLEASE READ: THIS DOCUMENT CONTAINS IMPORTANT INFORMATION REGARDING YOUR RIGHTS AS A CUSTOMER**

This document summarizes Your Rights as a Customer and is based on customer protection rules adopted by the Public Utility Commission of Texas (PUCT). You may view the PUCT's complete set of electric rules at http://www.puc.state.tx.us/agency/rulesnlaws/subrules/electric/Electric.aspx.

**1. Cancelling Service**

Unauthorized Change of Service Provider or "Slamming": A REP must obtain your verifiable authorization before switching your electric service. If you believe your electric service has been switched without your authorization, you should ask the REP to provide you with a copy of your authorization and verification. The REP must submit this to you within 5 business days of your request. You may also file a complaint with the PUCT. Upon receipt of a complaint filed with the PUCT, the REP must take all actions within its control to facilitate your prompt return to your original REP and cease any collections activities related to the switch until the complaint has been resolved by the PUCT. If the PUCT determines your electric service was switched without authorization, the REP must cancel all unpaid charges. The REP must pay all charges associated with returning you to your original REP within 5 business days of your request, and refund to you any amount paid in excess of the charges that would have been imposed by your original REP within 30 days of your request.

**Cancellation of Service:** You may cancel your agreement with your chosen REP without any penalty or fee if:

- ☐ You request cancellation within 3 federal business days after you have signed the Application for Service and received your Terms of Service;
- ☐ You move to another premise and no longer have responsibility for electric service at the premise where service was being provided;
- ☐ Market conditions change and the agreement allows your REP to terminate the agreement without penalty in response to such changes; or
- ☐ You receive a notice from your REP of a material change in the context of this Agreement and you notify your REP of your request for cancellation within 14 days of the date the notice is sent to you. Notice will not be issued for material changes that benefit you or changes that are mandated by a regulatory agency.

If you request cancellation for a reason other than those listed above, exit fees will apply. To cancel your service during the cancellation period, please use the notice of cancellation form or call your chosen REP's phone number above. For details on cancellation after the cancellation window has ended and on exit fees, please call your REP's phone number above.

**2. Billing**

**Unauthorized Charges or "Cramming":** Before new charges appear on your bill or are deducted from your prepaid account balance, your REP must inform you of the product or service, all associated charges, and how these charges will be billed or charged to your prepaid account balance and obtain your consent to purchase the product or service. If you believe your bill or prepaid account balance includes unauthorized charges, you may contact your REP to dispute the charges and file a complaint with the PUCT. Your REP will not terminate your service or file an unfavorable credit report against you for nonpayment of disputed charges, unless the dispute is resolved against you. If the charges are unauthorized, Your REP will cease charging you for the unauthorized service or product, remove the unauthorized charge from your bill or prepaid account balance, and refund or credit all money you paid for any unauthorized charge within 45 business days. If charges are not refunded or credited within three billing cycles, interest shall be paid to you on the amount of any unauthorized charge until it is refunded or credited, calculated at an annual rate established by the PUCT. You may request all billing records or Summary of Usage and Payment (prepaid service) under your REP's control related to any unauthorized charge within 15 days after the date the unauthorized charge is removed from your bill or prepaid account. Your

REP will not re-bill you for any charges determined to be unauthorized.

**Payment Arrangement/Plan:** If you are on an electric service product other than prepaid electric service and cannot pay your bill, please call your REP immediately. Your REP will inform you of available resources to help those in need. A REP must offer level payment plans to customers who are not enrolled in prepaid service and not currently delinquent in payment. Your REP may offer you a Payment Arrangement that allows you to pay your bill after your due date, but before your next bill is due. Additionally, your REP may offer you a Deferred Payment Plan, which allows you to pay an outstanding bill in installments that extend beyond the due date of your next bill. Deferred Payment Plans must be offered (unless the customer previously defaulted or is already on a Deferred or Level Payment Plan) during summer months (July – September) and winter months (January – February) or during extreme weather emergencies to the following residential customers: (a) Critical Care/Chronic Condition (b) those expressing an inability to pay as long as they have not been disconnected in the last 12 months, submitted more than 2 insufficient payments during the last 12 months or received service for less than 3 months and lack of sufficient credit/payment history (c) whose bill includes charges from previous under-billings. Your REP may require an initial payment of no more than 50% of the amount past due with the rest payable in equal installments over at least five billing cycles, unless you agree to fewer installments.

For prepaid customers, a Deferred Payment Plan allows you to pay a negative balance over time. A REP must offer a Deferred Payment Plan to prepaid to prepaid electric service customers when the customer's current balance reflects a negative balance of $50 or more during an extreme weather emergency; who has been underbilled by $50 or more for reasons other than theft of service; or during a state of disaster declared by the governor in areas covered by the declaration and the PUCT direct that deferred payment plans be offered.

A Deferred Payment Plan may include a 5% charge for late payment. If you do not fulfill the terms of the Payment Arrangement or Deferred Payment Plan, Your REP may disconnect your service for nonpayment. For details on payment plans, please see your Terms of Service or contact your REP. Your Rep has partnered with local agencies to distribute funds donated by our other customers, to help those in need. Bill payment assistance may also be available by dialing 211, or by visiting www.211.org. This service is an excellent resource of information about local assistance available and services.

**Special Services:** If you have a physical disability or require special assistance regarding your electric account, please contact your REP to inquire about the process to become qualified for any special services that may be available to you.

**Critical Care Residential Customer or Chronic Condition Residential Customer:** You have the right to apply for Critical Care Residential Customer or Chronic Condition Residential Customer designation. Upon your request, your REP will provide you with the Application for Chronic Condition or Critical Care Residential Customer Status form. Your local TDU/TDSP will review your application and determine eligibility. Your local TDU/TDSP shall mail a renewal notice before the expiration of your designation. A Critical Care Residential Customer or Chronic Condition Residential Customer designation pursuant to this section does not relieve a customer of the obligation to pay the REP for services provided.

A Critical Care Residential Customer is a residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life. A Chronic Condition Residential Customer is a residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition.

**Prepaid service customers do not qualify for a Critical Care or Chronic Care designation.** If your REP becomes aware or if you indicate that your TDU has designated you as a Critical Care or Chronic Care customer, your REP will work to transition you to non-prepaid service in a manner that avoids a service interruption.

**Financial and Energy Assistance and Discounts:** Your REP must offer bill payment assistance to residential customers who express an inability to pay or need assistance with bill payment. An electric customer who receives food stamps, Medicaid, Temporary Assistance for Needy Families (TANF) or Supplemental Security Income (SSI) from the Texas Health and Human Services Commission (THHSC), or whose household income is not more than 150% of the federal poverty guidelines may qualify for energy assistance from the Texas Department of Housing and Community Affairs (TDHCA). Some electric assistance agencies may not provide assistance to customers that use prepaid service.

**Meter Testing:** You have the right to request a meter test once every four years at no cost. Your REP can submit your request to your utility electronically. If you ask to have your meter tested more than once every four years, and the meter is determined to be functioning properly, then you may be charged a fee for the additional test(s) at the rate approved for your utility. Your utility will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter. You have the right to be instructed on how to read your meter.

**3. Service, Disconnection and Restoration**

**Disconnection of Prepaid Service:** If you are a prepaid electric service customer, you will receive a low balance warning at least 1 day and not more than 7 days before your prepaid account's Current Balance is estimated to fall below the Disconnection Balance and is subject to disconnection. In addition to failing to maintain a Current Balance above the Disconnection Balance, if you are a prepaid electric service customer, a REP may disconnect your service for failing to comply with the terms of a deferred payment plan.

**Disconnection of Service:** If you are not a prepaid electric service customer and your payment for electric service is not received by the due date on your bill, Your REP will mail you a separate disconnection notice. The disconnection notice will explain that your service may be disconnected. The disconnection date will be no less than 10 (21 days for critical and chronic care) days from the date the notice is issued and may not fall on a holiday or weekend. If, prior to the disconnection date, payment is received or satisfactory

payment arrangements are made, your REP will continue to serve you under the terms and conditions of service in effect prior to issuance of the disconnection notice.

**Your REP cannot disconnect your electric service for any of the following reasons:**

1. Failure to pay for electric service by a previous occupant of the premise if that occupant is not of the same household;
2. Failure to pay any charge unrelated to electric service;
3. Failure to pay a different type or class of electric service not included on the account's bill when service was initiated;
4. Failure to pay underbilled charges that occurred more than six months in the past (except where related to theft of service);
5. Failure to pay disputed charges until your REP or the PUCT determines accuracy of the charges and you have been notified of this determination;
6. Failure to pay an estimated bill unless the estimated bill is part of a pre-approved meter-reading program or in the event your utility is unable to read the meter due to circumstances beyond its control (not applicable to prepaid); or
7. Failure to pay during an extreme weather emergency, during which deferred payment plans will be made available.

Just Energy may not disconnect your service if it receives notification by the disconnection date that an energy assistance provider will make sufficient payment on your account.

**Availability of Provider of Last Resort:** If your electric service is terminated, you may obtain services from another REP or the Provider of Last Resort (POLR). The POLR offers a standard retail service package. Information about the POLR and other REPs can be obtained by calling 1.866.PWR.4.TEX or by visiting www.powertochoose.com.

**Disconnection of Service:** The PUCT has provided that under certain dangerous circumstances (such as unsafe electric line situations) any REP, including the POLR, may authorize your utility to disconnect your electric service without prior notice to you. Additionally, your REP may seek to have your electric service disconnected for any of the reasons listed below:

- Failure to pay a bill for electric service owed to your REP or to make a deferred payment arrangement by the disconnection date set out in the disconnection notice;
- Failure to comply with the terms of a deferred payment agreement made with your REP or the POLR;
- Using service in a manner that interferes with the service of others or the operation of nonstandard equipment;
- Failure to pay a deposit required by your REP or the POLR; or
- Failure of the guarantor to pay the amount guaranteed when your REP or the POLR has a written agreement, signed by the guarantor, which allows for the disconnection of the guarantor's service.

Prior to disconnecting your service, your REP or the POLR must provide you a disconnection notice. This notice must be mailed to you separately no earlier than the first day after the date your bill is due. The disconnection date must be no earlier than 10 days from the date the notice is issued and may not fall on a holiday or weekend or the day preceding unless personnel are available to take payments and service can be reconnected. Your REP or the POLR may not seek to have your electric service disconnected by your utility for any of the reasons listed under the Disconnection of Service portion of this document. Additionally, your REP or the POLR may not disconnect your electric service:

- For non-payment during an extreme weather emergency and must offer you a deferred payment plan for bills due during the emergency; or
- For non-payment if you inform your REP or the POLR, prior to the disconnection date stated on the notice, that a permanent resident on the premises has a critical or chronic need for electric service. However, to obtain this exemption, you must enter into a deferred payment plan with your REP or the POLR and have the ill-person's attending physician contact your REP or the POLR and submit a written statement attesting to the necessity of electric service to support life or prevent a significant deterioration of condition. This exemption from disconnection due to critical care shall be in effect for 63 days and may be applied for again after the 63 days has expired and the deferred payment plan has been fulfilled.

**Restoration of Service:** If your service has been disconnected for non-payment, your REP will, upon satisfactory correction of the reasons for the disconnection, notify your utility to reconnect your service. If you are a prepaid electric service customer, your REP will notify your utility to reconnect your service once your prepaid account balance reflects a balance at or above the connection balance. Your REP will continue to serve you under the terms and conditions of service in effect prior to issuance of the disconnection notice. If your service was disconnected due to a dangerous situation, your service will be reconnected once you notify your REP or the POLR that disconnected it that you have corrected and satisfactorily resolved the dangerous situation.

**4. Disputes**

Complaint Resolution: Please contact your REP if you have specific comments, questions or complaints. You may submit a complaint in person, by letter, facsimile, e-mail or telephone to your REP. Upon receipt of a complaint, your REP is required to investigate and notify you of the results within 21 days. If you are dissatisfied with the results of our investigation, you may request a supervisory review. Your REP must advise you of the results of the supervisory review within 10 business days of your request. If you are dissatisfied with the results of the investigation or supervisory review, you may file a complaint with the PUCT at: P.O. Box 13326, Austin, Texas, 78711-3326; telephone: 512.936.7120 or in Texas (toll-free) 888.782.8477; fax 512.936.7003; e-mail: customer@pucstate.tx.us; website address: www.puc.state.tx.us; TTY 512.936.7136; Relay Texas (toll-free) 800.735.2989 or with the Office of

the Attorney General, Consumer Protection Division. For a complaint involving a disputed bill, your REP may not initiate collection or termination activities or report the delinquency to a credit reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, your REP may send a termination notice for non-payment of any undisputed portion of the bill.

**5. Other Protections**

**Do Not Call List:** The PUCT will maintain a “Do Not Call List” of customers who do not want to receive telemarketing calls for electric service. Customers may sign up for the list for a nominal fee. Please contact the PUCT to be placed on the Do Not Call List. Call toll-free 1-888-309-0600, visit www.texasnocall.com, or mail your request to Texas No Call, 100 Summer Street Suite 800, Boston, MA 02110. You may contact your REP for further details.

**Language Availability:** You may request to receive information from your REP in Spanish or English. Your REP does not market in any other language. This includes the Application for Service and Terms of Service, Your Rights as a Customer, the Electricity Facts Label, Prepaid Disclosure Statement (prepaid customers only), Summary of Usage and Payment (prepaid customers only), bills and bill notices, termination and disconnection notices, information on new electric services, discount programs, promotions, and access to customer assistance. Privacy Rights: REPs are prohibited from disclosing or selling confidential customer information, including your: name; address; account number and ESI ID(s); type or classification of service; historical electricity usage; expected patterns of use; current charges or billing records; and the types of facilities used in providing your service; and the individual terms, conditions and price of your agreement. This prohibition does not apply to the release of your information under certain circumstances as required by law, including release of your information to the PUCT, any agent of your REP, credit reporting agencies, law enforcement agencies or your utility. Your information will be shared with other REPs or aggregators only with your consent.

## Just Energy, Certificado de PUCT No. 10052

**REPORTES DE INTERRUPCIONES DEL SERVICO Y "LOAD SHED" LAS 24 HORAS**

Por favor utilice estos números para reportar interrupciones del servicio y otras emergencias.

| | |
|---|---|
| TXU/ONCOR ENERGY: | 888.313.4747 |
| CENTERPOINT ENERGY: | 800.332.7143 |
| **Dentro de Houston:** | 713.207.2222 |
| LUBBOCK POWER & LIGHT: | 806.775.2509 |
| AEP (WTU AND CP&L): | 866.223.8508 |
| TEXAS NEW MEXICO POWER: | 888.866.7456 |

https://www.justenergy.com/TexasOutageLoadShed

**INFORMACION PARA CONTACTAR A JUST ENERGY ("Su REP" o "Nosotros")**

| | |
|---|---|
| DIRECCION DE INTERNET: | justenergy.com |
| CORREO ELECTRONICO: | CustomerSupport@justenergy.com |
| DIRECCION POSTAL: | P.O. Box 460008,<br>Houston, Texas 77056 |
| NUMERO DE TELEFONO: | 866.587.8674 |
| **Dentro de Houston:** | 713.850.6790 |
| NUMERO DE FAX: | 888.894.7954 |
| HORAS DE OFICINA: | |
| **Residencial** | Lunes - Viernes 8:00am to 7:00pm CST<br>Sabado: 9:00 am to 6:00 pm CST |
| **Comercial** | Lunes - Viernes: 8:00am to 6:00pm CST |

## Sus Derechos Como Cliente

**POR FAVOR LEA: ESTE DOCUMENTO CONTIENE INFORMACIÓN IMPORTANTE SOBRE SUS DERECHOS COMO CLIENTE.**

Este documento resume sus derechos como cliente y se basa en las normas de protección al cliente adoptadas por la Comisión de Servicios Públicos de Texas (PUCT). Puede ver el conjunto completo de reglas de la PUCT en http://www.puc.state.tx.us/agency/rulesnlaws/subrules/electric/Electric.aspx.

**1. Servicio de Cancelación**

**Cambio de Proveedor de Servicio no Autorizado o "Slamming":** El REP debe obtener su autorización verificable antes de cambiar su servicio de electricidad. Si cree que su servicio ha sido cambiado sin su autorización, debe solicitar al REP que le proporcione una copia de su autorización y verificación. El REP debe enviarle esto dentro de los 5 días hábiles posteriores a su solicitud. También puede presentar una queja ante la PUCT. Al recibir una queja presentada ante la PUCT, el REP debe tomar todas las medidas que estén a su alcance para facilitar su pronto regreso a su REP original y cesar cualquier actividad de cobranza relacionada con el cambio hasta que la PUCT haya resuelto la queja. Si la PUCT determina que su servicio eléctrico fue cambiado sin autorización, el REP debe cancelar todos los cargos impagos. El REP debe pagar todos los cargos asociados con su regreso a su REP original dentro de los 5 días hábiles posteriores a su solicitud, y reembolsarle cualquier monto pagado en exceso de los cargos que le habría impuesto su REP original dentro de los 30 días posteriores a su solicitud.

**Cancelación del Servicio:** Puede cancelar su acuerdo con el REP elegido sin penalización ni cargo si:

¨ Usted solicita la cancelación dentro de los 3 días hábiles federales después de haber firmado la Solicitud de servicio y recibido sus Términos de Servicio;

¨ Se muda a otro local y ya no tiene la responsabilidad del servicio eléctrico en el local donde se prestaba el servicio;

¨ Las condiciones del mercado cambian y el acuerdo permite que su REP rescinda el acuerdo sin penalización en respuesta a dichos cambios; o

¨ Recibe un aviso de su REP de un cambio sustancial en el contexto de este Acuerdo y notifica a su REP de su solicitud de cancelación dentro de los 14 días posteriores a la fecha en que se le envía el aviso. No se emitirá un aviso para cambios materiales que lo beneficien o cambios que sean exigidos por una agencia reguladora.

Si solicita la cancelación por un motivo distinto de los enumerados anteriormente, se aplicarán tarifas de salida. Para cancelar su servicio durante el período de cancelación, utilice el formulario de notificación de cancelación o llame al número de teléfono de su REP elegido arriba. Para obtener detalles sobre la cancelación después de que haya finalizado la ventana de cancelación y sobre las tarifas de salida, llame al número de teléfono de su REP que se encuentra arriba.

**2. Facturación**

**Cargos no autorizados o "Cramming":** antes de que aparezcan nuevos cargos en su factura, o que se deduzcan del saldo de su cuenta de prepago, su REP debe informarle sobre el producto o servicio, todos los cargos asociados y cómo se facturarán estos cargos, o si se cobraran del saldo de su cuenta de prepago, y debe obtener su consentimiento para comprar el producto o servicio. Si cree que su factura, o si el saldo de su cuenta prepago incluye cargos no autorizados, puede comunicarse con su REP para disputar los cargos y presentar una queja ante la PUCT. Su REP no cancelará su servicio ni presentará un informe de crédito desfavorable en su contra por falta de pago de los cargos en disputa, a menos que la disputa se resuelva en su contra. Si los cargos no están autorizados, su REP dejará de cobrarle por el servicio o producto no autorizado, eliminará el cargo no autorizado de su factura o del saldo de su cuenta de prepago, y le reembolsará o acreditará todo el dinero que pagó por cualquier cargo no autorizado dentro de 45 días hábiles. Si los cargos no se reembolsan o acreditan dentro de los tres ciclos de facturación, se le pagarán intereses

sobre el monto de cualquier cargo no autorizado hasta que se reembolse o acredite, calculados a una tasa anual establecida por la PUCT. Puede solicitar todos los registros de facturación o Resúmenes del Consumo y Pagos (servicio de prepago) bajo el control de su REP relacionados con cualquier cargo no autorizado dentro de los 15 días posteriores a la fecha en que se eliminó el cargo no autorizado de su factura o cuenta de prepago. Su REP no le volverá a facturar ningún cargo que se determine no autorizado.

**Acuerdo/Plan de Pago:** si usted tiene un producto de servicio de electricidad diferente al servicio de electricidad de prepago y no puede pagar su factura, llame a su REP de inmediato. Su REP le informará sobre los recursos disponibles para ayudar a personas con necesidad. El REP debe ofrecer planes de pago nivelado a los clientes no inscritos en un servicio prepago y que actualmente no están morosos en el pago. Su REP puede ofrecerle un Acuerdo de Pago que le permita pagar su factura después de la fecha de vencimiento, pero antes de que venza su próxima factura. Además, su REP puede ofrecerle un Plan de Pago Diferido, que le permite pagar una factura pendiente en cuotas que se extiendan más allá de la fecha de vencimiento de su próxima factura. Se deben ofrecer planes de pago diferido (a menos que el cliente haya incumplido previamente o ya esté en un plan de pago diferido o nivelado) durante los meses de verano (julio a septiembre) y los meses de invierno (enero a febrero) o durante emergencias climáticas extremas a los siguientes clientes residenciales: (a) con Cuidado Crítico/Condición Crónica (b) aquellos que expresan una incapacidad de pago siempre que no hayan sido desconectados en los últimos 12 meses, presentado más de 2 pagos insuficientes durante los últimos 12 meses o recibido servicio por menos de 3 meses y falta de suficiente historial de crédito/pago (c) cuya factura incluye cargos de subfacturaciones anteriores. Su REP puede requerir un pago inicial de no más del 50% del monto vencido y el resto pagadero en cuotas iguales durante al menos cinco ciclos de facturación, a menos que acepte menos cuotas.

Para clientes con prepago, un Plan de Pago Diferido le permite pagar un saldo negativo en un período de tiempo. El REP debe ofrecer un Plan de Pago Diferido a clientes con servicio eléctrico prepagado cuando el saldo actual del cliente refleja un saldo negativo de $50 o más durante una emergencia climática extrema; a quién se le facturo de menos una cantidad de $50 o más por razones distintas al robo del servicio; o durante un estado de desastre declarado por el gobernador en las áreas cubiertas por la declaración y la PUCT ordena que se ofrezcan planes de pago diferido.

Un Plan de Pago Diferido puede incluir un cargo del 5% por pago atrasado. Si no cumple con los términos del Acuerdo de pago o del Plan de Pago Diferido, su REP puede desconectar su servicio por falta de pago. Para obtener detalles sobre los planes de pago, consulte sus Términos de Servicio o comuníquese con su REP. Su representante se ha asociado con agencias locales para distribuir fondos donados por nuestros clientes, para ayudar a necesitados. La asistencia para el pago de facturas también puede estar disponible llamando al 211 o visitando www.211.org. Este servicio es un excelente recurso de información sobre la asistencia local disponible y los servicios.

**Servicios Especiales:** si tiene una discapacidad física o necesita asistencia especial con respecto a su cuenta de electricidad, comuníquese con su REP para consultar sobre el proceso para calificar para cualquier servicio especial que pueda estar disponible para usted.

**Cliente residencial de cuidados críticos o Cliente residencial de condiciones crónicas:** Tiene derecho a solicitar la designación de Cliente residencial de cuidados críticos o Cliente residencial de condiciones crónicas. Si lo solicita, su REP le proporcionará el formulario de Solicitud de condición de cliente residencial de atención crítica o condición crónica. Su TDU local revisará su solicitud y determinará la elegibilidad. Su TDU/TDSP local enviará por correo un aviso de renovación antes de que expire su designación. Una designación de Cliente Residencial de Cuidado Crítico o Cliente Residencial de Condición Crónica de conformidad con esta sección no exime al cliente de la obligación de pagar al REP por los servicios prestados.

Un cliente residencial de cuidados intensivos es un cliente residencial que tiene una persona que reside permanentemente en su hogar y que ha sido diagnosticada por un médico como dependiente de un dispositivo médico eléctrico para mantener la vida. Un cliente residencial con afección crónica es un cliente residencial que tiene una persona que reside permanentemente en su hogar a quien un médico le ha diagnosticado una afección médica grave que requiere un dispositivo médico eléctrico o calefacción o refrigeración eléctrica para evitar el deterioro. de una función importante de la vida a través de un deterioro significativo o exacerbación de la condición médica de la persona.

Los clientes con servicio de prepago no califican para una designación de Cuidados Críticos o Cuidados Crónicos. Si su REP se entera, o si usted indica que su TDU lo ha designado como cliente de Cuidados Críticos o Cuidados Crónicos, su REP se encargara de transferirlo a un servicio no-prepago de tal forma que evite una interrupción del servicio.

**Descuentos y Asistencia Financiera y de Energía:** su REP debe ofrecer asistencia con el pago de facturas a los clientes residenciales que expresen su incapacidad para pagar o que necesiten asistencia con el pago de facturas. Un cliente de electricidad que recibe cupones de alimentos, Medicaid, Asistencia Temporal para Familias Necesitadas (TANF) o Seguridad de Ingreso Suplementario (SSI) de la Comisión de Salud y Servicios Humanos de Texas (THHSC), o cuyo ingreso familiar no supera el 150% de las pautas de pobreza federales, pueden calificar para asistencia energética del Departamento de Vivienda y Asuntos Comunitarios de Texas (TDHCA). Es posible que algunas agencias de asistencia eléctrica no brinden asistencia a los clientes que utilizan el servicio prepago.

**Prueba de medidor:** Tiene derecho a solicitar una prueba de medidor una vez cada cuatro años sin costo alguno. Su REP puede enviar su solicitud a su empresa de servicios públicos electrónicamente. Si solicita que se pruebe su medidor más de una vez cada cuatro años, y se determina que el medidor funciona correctamente, es posible que se le cobre una tarifa por las pruebas adicionales a la tarifa aprobada para su empresa de servicios públicos. Su empresa de servicios públicos le informará sobre los resultados de la prueba, incluida la fecha de la prueba, la persona que realizó la prueba y, si corresponde, la fecha de retiro del medidor. Tiene derecho a recibir instrucciones sobre cómo leer su medidor. Es posible que algunas agencias de asistencia eléctrica no brinden asistencia a los clientes que utilizan el servicio prepago.

**3. Servicio, Desconexión y Restauración**

**Desconexión del servicio de prepago:** si usted es un cliente de servicio eléctrico de prepago, recibirá una advertencia de saldo bajo al menos 1 día, y no más de 7 días, antes de que se estime que el saldo actual de su cuenta de prepago caiga por debajo del saldo de desconexión y esté sujeto a desconexión. Además de no mantener un Saldo Actual por encima del Saldo de Desconexión, si usted es un cliente de servicio eléctrico de prepago, un REP puede desconectar su servicio por no cumplir con los términos de un plan de pago diferido.

**Desconexión del Servicio:** si no es cliente de servicio eléctrico de prepago y su pago por el servicio eléctrico no se recibe antes de la fecha de vencimiento que figura en su factura, su REP le enviará por correo un aviso de desconexión por separado. El aviso de desconexión explicará que su servicio puede ser desconectado. La fecha de desconexión no será inferior a 10 (21 días para cuidados críticos y crónicos) a partir de la fecha de emisión del aviso y no podrá ser un día feriado o fin de semana. Si, antes de la fecha de desconexión, se recibe el pago o se hacen arreglos de pago satisfactorios, su REP continuará sirviéndole bajo los términos y condiciones de servicio vigentes antes de la emisión del aviso de desconexión.

**Su REP no puede desconectar su servicio eléctrico por ninguna de las siguientes razones:**

1. La falta de pago del servicio eléctrico por parte de un ocupante anterior del inmueble si ese ocupante no es del mismo hogar;
2. Falta de pago de cualquier cargo no relacionado con el servicio eléctrico;
3. Falta de pago de un tipo o clase diferente de servicio eléctrico no incluido en la factura de la cuenta cuando se inició el servicio;
4. Falta de pago de cargos subfacturados que ocurrieron hace más de seis meses (excepto cuando estén relacionados con el robo del servicio);
5. Falta de pago de los cargos en disputa hasta que su REP o la PUCT determinen la exactitud de los cargos y usted haya sido notificado de esta determinación;
6. Falta de pago de una factura estimada a menos que la factura estimada sea parte de un programa de lectura de medidor pre-aprobado o en el caso de que su empresa de servicios públicos no pueda leer el medidor debido a circunstancias fuera de su control (no aplicable a prepago); o
7. Falta de pago durante una emergencia climática extrema, durante la cual se pondrán a disposición planes de pago diferido.

Es posible que Just Energy no desconecte su servicio si recibe una notificación antes de la fecha de desconexión de que un proveedor de asistencia de energía realizará un pago suficiente en su cuenta.

Disponibilidad del Proveedor de Último Recurso: Si se cancela su servicio eléctrico, puede obtener servicios de otro REP o de un Proveedor de Último Recurso (POLR). El POLR ofrece un paquete de servicio minorista estándar. Puede obtener información sobre POLR y otros REP llamando al 1.866.PWR.4.TEX o visitando www.powertochoose.com.

**Desconexión del Servicio:** La PUCT ha dispuesto que bajo ciertas circunstancias peligrosas (como situaciones de líneas eléctricas inseguras) cualquier REP, incluido el POLR, puede autorizar a su empresa de servicios públicos a desconectar su servicio eléctrico sin previo aviso. Además, su REP puede solicitar que se desconecte su servicio eléctrico por cualquiera de los motivos enumerados a continuación:

- No pagar una factura por el servicio eléctrico adeudado a su REP o no hacer un arreglo de pago diferido antes de la fecha de desconexión establecida en el aviso de desconexión;
- Incumplimiento de los términos de un acuerdo de pago diferido realizado con su REP o el POLR;
- Usar el servicio de una manera que interfiera con el servicio de otros o la operación de equipos no estándar;
- Falta de pago de un depósito requerido por su REP o el POLR; o
- Incumplimiento del garante en el pago del monto garantizado cuando su REP o el POLR tiene un acuerdo escrito, firmado por el garante, que permite la desconexión del servicio del garante.

Antes de desconectar su servicio, su REP o el POLR deben proporcionarle un aviso de desconexión. Este aviso debe enviarse por correo por separado no antes del primer día después de la fecha de vencimiento de su factura. La fecha de desconexión no debe ser anterior a 10 días a partir de la fecha de emisión del aviso y no puede caer en un feriado o fin de semana o el día anterior, a menos que haya personal disponible para recibir pagos y el servicio pueda reconectarse. Su REP o el POLR no pueden solicitar que su empresa de servicios públicos desconecte su servicio eléctrico por ninguna de las razones enumeradas en la sección Desconexión del Servicio de este documento. Además, su REP o el POLR no pueden desconectar su servicio eléctrico:

- Por falta de pago durante una emergencia climática extrema y debe ofrecerle un plan de pago diferido para las facturas adeudadas durante la emergencia; o
- Por falta de pago si informa a su REP o al POLR, antes de la fecha de desconexión indicada en el aviso, que un residente permanente en las instalaciones tiene una necesidad crítica o crónica de servicio eléctrico. Sin embargo, para obtener esta exención, debe entrar en un plan de pago diferido con su REP o el POLR y hacer que el médico tratante de la persona enferma se comunique con su REP o el POLR y presente una declaración por escrito que certifique la necesidad del servicio eléctrico para sustentar la vida, o prevenir un deterioro significativo de la condición.

  Esta exención de desconexión por cuidados críticos tendrá una vigencia de 63 días y podrá solicitarse nuevamente una vez transcurridos los 63 días y cumplido el plan de pago diferido.

**Restablecimiento del Servicio:** si su servicio ha sido desconectado por falta de pago, su REP, luego de corregir satisfactoriamente los motivos de la desconexión, notificará a su empresa de servicios públicos para que vuelva a conectar su servicio. Si es cliente

de un servicio eléctrico de prepago, su REP notificará a su empresa de servicios públicos que reconecte su servicio una vez que el saldo de su cuenta de prepago refleje un balance saldo igual o superior al saldo de conexión. Su REP continuará sirviéndole bajo los términos y condiciones de servicio vigentes antes de la emisión del aviso de desconexión. Si su servicio fue desconectado debido a una situación peligrosa, su servicio será reconectado una vez que notifique a su REP o al POLR que lo desconectó que ha corregido y resuelto satisfactoriamente la situación peligrosa.

**4. Disputas**

**Resolución de Quejas:** comuníquese con su REP si tiene comentarios, preguntas o quejas específicas. Puede presentar una queja en persona, por carta, fax, correo electrónico o teléfono a su REP. Al recibir una queja, su REP debe investigar y notificarle los resultados dentro de los 21 días. Si no está satisfecho con los resultados de nuestra investigación, puede solicitar una revisión de supervisión. Su REP debe informarle los resultados de la revisión supervisada dentro de los 10 días hábiles posteriores a su solicitud. Si no está satisfecho con los resultados de la investigación o revisión, puede presentar una queja ante la PUCT en: P.O. Box 13326, Austin, Texas, 78711-3326; Teléfono 512.936.7120 o en Texas (llamada gratuita) 888.782.8477; fax 512.936.7003; envíe un correo electrónico a customer@puc.state.tx.us; dirección del sitio web www.puc.state.tx.us; TTY 512.936.7136; Relay Texas (línea gratuita) 800.735.2989 o con la Oficina del Fiscal General, División de Protección al Consumidor. Para una queja que involucre una factura en disputa, su REP no puede iniciar actividades de cobro o terminación ni informar la morosidad a una agencia de informes crediticios con respecto a la parte en disputa de la factura. Sin embargo, después de la notificación correspondiente, su REP puede enviar una notificación de rescisión por falta de pago de cualquier parte no disputada de la factura.

**5. Otras protecciones**

Lista de no Llamar: La PUCT mantendrá una “Lista de no llamar” de clientes que no desean recibir llamadas de telemercadeo para el servicio eléctrico. Los clientes pueden inscribirse en la lista por una tarifa nominal. Comuníquese con la PUCT para ser incluido en la lista de No Llamar. Llame sin cargo al 1-888-309-0600, visite www.texasnocall.com o envíe su solicitud por correo a Texas No Call, 100 Summer Street Suite 800, Boston, MA 02110. Puede comunicarse con su REP para obtener más detalles.

**Disponibilidad de Idiomas:** puede solicitar recibir información de su REP en español o inglés. Su REP no comercializa en ningún otro idioma. Esto incluye la Solicitud de Servicio y los Términos del Servicio, Sus Derechos como Cliente, la Etiqueta de Datos de Electricidad, Declaración de Divulgación de Prepago (solo para clientes de prepago), Resumen del Consumo de Uso y Pago (solo para clientes de prepago), facturas y avisos de facturas, avisos de terminación y desconexión, información sobre nuevos servicios eléctricos, programas de descuento, promociones y acceso a asistencia al cliente.

**Derechos de Privacidad:** los REP tienen prohibido divulgar o vender información confidencial del cliente, incluyendo su: nombre; dirección; número de cuenta y ESI ID(s); tipo o clasificación del servicio; uso histórico de electricidad; patrones esperados de uso; cargos actuales o registros de facturación; los tipos de instalaciones utilizadas en la prestación de su servicio; y los términos, condiciones y precio individuales de su acuerdo. Esta prohibición no se aplica a la divulgación de su información en determinadas circunstancias, según lo exige la ley, incluida la divulgación de su información a la PUCT, cualquier agente de su REP, agencias de informes crediticios, agencias del orden público o su empresa de servicios públicos. Su información se compartirá con otros REP o agregadores solo con su consentimiento.