

Electricity Facts Label (EFL)
Green Mountain Energy Company (REP Cert. No. 10009)
Pollution Free™ Crystal Clear 24 Preferred
Oncor Electric Delivery service area
Date:02/21/2021

| | | | | |
|--------------------------|------------------------|---------|----------|----------|
| Electricity price | Average monthly use: | 500 kWh | 1000 kWh | 2000 kWh |
| | Average price per kWh: | 11.1¢ | 11.1¢ | 11.1¢ |

This price disclosure is based on the following components:

Base Charge: \$0.00 per month
Energy Charge: 11.1¢ per kWh

This price disclosure is an example based on average prices - your average price for service will vary according to your usage. Some locations may be subject to a special charge that is not included in the total average price shown for electric service, such as a charge for underground facilities authorized by their city. For more detail see the Oncor service tariff for a listing of cities and authorized charges.

Other Key Terms and questions

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

| | | |
|-------------------------|--|---|
| Disclosure Chart | Type of Product | Fixed Rate |
| | Contract Term | 24 Months |
| | Do I have a termination fee or any fees associated with terminating service? | Yes. \$200 Applies through the end of the contract term. This fee does not apply if the customer moves, and provides a forwarding address and other evidence that may be requested to verify that the customer moved. |
| | Can my price change during the contract period? | Yes |
| | If my price can change, how will it change and by how much? | Your price may change only to reflect actual changes in TDSP charges, changes to the Electric Reliability Council of Texas or Texas Regional Entity 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 on us that are beyond our control. |
| | What other fees may I be charged? | If applicable, we may bill you for certain non-recurring late payment, insufficient funds, disconnect notice, disconnect recovery, or other fees as described in Section 8 of your Terms of Service. |
| | Is this a pre-pay or pay in advance product? | No |
| | Does REP purchase excess distributed renewable generation? | Yes; customers interested in participating in Green Mountain's distributed renewable buy-back program will need to sign up for the Renewable Rewards product and program. Information about the Renewable Rewards program is available at: www.greenmountain.com/renewablerewards |
| | Renewable Content | Renewable content for Pollution Free electricity is at least 51% Texas Wind, and up to 49% Wind from U.S facilities outside Texas ¹ |
| | Statewide average renewable content | 21% |

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¹ With the purchase of this Green Mountain Energy[®] electricity product, you are supporting cleaner electricity by matching 100% of your annual paid electricity usage with an equivalent amount of electricity produced by renewable sources of electricity generation in the United States. Green Mountain will purchase and retire renewable energy certificates (RECs) representing the environmental attributes associated with renewable energy generation for 100% of your paid usage. You will not have electricity from a specific generation facility delivered directly to your service address, but your purchase ensures that renewable energy equal to 100% of your paid electricity usage is produced using renewable resources on an annual basis. Renewable resource availability varies hour to hour and from season to season, as does our customers' use. We will rely on system power from the grid to serve our customers' minute by minute consumption but will use RECs to ensure that enough of the applicable Green Mountain Energy electricity blend is delivered to power systems in the United States to match our customers' actual annual electricity purchases. We may take up to three months following the close of a calendar year to make up any deficiency in a particular resource promised in connection with the electricity product you choose.