

**Electricity Facts Label (EFL)**  
**Just Energy – Variable Rate Product: Variable Prepaid Plan – 1**  
**For Service Area: AEP Texas Central**  
**6/1/2020**

<b>Electricity Price</b>	<b>Average monthly use:</b>	<b>500 kWh</b>	<b>1000 kWh</b>	<b>2000 kWh</b>
	<b>Average price per kilowatt-hour:</b>	<b>15.9¢</b>	<b>15.9¢</b>	<b>15.9¢</b>
	<p>The average price per kWh is based on the usage levels shown above and includes the following components of the price:</p> <ul style="list-style-type: none"> <li>Energy Charge: 15.9¢/kWh. This includes all supply and applicable Transmission and Distribution Service Provider (TDSP) delivery charges as established by the Public Utility Commission of Texas (PUCT).</li> </ul> <p>The price does not include federal, state, or local sales taxes or fees, reimbursement for the state miscellaneous gross receipts tax, other government charges, or all other non-recurring fees. Some locations may be subject to a TDSP Underground Facilities and Cost Recovery Charge authorized by their city that is not included in the total average price shown. For more details, see the TDSP service tariff for a listing of cities and authorized charges.</p>			

<b>Other Key Terms and Questions</b>	See Terms of Service and Prepaid Disclosure Statement for a full listing of fees, deposit policy, and other terms.
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<b>Disclosure Chart</b>	Type of Product	Variable Rate Product
	Contract Term	Month-to-month
	Do I have a termination fee, or any fees associated with terminating service?	No
	Can my price change during 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 may vary as determined by Just Energy, although the price will not exceed a price as determined for Provider of Last Resort Service described in PUC Subst. Rule 25.498(c)(15).
	What other fees may I be charged?	See the “Additional Charges and Fees” section of Terms of Service for more details. As well as the PDS for additional information.
	Is this a pre-pay or pay in advance product?	Yes
	Does the REP purchase excess distribute renewable generation?	Yes
	Renewable Content	10.4%
The statewide average for renewable content is	20.7%	

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**Electricity Facts Label (EFL)**  
**Just Energy – Variable Rate Product: Variable Prepaid Plan – 1**  
**For Service Area: AEP Texas North**  
**6/1/2020**

<b>Electricity Price</b>	<b>Average monthly use:</b>	<b>500 kWh</b>	<b>1000 kWh</b>	<b>2000 kWh</b>
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**Electricity Facts Label (EFL)**  
**Just Energy – Variable Rate Product: Variable Prepaid Plan – 1**  
**For Service Area: CenterPoint Energy**  
**6/1/2020**

<b>Electricity Price</b>	<b>Average monthly use:</b>	<b>500 kWh</b>	<b>1000 kWh</b>	<b>2000 kWh</b>
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	<p>The average price per kWh is based on the usage levels shown above and includes the following components of the price:</p> <ul style="list-style-type: none"> <li>Energy Charge: 15.9¢/kWh. This includes all supply and applicable Transmission and Distribution Service Provider (TDSP) delivery charges as established by the Public Utility Commission of Texas (PUCT).</li> </ul> <p>The price does not include federal, state, or local sales taxes or fees, reimbursement for the state miscellaneous gross receipts tax, other government charges, or all other non-recurring fees. Some locations may be subject to a TDSP Underground Facilities and Cost Recovery Charge authorized by their city that is not included in the total average price shown. For more details, see the TDSP service tariff for a listing of cities and authorized charges.</p>			

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**Electricity Facts Label (EFL)**  
**Just Energy – Variable Rate Product: Variable Prepaid Plan – 1**  
**For Service Area: Oncor**  
**6/1/2020**

<b>Electricity Price</b>	<b>Average monthly use:</b>	<b>500 kWh</b>	<b>1000 kWh</b>	<b>2000 kWh</b>
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**Electricity Facts Label (EFL)**  
**Just Energy – Variable Rate Product: Variable Prepaid Plan – 1**  
**For Service Area: Texas-New Mexico Power**  
**6/1/2020**

<b>Electricity Price</b>	<b>Average monthly use:</b>	<b>500 kWh</b>	<b>1000 kWh</b>	<b>2000 kWh</b>
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# Prepaid Disclosure Statement (PDS)

## Just Energy – Fixed Prepaid Plan

### Service Area – Texas

**Important Notice**

*Prepaid electric service means you purchase electricity before it is used. You will not receive a regular, monthly bill. The continuation of electric service depends on you prepaying for service on a timely basis, and if your current balance falls below the disconnection balance, your service may be disconnected with little notice.*

**Prepaid service is not available to customers who are officially designated as a Critical Care Residential Customer or Chronic Condition Residential Customer.**

**Some assistance agencies may not provide bill payment assistance programs to customers that use prepaid service. Additional information is provided below.**

<p style="text-align: center;"><b>Connection Balance:</b></p> <p style="text-align: center;"><b>How do I start prepaid service?</b></p>	<p>To open your prepaid account, you must make a payment to establish a connection balance of <b>\$70.00</b>.</p> <p>Utility fees may also apply. The fees will be:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> paid in addition to the costs of enrolling in the service.</li> <li><input checked="" type="checkbox"/> subtracted from your account balance.</li> </ul> <p><b>Please contact Just Energy at 1-866-587-8674 for more information about utility fees. Just Energy can help you fill-in the worksheet below to determine your account balance after utility fees are subtracted.</b></p> <table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Initial Account Balance</td> <td style="padding: 5px; text-align: center;">\$</td> <td style="border: 1px solid black; width: 60px; height: 25px;"></td> </tr> <tr> <td style="padding: 5px;">- Utility Fee</td> <td style="padding: 5px; text-align: center;">\$</td> <td style="border: 1px solid black; width: 60px; height: 25px;"></td> </tr> <tr> <td style="padding: 5px; border-top: 1px solid black;">Account Balance</td> <td style="padding: 5px; text-align: center; border-top: 1px solid black;">\$</td> <td style="border: 1px solid black; width: 60px; height: 25px;"></td> </tr> </table>	Initial Account Balance	\$		- Utility Fee	\$		Account Balance	\$	
Initial Account Balance	\$									
- Utility Fee	\$									
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<p><b>Fees:</b></p> <p><b>What other fees may I be charged?</b></p>	<p>Just Energy has the following fees.</p> <ul style="list-style-type: none"> <li>• Returned Payment Fee: \$25.00 (For returned payments)</li> </ul> <p>Fees charged are subtracted from your account balance.</p>									

<p><b><i>Making a Payment:</i></b></p> <p><b><i>How do I make a payment?</i></b></p>	<p>Making payments:  <u>Autopay</u></p> <ul style="list-style-type: none"> <li>• Customer is required to set up Autopay through the use of a Debit Card, Credit Card, or Bank ACH to be charged automatically when your account drops to a preset low balance amount. With Autopay the customer's account balance will automatically draft an amount sufficient to bring the current balance to an account balance of \$50, when the account balance reaches \$15 or below.</li> <li>• For more details, please see the TOS. If you have any questions or difficulty with your Autopay payment, please call Just Energy customer service at the number below:</li> <li>• Just Energy customer service: 1-866-587-8674 (Monday through Friday 8:00 AM-8:00 PM CST, Saturday 9:00 AM-6:00 PM CST)</li> </ul> <p>Do I have to verify payments?</p> <p>No.</p>
<p><b><i>Electricity Payment Assistance:</i></b></p> <p><b><i>Will payment assistance be available to me?</i></b></p>	<p>If you qualify for low-income status or low-income assistance, have received energy assistance in the past, or you think you will be in need of energy assistance in the future, you should contact the billing assistance program to confirm that you can qualify for energy assistance if you need it. Energy or bill payment assistance may be available, please call Just Energy for additional information, or call 211 to see if you qualify for pledge assistance. Please note that some assistance agencies may not provide bill payment assistance programs to customers that use prepaid service.</p>
<p><b><i>Communications:</i></b></p> <p><b><i>How will the company contact me for important notices?</i></b></p>	<p>We will contact you by text and/or email using the contact information you have provided to us for important notifications including current balance requests, payment confirmation codes, and disconnection warnings.</p>
<p><b><i>Disconnection:</i></b></p> <p><b><i>How can I avoid having my electricity disconnected?</i></b></p>	<p>It is important to maintain an account balance at or above \$10.00 or your service may be disconnected. This is called a "disconnection balance."</p> <p>You will be notified 1 to 7 days before your account balance is <i>expected</i> to fall below \$10.00.</p> <p>If your account balance falls below \$10.00 more quickly than expected, service may be disconnected as little as one day after you receive the low balance notification.</p>
<p><b><i>Reconnection:</i></b></p> <p><b><i>How do I restart prepaid service if my electricity is disconnected?</i></b></p>	<p>If your service is disconnected, and your account has a negative balance, you must pay off that amount in addition to the amounts disclosed below.</p> <p>In order to restart prepaid electric service, you must make a payment to establish a balance of \$50.00.</p>

**Deferred  
Payment Plans:**

**When is a  
Deferred  
Payment Plan  
available?**

Deferred Payment Plans are available upon request in the following situations:

- If your account reaches a negative balance of \$50 or more during an extreme weather event that directly prevents you from making your payment.
- If a state of disaster has been declared in your area by the Governor of Texas and the Public Utility Commission requires that deferred payment plans be offered.
- If Just Energy has underbilled your account by \$50 or more for reasons other than theft of service.

Please contact Just Energy for any additional Deferred Payment Plan options. If you enter into a Deferred Payment Plan, Just Energy may apply a switch-hold until your Deferred Payment Plan is paid in full. A switch-hold means that you will not be able to buy electricity from another company while the switch-hold is in place. For more information regarding switch-holds, contact Just Energy.

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