# CLEANSKY ENERGY
# PUCT CERTIFICATE # 10268
# YOUR RIGHTS AS A CUSTOMER

This document summarizes Your Rights as a Customer and is based on the customer protection rules adopted by the Public Utility Commission of Texas. These rules apply to all retail electric providers (REPs), including CleanSky Energy ( CleanSky ) and the providers of last resort, unless otherwise noted. You may view the PUCT's complete set of substantive electric rules at: http://puc.texas.gov/agency/rulesnlaws/subrules/electric/Electric.asp

**CONTACT INFORMATION**

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| CleanSky Energy<br>3355 W. Alabama, Suite 500<br>Houston, TX 77098 | PUCT Certificate # 10268<br>Toll Free: 888-733-5557<br>CleanSkyEnergy.com | Hours of Operation: M-F, 8 a.m.– 6 p.m.<br>Saturday 9 a.m.– 1 p.m.<br>CustomerCare@CleanSkyEnergy.com |

**REPORTING OUTAGES/24-HOUR REPORTING:** You should report outages directly to the transmission distribution service provider ("TDSP") inyour area:

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| CenterPoint Energy (Houston area) | 713-207-2222 or 800-332-7143 |
| Oncor Electricity Delivery (Dallas area) | 888-313-4747 |
| AEP Texas North - AEP Texas Central | 866-223-8508 |
| Nueces Electric Cooperative (NEC) | 800-632-9288 |
| Texas New Mexico Power Company | 888-866-7456 |

**NON ENGLISH LANGUAGE REQUIREMENTS.** You have the right to receive certain information in English, Spanish, or the language in which CleanSky Energy's services were marketed to you. These items include the Terms of Service agreement, Electricity Facts Label, bills and bill notices, information on new electric services, discount programs, promotions, and access to customer assistance. Please contact CleanSky Energy to request that this information be provided to you in Spanish if you did not receive by default. You will receive this YRAC and disconnection notices in English and Spanish.

**COMPLAINT RESOLUTION.** You should contact CleanSky Energy if you have questions, comments, or complaints. Your complaint will be promptly acknowledged, followed by an internal investigation. You will be advised of the results within 21 days, and if you are not satisfied with the results, you have the right to a supervisory review. The supervisory review decision will be communicated to you within 10 business days of your request. If you are not satisfied with the results of the initial investigation or the supervisory review, you may contact the PUCT, Consumer Protection Division at PO Box 13326, Austin, TX 78711-3326; 512-936-7120 or toll free 888- 782-8477, fax 512-936-7003, email address: customer@puc.state.tx.us, website: www.puc.state.tx.us, TTY 521-936-7136, and Relay Texas (toll free) 800-735-2989.

For complaints associated with disputed charges on a bill, CleanSky will not initiate collection activities, including termination, or report delinquencies to a credit reporting agency for those disputed portions of the bill. You must pay the undisputed portion of the bill, and CleanSky can pursue termination or disconnection for nonpayment after appropriate notice.

**METER TESTING.** You may contact CleanSky for information regarding how to read your meter. The meter located on your premise can be tested once every four years at no cost to you. Upon your request, CleanSky can send a transaction to the TDSP on your behalf with a request to test the meter. If the test is performed more than once in a four year period and the meter is found to be working properly, a fee may be charged, which represents the cost of testing at a rate specified in the approved tariffs of your TDSP.

**UNAUTHORIZED CHANGE OF SERVICE PROVIDER.** A REP must obtain your verifiable authorization before switching your electric service. If you feel your service has been switched without your authorization, you should contact your chosen REP and request assistance. The affected REPs, TDSP and ERCOT will work together to return you to your chosen REP, if appropriate in accordance with the market processes approved by the PUCT. The REP that served you without proper authorization shall, within five days from the date that your service is returned to your original REP, refund all charges paid for the time period the original REP ultimately bills you. In addition, the REP that served you without your authorization is responsible for paying all charges associated with returning your service to your REP of choice. You may also file a complaint with the PUCT against your REP if you feel your service was switched without your authorization. Your REP will stop any collection activity related to the alleged unauthorized switch or move in until the complaint has been resolved.

## YOUR RIGHTS AS A CUSTOMER

**FINANCIAL AND ENERGY ASSISTANCE.** If you are a residential customer who is unable to pay your bill, call us or visit us online for all applicable payment options and payment assistance programs that are offered by or available from CleanSky Energy. To find out if you qualify for energy assistance, contact the Texas Department of Housing and Community Affairs (TDHCA) by emailing your questions to info@tdhca.state.tx.us, or by calling 800-525-0657, faxing 800-733-5120, or writing to TDHCA, P.O. Box 13941, Austin, TX 78711-3941. CleanSky offers payment plans to customers that are not currently delinquent in payment. To inquire about low income discounts, contact CleanSky Energy toll free at 888-733-5557 during the hours of operation: Monday through Friday, 8 a.m. to 6 p.m., or email us at CustomerCare@CleanSkyEnergy.com.

**CRITICAL CARE AND CHRONIC CONDITION CUSTOMERS.** A Critical Care or Chronic Condition Residential Customer is a residential customer for whom an interruption or suspension of electric service creates a serious or life threatening condition. You have the right to apply for designation as a Critical Care or Chronic Condition customer. To obtain this designation, you must receive approval from the TDSP. To apply, you must complete a PUCT application and submit it to the TDSP. For more information, call CleanSky's support team toll free at 888-733-5557 or email CustomerCare@CleanSkyEnergy.com to inquire about obtaining critical care or chronic condition designation in your service area.

**SPECIAL SERVICES.** CleanSky does not offer any special services such as readers or notices in Braille or TTY or any other programs for customers with physical disabilities. The PUCT offers services to allow comprehensive access to the telephone network by Texans who are deaf, deaf and blind, hard of hearing, or speech disabled. TTY users may obtain access by dialing the Relay Texas number 711 or by dialing the Relay Texas TTY number, 1-800-RELAYTX (735-2989). There is no charge for using Relay Texas. However, you are responsible for paying for any long distance calls. This service is available for Texans 24 hours a day, 365 days a year.

**UNAUTHORIZED CHARGES.** CleanSky Energy may not charge you for any product or service without your authorization. If you believe your electric bill includes unauthorized charges, you may contact CleanSky Energy to dispute such charges, and you may also file a complaint with the PUCT. CleanSky Energy will not terminate or disconnect your service for nonpayment of unauthorized charges or file an unfavorable credit report against you for not paying charges that you feel were unauthorized unless the dispute against the unauthorized charges is ultimately resolved against you. If the charges are determined to be unauthorized, CleanSky will stop charging you for that service or product, remove that charge from your bill, and refund or credit all money you paid for any unauthorized charge within 45 days. If charges are not refunded or credited to you within three billing cycles, interest shall be paid to you on the amount of any unauthorized charge at an annual rate established by the PUCT. You may request all billing records under CleanSky Energy's control related to any unauthorized charges within 15 business days after the date the unauthorized charge is removed from your bill.

**DISCONNECTION WITH NOTICE.** CleanSky Energy may request that the TDSP disconnect the electric service for customers who do not pay their electric bill by the due date after the expiration of a required 10 day notice period. Prior to disconnecting your service, CleanSky Energy must provide you with a written Disconnection Notice. This notice must be mailed to you separately (or hand delivered) no earlier than the first day after the date your bill is due. The disconnection date must be 10 days from the date the notice is issued and may not fall on a holiday or weekend (or the day preceding) unless the REP's personnel are available on those days to take payments or make payment arrangements and service can be reconnected.

CleanSky Energy may be allowed to authorize disconnection of your electric service for any of the following reasons:

- failure to pay a bill owed to CleanSky Energy or to make a deferred payment arrangement by the date of disconnection, failure
- to comply with the terms of a deferred payment arrangement or other payment agreement made with CleanSky Energy,
- using service in a manner that interferes with the service of others or the operation of nonstandard equipment, and/or
- failure to pay a deposit required by CleanSky Energy.

## YOUR RIGHTS AS A CUSTOMER

Your service cannot be disconnected for any of the following reasons:

- Failure to pay for electric service by a previous occupant of the premise if that occupant is not of the same Failure to pay any charge unrelated to electric service;
- Failure to pay a different type or class of electric service not included on the account's bill when service was initiated; Failure to pay any disputed charges until CleanSky Energy or the PUCT determines the accuracy of the charges and you havebeen notified of this determination;
- Failure to pay an estimated bill unless the estimated bill is part of a pre-approved meter reading program or is based upon an estimated meter read by the TDSP;
- Failure to pay charges resulting from an underbilling, except theft of service, more than six months prior to the current billing
- If CleanSky Energy receives notification by the due date stated on your disconnection notice that an energy assistance provider is forwarding sufficient payment on your account, and you have paid or made payment arrangements to pay any outstanding debt not covered by the energy assistance providers payment;
- For nonpayment during an extreme weather emergency (as defined), and upon request, CleanSky Energy must offer you a deferred payment plan for bills due during the emergency; or
- For nonpayment, prior to the disconnection date stated on the notice, if you have established with the REP that you or another resident on the premises has a critical medical condition and will become seriously ill or more seriously ill if there is a disconnection of service. To obtain this exemption, you must enter into a deferred payment plan with your REP, have the ill persons attending physician contact CleanSky Energy, and submit a written statement attesting to the necessity of electric service to support life. This exemption from disconnection due to illness or disability 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.

**DISCONNECTION WITHOUT NOTICE.** Any REP or TDSP may at any time, authorize disconnection of a customer's electric service without prior notice for any of the following reasons:

- A known dangerous condition exists. Prior notice will be given if possible. Notice will be provided by phone or posted on the door of the residential unit as soon as practicable after service is disconnected.
- Service was connected by a person without authority and without an Agreement. Service is reconnected without authority after being disconnected for failure to pay.
- There is evidence of tampering with equipment of the TDSP, municipally owned utility or electric cooperative. There is evidence of theft of service

**RESTORATION OF SERVICE.** If service was disconnected because a dangerous condition existed, you must correct the situation to have your service reconnected. Once you notify CleanSky Energy that corrective action has been taken, service can be reconnected. If your service was disconnected for nonpayment, you must correct the reasons for the disconnection. Once corrected, your TDSP will be notified to reconnect your service. Prior to disconnection, you will continue to receive service according to the Terms of Service that were in effect.

**ELECTRIC NO CALL LIST.** Beginning January 1, 2002, customers may add their name, address, and telephone number to a state sponsored electric no call list that is intended to limit the number of telemarketing calls received relating to the customer's choice of REPs. You may sign up at www.texasnocall.com. For an application or to register by phone, call toll free 1-888-382-1222 (TTY 1-866-290-4236).

**PRIVACY RIGHTS.** Except as described herein, REPs may not release your proprietary customer information to any other person without your consent. This includes your name, address, account number, type or classification of service, historical electricity usage, expected patterns of use, types of facilities used in providing service, individual contract terms and conditions, price, current charges or billing records. This prohibition does not apply to the release of your information under certain circumstances as required by law, including release to the PUCT, an agent of your REP, consumer reporting agencies, law enforcement agencies or your TDSP. In addition, this prohibition does not apply to the release of prior historical usage upon request and authorization of a current customer or applicant of a premise.