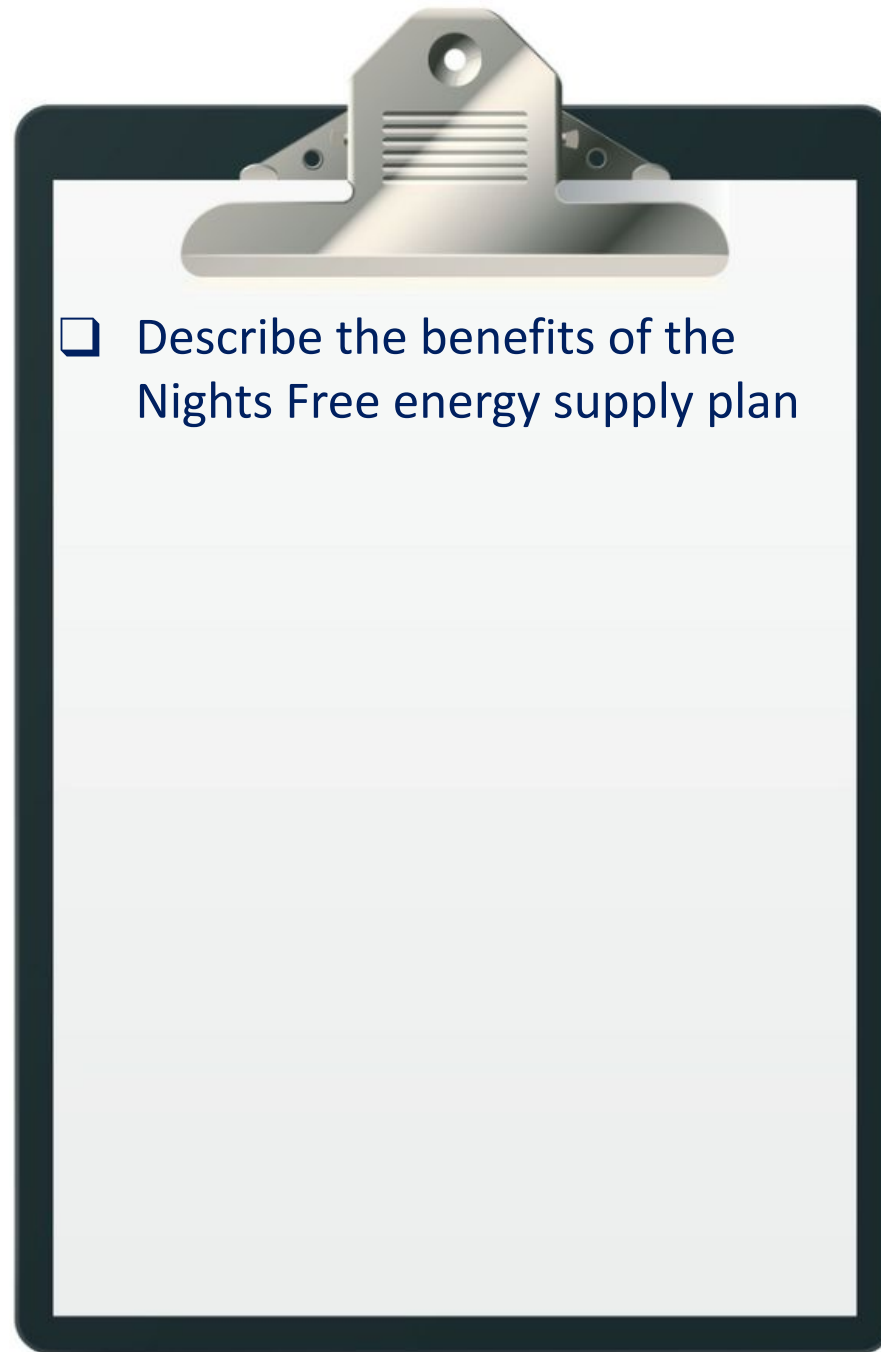


Nights Free Energy Supply Plan



Objectives



- Describe the benefits of the Nights Free energy supply plan

The Nights Free plan
is a fixed bundled rate plan
for either 24 or 36-months
that offers free electricity
every night from 9pm to 7am



Product Detail Table

Rate Type	Fixed
Term	24 or 36 months
Energy Charge <i>(Includes Supply <u>and</u> Delivery)</i>	_____ ¢ / kWh
Base Charge	\$4.95 / ESIID
Exit Fee	\$175 / ESIID
Right to Rescind	3 Federal Business days

What are the benefits of having a fixed, bundled rate for 24 or 36 months?



A fixed rate PROTECTS
customers from fluctuating market prices



It offers customers **STABILITY** and **CONSISTENCY** on their bills....
which means they can better **BUDGET** their energy costs





This provides customers
with
PEACE OF MIND

A bundled plan protects both
your energy charge and delivery charge





A bundled plan
makes a bill easier to read

Nights Free Sample Bill

With a bundled plan, the deliver charges aren't a line item on the bill. The delivery charges are included in the Energy Charge

Payments and Adjustments			
Previous Balance.....			\$55.94
Payments and Adjustments			
Payment on 04/26/17.....			-\$55.94
Total Payments/Adjustments.....			-\$55.94
Current Charges	Qty	Rate	Amount
Electric Service			
▶ Nights Free Energy Credit.....	250.25	-0.18900	-\$47.30
Energy Charge.....	715.00	0.18900	\$135.14
Base Charge.....			\$4.95
Sales Taxes			
City Tax.....			\$0.70
Gross Receipts Reimb.....			\$1.41
PUCT Assessment.....			\$0.10
Total Current Charges.....			\$95.00
Total Amount Due.....			\$95.00

- Customers will get a **credit** for energy used during the night hours.
- Reminder: this includes both the Energy charge and the TDSP charges

Payments and Adjustments			
Previous Balance.....			\$55.94
Payments and Adjustments			
Payment on 04/26/17.....			-\$55.94
Total Payments/Adjustments.....			-\$55.94
Current Charges	Qty	Rate	Amount
Electric Service			
▶ Nights Free Energy Credit.....	250.25	-0.18900	-\$47.30
Energy Charge.....	715.00	0.18900	\$135.14
Base Charge.....			\$4.95
Sales Taxes			
City Tax.....			\$0.70
Gross Receipts Reimb.....			\$1.41
PUCT Assessment.....			\$0.10
Total Current Charges.....			\$95.00
Total Amount Due.....			\$95.00

There are two different rates that you **MUST** explain to a customer ...

- Energy Charge
- Average Price/kWh @1000kWh



The Energy Charge

- This is the **REAL** energy rate. It will appear as a line item on the charge details of a bill
- The customer will pay this rate for every kWh they use
- It is higher than the average price because the energy charge **does not** include the credit that the customer receives during the free night hours

Current Charges	Qty	Rate	Amount
Electric Service			
▶ Nights Free Energy Credit.....	250.25	-0.18900	-\$47.30
Energy Charge.....	715.00	0.18900	\$135.14
Base Charge.....			\$4.95

The Average Price at 1000/kWh

- Reminder: the average price includes all the recurring charges like the energy charge, TDSP charges, and monthly base charge
- This is the ESTIMATED rate if the customer were to use exactly 1000/kWh per month
- It includes an assumption that the customer will use 35% of his/her electricity during the nights free time 9pm - 7am

Electricity Facts Label (EFL) Just Energy - Nights Free Plan - 24 For Service Area: AEP Texas Central 8/23/2019			
Average monthly use:	500 kWh	1000 kWh	2000 kWh
Average price per kilowatt-hour, August, 2019	16.5¢	15.8¢	15.4¢
This price disclosure is based on the average usage levels above with an estimated 35% consumption during Night Hours. Night Hours = 9:00 PM — 7:00 AM. Your bill will contain a credit for Energy Charges resulting from all energy consumed during Night Hours.			

	Average monthly use:	500 kWh	1000 kWh	2000 kWh
	Average price per kilowatt-hour, August, 2019	16.5¢	15.8¢	15.4¢
Electricity Price (Residential)	This price disclosure is based on the average usage levels above with an estimated 35% consumption during Night Hours. Night Hours = 9:00 PM — 7:00 AM. Your bill will contain a credit for Energy Charges resulting from all energy consumed during Night Hours.			
	Energy Charge: 23.2¢/kWh. Includes all supply and TDSP delivery charges.			
	Base Charge of \$4.95 per ESI-ID will apply each billing cycle.			
	AMS Charge : \$2.26			
	Average Price per kWh = ((Monthly billed energy usage multiplied by Energy Charge - Nights usage multiplied by Energy Charge) + Base charge + AMS Charge) / Monthly Billed Usage.			
	The credit for energy consumed during Night Hours is determined using interval usage data from your advanced meter, also provided by the TDSP. Your average price for electric service will vary according to your monthly usage.			

Step 1

Step 2

1000 kWh
 x \$0.232/kWh

 \$232 (total energy charge)

1000 kWh
 x 35%

 350kWh (estimated weekend usage)

350kWh
 x \$0.232/kWh

 \$81.20 (bill credit for weekend hours)

\$232 (total energy charge)
 - \$81.20 (bill credit)

 \$150.80 (total energy charge with bill credit)

\$150.80
 + \$4.95 (base charge)

 \$155.75

\$155.75 / 1000kWh
 \$0.15575 (average price per kWh)

The Average Price at 1000/kWh


- Will vary, of course, for each customer according to his/her usage
- If customers shift more of their energy usage to the nights, they can potentially have a lower monthly bill

Electricity Facts Label (EFL) Just Energy - Nights Free Plan - 24 For Service Area: AEP Texas Central 8/23/2019			
Average monthly use:	500 kWh	1000 kWh	2000 kWh
Average price per kilowatt-hour, August, 2019	16.5¢	15.8¢	15.4¢
This price disclosure is based on the average usage levels above with an estimated 35% consumption during Night Hours. Night Hours = 9:00 PM — 7:00 AM. Your bill will contain a credit for Energy Charges resulting from all energy consumed during Night Hours.			

The Energy Charge

- Is higher than the average price because the energy charge does not include the credit that customers receive during the free night hours
- Free hours: every night from 9pm – 7am



A close-up photograph of a person's hand holding a small, white, rectangular card. The hand is positioned on the left side of the frame, with the thumb and index finger gripping the top edge of the card. The card is held in a way that it is clearly visible against the background. The background is a soft, out-of-focus light color, possibly a wall or a window. The lighting is warm and natural, highlighting the texture of the skin and the smooth surface of the card.

Three key points you must disclose to the customer:

- Energy Charge
- How the bill will look
- Average Price

#1 Point out the energy charge in JEM

- Explain that the energy charge is higher because the energy charge does not include the credit for night free hours




NIGHTS FREE	
TERM	24 MONTHS
ENERGY CHARGE	23.20 ¢/KWH
AVG PRICE/KWH @1000 KWH	15.80 ¢/KWH
JUSTGREEN PRICE	9.99 \$/MTH

#2 Emphasis the energy charge is the rate that will appear on the bill

- We want to avoid our customers having **BILL SHOCK** when seeing their bill

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City Tax.....			\$0.70
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PUCT Assessment.....			\$0.10
Total Current Charges.....			\$95.00
Total Amount Due.....			\$95.00

#3 Point out the average price at 1000/kWh in JEM and on the EFL

- Explain this is an **ESTIMATE** based on usage
- Emphasis the average price is **NOT** the actual rate 

NIGHTS FREE	
TERM	24 MONTHS
ENERGY CHARGE	23.20 ¢/KWH
AVG PRICE/KWH @1000 KWH	15.80 ¢/KWH
JUSTGREEN PRICE	9.99 \$/MTH

REMEMBER

The average price is **NOT** the customer's actual rate; saying that it is, is a violation of the rules



Misrepresentation - Price	Vendor agent failed to accurately explain the price/unit as set out in the agreement	3 points assessed to vendor agent
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Payments and Adjustments

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Payments and Adjustments			
Payment on 04/26/17.....			-\$55.94
Total Payments/Adjustments.....			-\$55.94
Current Charges	Qty	Rate	Amount
Electric Service			
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Gross Receipts Reimb.....			\$1.41
PUCT Assessment.....			\$0.10
Total Current Charges.....			\$95.00
Total Amount Due.....			\$95.00

Nights Free Electricity Facts Label (EFL)

**Electricity Facts Label (EFL)
Just Energy - Nights Free Plan - 24
For Service Area: CenterPoint Energy
11/1/2018**

Average monthly use:	500 kWh	1000 kWh	2000 kWh
Average price per kilowatt-hour, October, 2018	15.4¢	14.9¢	14.6¢

This price disclosure is based on the average usage levels above with an estimated 35% consumption during Night Hours. **Night Hours = 9:00 PM — 7:00 AM. Your bill will contain a credit for Energy Charges resulting from all energy consumed during Night Hours.**

Energy Charge: 22.1¢/kWh. Includes all supply and TDSP delivery charges.

Base Charge of \$4.95 per ESI-ID will apply each billing cycle.

AMS Charge : \$0.00

Average Price per kWh = ((Monthly billed energy usage multiplied by Energy Charge - Nights usage multiplied by Energy Charge) + Base charge + AMS Charge) / Monthly Billed Usage.

The credit for energy consumed during Night Hours is determined using interval usage data from your advanced meter, also provided by the TDSP. Your average price for electric service will vary according to your monthly usage.

The average price does not include state and local sales taxes, reimbursement for the state miscellaneous gross receipts tax, or non-recurring charges such as (for illustration purposes only) special meter read/test fees, collection fees, disconnect/reconnect fees, etc., charged by the TDSP or by Just Energy, as applicable.

**Other Keys
and Terms
and
Questions**

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

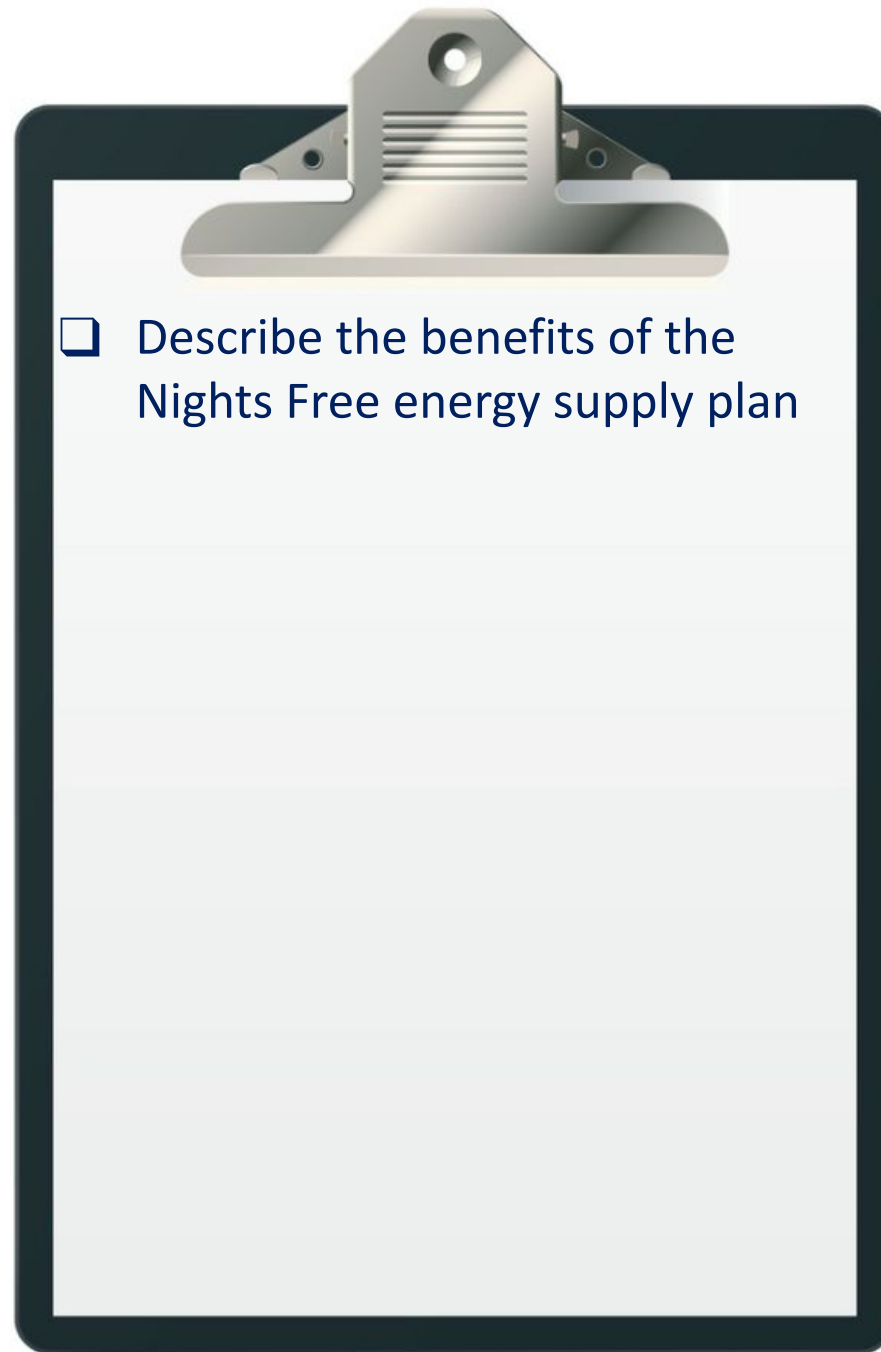
Type of Product	Fixed Rate Product
Contract Term	24 Months
Do I have a termination fee or any fees associated with terminating service?	Yes; The Exit Fee is \$175 per ESIID.. If you contact Just Energy directly to cancel, the Exit Fee will be waived.
Can my price change during contract period?	Yes, but only in the limited circumstances described below.
If my price can change, how will it change and by how much?	Your price can change to reflect changes in TDSP charges, changes to the ERCOT or Texas Regional Entity administrative fees charged to loads or changes resulting from federal, state, or local



The Nights Free plan was designed to give eligible customers....

- The ability to sleep cool year round. That means no more hot summer nights
- Your electricity rate will be protected at ___ ¢ /kWh for the next 24 or 36-months

Objectives



- Describe the benefits of the Nights Free energy supply plan