

**Electricity Facts Label (EFL)**  
**Direct Energy®**  
**Veteran and Active Military Plan 12 – Fixed**  
**Oncor Electric Delivery Service Area**  
**1/5/2021**

|                          |   |   |                  |                  |
|--------------------------|---|---|------------------|------------------|
|                          | <b>Average Monthly Use</b>  | <b>500 kWh</b>  | <b>1,000 kWh</b> | <b>2,000 kWh</b> |
|                          | Average Price per kWh   | 10.7¢   | 9.9¢             | 9.4¢             |
| <b>Electricity Price</b> | <p>Your actual average price for electricity may vary according to your exact monthly usage. This price disclosure is an example of the total average price for electric service reflecting all Oncor Electric Delivery’s recurring charges and is based on the following:</p> <p><b>Energy Charge:</b> 5.1¢ per kWh</p> <p><b>Base Charge:</b> \$4.95</p> <p><b>Oncor Electric Delivery Delivery Charges:</b><br/> \$3.42 per month<br/> 3.922¢ per kWh</p> <p>The average price per kWh includes the PUC Assessment. Prices are exclusive of state and local sales taxes and the Gross Receipts Reimbursement.</p> <p>You may be subject to a special charge from Oncor Electric Delivery that is not included in the total average price for electric service. If you are subject to a TDU special charge, you may contact us at 1-888-305-3828 for more information regarding the price and applicability of the charge.</p> <p>Applies to AEP Texas Central Service Area only. Customers located in the Mission/McAllen area formerly served by Oncor are not subject to AEP Texas Central’s transition charge-2, transition charge-3, nuclear decommissioning charge, system registration charge, and the ADFIT credit associated with the system restoration charge.</p> |   |                  |                  |
|                          | <b>Other Key Terms and Questions</b>  |   |                  |                  |
| <b>Disclosure Chart</b>  | Type of Product   | Fixed Rate Product  |                  |                  |
|                          | Contract Term   | 12 months   |                  |                  |
|                          | Do I have a termination fee or any fees associated with terminating service?  | Yes, \$135.00   |                  |                  |
|                          | Can my price change during contract period?   | Yes   |                  |                  |
|                          | If my price can change, how will it change, and by how much?  | Your price may vary from the price in this EFL solely to reflect actual changes in TDU charges; changes to the Electric Reliability Council of Texas (“ERCOT”) or Texas Regional Entity (“TRE”) administrative fees charged to loads; or changes resulting from federal, state or local laws or regulatory actions that impose new or modified fees or costs that are outside our control. Please refer to the Terms of Service for more information. |                  |                  |

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|  | What other fees may I be charged?                              | Charges for required, nonrecurring fees will be listed as a separate line item on your monthly bill. Please refer to the "Pricing," "Billing and Payment Terms," and "Product Type" sections within the Terms of Service, for more detailed information. |
|  | Is this a pre-pay or pay in advance product?                   | No   |
|  | Does the REP purchase excess distributed renewable generation? | No   |
|  | Renewable Content  | 17.1%  |
|  | The statewide average for renewable content is:                | 20.7%  |

Direct Energy, LP (PUCT Certificate No. 10040)  
P.O. Box 180, Tulsa, OK 74101-0180  
Toll-free: 1-888-305-3828  
Toll-free fax: 1-800-346-2233  
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