

**TEXAS ELECTRIC ENERGY AGREEMENT
COMMERCIAL SERVICE - FIXED PRICE – UNDER 50kW CUSTOMERS**

CUSTOMER INFORMATION

Business Name (<i>legal contracting entity</i>):		
DBA / Assumed Name:		
Customer Contact Name & Title:		
Telephone:		
E-mail:		
Identification: (one of the following MUST be provided)		
Federal Tax ID No. (EIN) _____	DUNS No. _____	TX ID or DL No. _____
Physical Business Address: (cannot be a P.O. Box)		
Billing/Mailing Address:		

CONTRACT INFORMATION

Product	FIXED	
Contract Price (\$/kwh)	\$ _____	
Contract Term Month/day/year	Start Date ____/01/____	End Date ____/last day/____
Service Type (mark one)	<input type="checkbox"/> Move-In - OR - <input type="checkbox"/> Switch <i>*If Customer is renewing service with ENGIE, no service or enrollment type selection is required</i> <input type="checkbox"/> Move-In – new service at the service location or meter changing ownership <input type="checkbox"/> Switch – switching service to a new supplier	

Enrollment Type

If Move-In: select one (1) of the following:

_____ first available utility transfer date

_____ self -selected date: ____/____/____

_____ priority move-in (expedited move-in for additional charge)

If Switch: select one (1) of the following:

_____ standard switch – meter read schedule

_____ self -selected date: ____/____/____

If NO selection is made, service will begin on the first available utility transfer date or the utility’s scheduled meter read date (as applicable) on or following the Start Date. There may be an additional fee (as set by the utility) associated with self-selected and priority enrollments. ENGIE is not responsible for or liable for any loss, cost, charge, damage, or fee incurred by or assessed to Customer or any person for a delay in enrollment. Customer understands that third parties (utility, ERCOT, etc.) are, in part, responsible for enrollment timeliness.

ACKNOWLEDGMENT AND CONSENT

I acknowledge there may be a penalty for early cancellation equal to: (Contract Price – Current Market Price) multiplied by amount of electricity remaining to be delivered under the agreement according to ENGIE’s consumption forecast outlined in the terms of service.

By signing below: **I am authorizing ENGIE to become my retail electric supplier and to perform necessary tasks to establish my electric service account with ENGIE.** I understand that only one REP may serve as electric supplier for a service location. I have read and understand the terms of service I will be receiving. I am at least 18 years of age. I have reviewed facilities/accounts below for accuracy and verify each is owned by me or under my control and I have the authority to enter into this Agreement.

THIS AGREEMENT IS NOT EFFECTIVE UNTIL EXECUTED BY BOTH PARTIES.

Customer Signature:		ENGIE Signature:	
Print Name:		Print Name:	
Print Title:		Print Title:	
Date:		Date:	

ENGIE RESOURCES

PAYMENT INFORMATION

1360 Post Oak Blvd, Suite 400 Houston, Texas 77056 1-866-MYENGIE care@engieresources.com	Mailing Address: Engie Resources LLC PO Box 841680 Dallas, Texas 75284-1680 Electronic Payments: Merrill Lynch Dallas ACH Routing: 111000012 Wire ABA: 026009593 Account No.: 4451335207	Overnight Mailing Address: Engie Resources LLC Bank of America Lockbox Services - Lockbox 841680 1950 N Stemmons Freeway - Suite 5010 Dallas, Texas 75207 Self-service billing online: MyEngiePortal https://accounts.engieresources.com
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Check here if accounts are tax exempt and send certificates to care@engieresources.com. No exemption is applied until receipt of tax certificates.

FACILITIES/ACCOUNTS

NO.	FACILITY NAME/ SERVICE ADDRESS	CITY, STATE, ZIP	UTILITY	DELIVERY POINT	ACCOUNT NUMBER
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

SECTION 1. TERMS OF SERVICE

- 1.1 Purchase and Sale. ENGIE shall sell and deliver and Customer shall purchase and receive Firm Full Requirements Service. Customer’s consumption is not subject to a maximum or minimum usage limit, however Customer may not discontinue electric service prior to the End Date unless due to a sale or closure as set forth in Section 2.5. The electric energy service provided by ENGIE is subject to the acceptance by and eligibility requirements of Customer’s local transmission and distribution utility and acceptance and approval by ENGIE based on factors including market fluctuations and Customer’s facility(ies) historical usage.
- 1.2 Term. Service shall commence on the first available Utility Transfer Date on or following the Start Date as specified herein. Service shall remain through the first available Utility Transfer Date following the End Date. A contract expiration notice will be sent to Customer at least fourteen (14) days prior to the End Date. Customer’s options for service beyond the End Date are: i) executing a new agreement with ENGIE, ii) transferring to another supplier, or iii) providing a written request to ENGIE to transfer service to the default service provider. In the event Customer does not exercise an option prior to the End Date, ENGIE may continue providing post-term service on a default rollover month-to-month product. For post-term service, the default rollover month-to-month product is a monthly variable rate set by ENGIE. Taxes and Utility Related Charges are separately listed in an invoice. Customer may terminate post-term service at any time without liability. The Utility Transfer Date is the date which the utility permits ENGIE to commence or discontinue Customer’s service. ENGIE is not responsible or liable for any loss, cost, charge, or fee incurred by or assessed to Customer for a delay in enrollment. Customer understands third parties are, in part, responsible for enrollment timeliness. Customer may request ENGIE offer a “blend and extend” agreement for Customer to benefit from lower rates in exchange for a Term extension.
- 1.3 Billing and Payment. For each Billing Cycle, ENGIE will deliver to Customer an invoice of charges due for the preceding Billing Cycle. ENGIE may use estimated data subject to reconciliation upon receipt of final data. Payment shall be by check or electronic funds transfer (EFT) within 20 days after the date of invoice. For EFT, Customer shall provide account information and authorize ENGIE to collect payment by automatic draft from Customer’s bank account. Overdue payments will accrue interest at the interest rate of 1 ½% per month from the due date to the date of payment. ENGIE may report payment history to credit agencies. If an invoice is disputed in good faith, the entire invoice shall be paid when due. Any disputed amounts that are ultimately determined to be owed to Customer shall be repaid by ENGIE. An invoice dispute is waived unless raised within 24 months after the invoice is rendered or an adjustment is made. ENGIE may sell its receivables to the utility pursuant to its purchase of receivables (“POR”) program; the terms and conditions of the POR program shall control. When available, ENGIE will use utility consolidated billing (a single bill containing ENGIE and Utility Related Charges).
- 1.4 Contract Price. Customer shall pay the Contract Price per kWh of electric energy consumed in a Billing Cycle. This price may include a broker fee and includes non-utility charges including energy, ancillary services, congestion, losses, unaccounted for energy, QSE fees, and other ERCOT charges or administrative fees incurred in connection with delivery of energy.
- 1.5 Hub to Load Zone Congestion Included. The Contract Price for this product includes the congestion cost for the delivery of electricity from the ERCOT Hub to the Competitive Load Zone in which Customer’s facility(ies) are located. The Contract Price does not include costs associated with ERCOT’s Contingency Reserve Service (ECRS) as implemented by NPPR No. 863 on February 13, 2019. When effective, such costs will be charged to Customer by ENGIE in a commercially reasonable method.
- 1.6 Costs Not Included in Contract Price. The Contract Price does not include the following costs which will be charged to Customer in a commercially reasonable method: charges associated with ERCOT’s Contingency Reserve Service (ECRS) as implemented by NPPR No. 863; Default Securitization Charges (charges authorized by the Public Utility Commission of Texas in Docket 52321); and Uplift Securitization Charges (charges authorized by the Public Utility Commission of Texas in Docket 52322).

- 1.7 Taxes and Utility Related Charges. Customer shall pay Taxes and Utility Related Charges. Taxes and Utility Related Charges are not included in the Contract Price and are separately listed on the Customer invoice. Customer acknowledges that ENGIE does not control the Taxes and Utility Related Charges associated with Customer's usage.
- 1.8 Conditions to Transact. Service may be conditioned upon a credit screen by ENGIE; a review of Customer's recent invoices; verification of a satisfactory credit score; or the requirement that Customer provide credit support such as cash deposit, letter of credit or alternate means of bill payment. Customer consents to the recording of a transaction validation telephone call.
- 1.9 Addition or Deletion of Facilities. Customer may request to add facilities at the Contract Price, or to delete facilities without penalty, up to the point at which consumption volumes, net of all additions or deletions, is not more than 20% above or below Customer's monthly anticipated consumption by zone (the "Add/Delete Band"). Facility addition(s) in excess of the Add/Delete Band may be, at ENGIE's discretion, added at the Contract Price. If not, Customer and ENGIE may agree to a price for the additional volumes. Facility deletion(s) in excess of the Add/Delete Band may be, at ENGIE's discretion, deleted without penalty. If ENGIE does not delete such facility(ies) without penalty, Customer shall pay ENGIE an early Termination Payment within 20 days of notice. The timing of completion for any addition/deletion shall be determined by enrollment/drop rules for the applicable market.

SECTION 2. GENERAL TERMS AND CONDITIONS

- 2.1 Notices. Notices, correspondence, and address changes (to the contact specified in Section 4) shall be in writing and delivered by post or email and deemed received on the date transmitted or delivered (after business hours received on next Business Day) and notice by overnight mail or courier deemed received 2 Business Days after it was sent.
- 2.2 Taxes and Title. Taxes shall mean any and all taxes and fees imposed on the purchase and sale of electric energy by a governmental authority. Customer will be responsible for, pay, and indemnify ENGIE for all Taxes hereunder, whether imposed on Customer or ENGIE. ENGIE may collect such Taxes from Customer by increasing ENGIE charges for the amount of such Taxes. Title, liability and risk of loss shall pass from ENGIE to Customer at the delivery point.
- 2.3 Credit. If ENGIE has reasonable grounds to believe Customer's creditworthiness or performance under this Agreement has or may become unsatisfactory, ENGIE shall provide Customer with written notice requesting a deposit equal to 3 times the average amount invoiced by Billing Cycle. Upon receipt of notice, Customer shall have 3 Business Days to provide the deposit to ENGIE.
- 2.4 Force Majeure. "Force Majeure" means an event beyond the control of a Party. If either Party is rendered unable by Force Majeure to fulfill obligations, such Party shall give notice and details to the other Party. During a Force Majeure, the obligations of the Parties (other than payments) will be suspended. The Party claiming Force Majeure will make reasonable attempts to remedy the effects and continue performance. This provision shall not be interpreted to require ENGIE to deliver, or Customer to receive, electric energy at other than the delivery point(s). Force Majeure shall not include a decision to shut down, sell, relocate, or economic loss.
- 2.5 Early Termination / Cancellation. If Customer cancels this Agreement prior to the Start Date, terminates or discontinues service, switches service to another supplier, or transfers service to the default service provider during the Transaction Term, Customer will be charged an Early Termination Fee equal to the Contract Price less the Current Market Price multiplied by the amount of electric energy supply Customer failed to consume calculated based on historical usage. The Current Market Price is the wholesale price of energy as determined by ENGIE in a commercially reasonable manner. ENGIE may terminate this Agreement if Customer's utility/distribution company removes Customer from the consolidated billing program and requires that ENGIE bill Customer separately for energy supply; or Customer fails to make any payment or deposit when due; or Customer has filed a petition or otherwise commences a proceeding under a bankruptcy law. If ENGIE terminates this Agreement for one of the reasons set forth, Customer will be charged an Early Termination Fee and remain obligated to pay for all electricity received and any interest, fees and penalties incurred by ENGIE. The Early Termination Fee shall be due within 15 Business Days of written notice to Customer. No Early Termination Fee will be due if Customer discontinues service at a facility prior to the End Date due to the sale or closure of the facility address, provided that Customer provides thirty (30) days' advance written notice to ENGIE, a forwarding address, and other evidence required by ENGIE verifying that Customer no longer occupies the facility. Customer will remain responsible for the billing and payment obligations until ENGIE service is terminated, switched to another provider, transferred to the default service provider, or otherwise discontinued.
- 2.6 Limitation of Liability. For breach of any provision, the liability of the defaulting party is limited as set forth and all other damages or remedies are waived. If no remedy is set forth, the liability of the defaulting party is limited to direct actual damages and all other damages are waived. In an event shall either party be liable for or entitled to consequential, punitive, or indirect damages.
- 2.7 Indemnification. Except as limited by 2.6, each Party shall indemnify, defend and hold the other harmless from claims, demands and causes of action asserted by any person arising from or out of any event, circumstance, act or incident first occurring or existing during the period when control and title to electric energy is vested in such Party as provided herein.
- 2.8 Representations and Warranties. Each Party represents and warrants that: (a) it is duly organized, validly existing, in good standing under the laws of the jurisdiction of its formation and qualified to conduct its business; (b) it has regulatory authorizations, permits and licenses necessary to legally perform all obligations; (c) the execution, delivery and performance of this Agreement are within its powers; (d) this Agreement constitutes a legally valid and binding obligation enforceable in accordance with its terms; (e) it is not Bankrupt and there are no reorganization, receivership or other proceedings pending or threatened against it; and (f) it has read this Agreement and fully understands all rights and obligations. Customer further represents that no facility listed the facility table is a residence. ENGIE makes NO WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED.
- 2.9 Assignment. Neither Party will assign this Agreement without written consent of the other Party, however, the transfer by ENGIE of account receivables shall not require Customer consent. Consent shall not be unreasonably withheld.
- 2.10 Change in Law. If there is a change in law, administrative regulation, tariff, or any fees or costs imposed by the applicable ISO or by a Governmental Authority, or a change in ERCOT Operations, market structure, congestion zone design, or protocols, or a change in application or interpretation thereof, and such change causes ENGIE to incur any costs relating to the provision of services herein, such costs shall be passed through to Customer.
- 2.11 Governing Law. This Agreement shall be governed by the laws of the State of Texas, without regard to any conflicts of law principal. Each party consents to the personal jurisdiction in Harris County, Texas and waives any right to trial by jury.

- 2.12 Misc. No modification to this Agreement will be enforceable unless in writing and executed by both Parties. If any provision of this Agreement is unenforceable, the other provisions shall remain enforceable. Indemnity obligations will survive termination. In any action to collect amounts due, prevailing Party shall be entitled to recover costs, expenses, and reasonable attorneys' fees.
- 2.13 Regulation Waiver. To the extent permitted by law, Customer hereby waives the Customer Protection Rules as specified in the Public Utility Commission of Texas Substantive Rules Section 25.471 et seq.
- 2.14 Applicability of Prompt Payment Act: This Agreement is subject to the terms of the Prompt Payment Act for those entities that are a "governmental entity" under the Texas Government Code, Chapter 2251 PPA.
- 2.15 Small Commercial Customers Right to Rescind. Small commercial customers may cancel this Agreement within 3 business days after receipt without fee or penalty by contacting ENGIE Customer Care. If this Agreement is cancelled after this period, Customer will be charged an early termination fee. Customer may terminate service without penalty if moves to another premise by providing 30 days' notice and evidence of the move.
- 2.16 Non-Discrimination. ENGIE will not deny service or require a prepayment or deposit for service based on race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, level of income, disability, familial status, location in an economically distressed geographic area, or qualification for low income or energy efficiency services.
- 2.17 Disconnection. ENGIE has the right to order disconnection of service due to non-payment. If disconnection is ordered, there is a Disconnect Recovery Charge of \$25.00, which is in addition to charges assessed by the TDSP.

SECTION 3. DEFINITIONS

Billing Cycle means, for each account, the period between meter read dates rendered either by ENGIE or the applicable utility.

Business Day means any day except a Saturday, Sunday, or a Federal Bank holiday, 8:00 a.m.-5:00 p.m. for the relevant Party's principal place of business. The relevant Party shall be the Party to whom the notice or payment is being sent/received by.

Firm Full Requirements Service means that either Party shall only be relieved of its obligations hereunder without liability to the extent that, and for the period during which performance is prevented by Force Majeure or any type of curtailment as ordered by ERCOT.

Utility Related Charges means charges by a utility from transmission and distribution (including network transmission); stranded costs or transition costs; system reliability, rate recovery, under-collections, amortization, and market purchases or energy load repurchases.

YOUR RIGHTS AS A CUSTOMER

This document summarizes Your Rights as a Customer (“YRAC”). The YRAC is based on customer protection rules adopted by the Public Utility Commission of Texas (“PUCT”) that apply to all retail electric providers (“REPs”) and the provider of last resort (POLR).

You may view these rules at <http://www.puc.state.tx.us/agency/ruleslaws/subrules/electric/Electric.aspx>. ENGIE Resources LLC’s contact information, as well as contact information for your transmission and distribution utility (“TDU”), is located at the end of this document.

Unauthorized Change of REP “Slamming”: A retail electric provider (“REP”) must obtain your verifiable authorization before switching your electric service. If you believe your electric service has been switched without your authorization, you should request the REP to provide you with a copy of your authorization and verification. The REP must submit this to you within five (5) business days. In the event you did not authorize a switch, the affected REPs, applicable TDU and registration agent will work together to return you to your chosen REP in accordance with the market process approved by the PUCT. You may also file a complaint with the PUCT.

Unauthorized Charges “Cramming”: Before any charges for a new product or service are included on your electric bill or deducted from your prepaid account balance, your REP must inform you of the product or service, all associated charges, and how these charges will appear on your electric bill or be charged to your prepaid account balance, as well as obtain your consent to accept the product or service. If you believe your electric bill includes unauthorized charges or your prepaid account balance reflects unauthorized charges, which is called “cramming,” you may contact your REP to dispute these charges. If you are not satisfied with your REP’s review of the unauthorized charges, you may file a complaint with the PUCT. Your REP will not seek to disconnect your electric service for non-payment of an unauthorized charge or file an unfavorable credit report against you for disputed unpaid charges that are alleged to be unauthorized unless the dispute is ultimately resolved against you. If the charges are determined to be unauthorized, your REP will cease charging you for the unauthorized service or product, remove the unauthorized 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 within three billing cycles, interest shall be paid to you at an annual rate established by the PUCT on the amount of any unauthorized charge until it is refunded or credited. You may request all billing records from your REP related to any unauthorized charge within 15 days after the date the unauthorized charge is removed from your bill. Your REP will not re-bill you for any charges determined to be unauthorized. You may request all billing records under the REP’s control related to any unauthorized charges within 15 business days after the date the unauthorized charge is removed from your bill. Your REP will not re-bill you for any charges determined to be unauthorized. You may contact your REP at the toll-free number below or by mail at the address below to resolve any billing dispute and for your REP to answer any questions about unauthorized charges.

Deferred Payment Plans and Other Payment Arrangements: If you cannot pay your bill, call your REP immediately. Your REP may offer a short-term payment arrangement that allows you to pay after your due date, but before your next bill is due. A deferred payment plan allows a customer to pay an outstanding bill in installments beyond the due date of the next bill. For details on these programs, see your TOS or contact your REP.

Disconnection of Service With Notice: If you do not pay your electric bill by the due date, your REP may request that the TDU disconnect your electric service, after the expiration of a required 10-day notice period. The 10-day notice period begins once your REP issues you a written Disconnection Notice. This notice cannot be issued before the first day after the bill due date and must be mailed to you separately or electronically, if the customer has agreed to receive notices from the REP by email. The disconnection date may not fall on a holiday or weekend unless the REP’s personnel are available to take payments and service can be reconnected. In addition to failure to pay, your REP may, after proper notice, authorize the disconnection of your service if you:

1. Fail to pay any outstanding for electric service owed or fail to make deferred payment arrangements by the date of disconnection stated on a disconnection notice.
2. Fail to comply with the terms of a deferred payment agreement
3. Violate the terms and conditions on using service in a manner that interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation
4. Fail to pay a deposit as required by 16 TAC 25.478 3 relating to credit requirements and deposits); or

5. Fail to comply with the conditions of a written guaranty (which allows for disconnection of the guarantor's service) as guarantor of payment for another service account.

Disconnection of Service Without Notice: Any REP or TDU may, at any time, authorize disconnection of a customer's electric service without prior notice for any of the following reasons:

1. Where a known dangerous condition exists;
2. Where service is connected without authority by a person who has not made application for service;
3. Where service is reconnected without authority after disconnection for nonpayment;
4. Where there has been tampering with transmission and delivery equipment; or
5. Where there is evidence of theft of service.

Restoration of Service: If your service has been disconnected by the REP for non-payment, the REP will, upon satisfactory correction of the reasons for the disconnection, notify your TDU to reconnect your service as quickly as possible. The REP will continue to serve you under the Terms of Service in effect prior to issuance of the Disconnection Notice. If your service was disconnected due to a dangerous situation, your service will be reconnected once you notify your REP that you have corrected and satisfactorily resolved the dangerous situation within a fiscally reasonable period.

Language Availability: You may request to receive information from your REP in Spanish, or any language in which you were solicited. This includes the Terms of Service, Electricity Facts Label, Your Rights as a Customer, bills and bill notices, termination and disconnection notices, information on new electric services, discount programs, promotions, and access to customer assistance. Your REP also provides access to Spanish-speaking customer service representatives.

Financial and Energy Assistance: REPs must offer bill payment assistance to residential customers who express an inability to pay or need assistance with the bill payment. REPs must also offer level or average payment plans. Contact your REP for more information.

Critical Care or Chronic Condition Residential Customer: Each residential customer has the right to apply for Critical Care or Chronic Condition Residential designation. To be considered for such designation, the PUC-approved form must be submitted by facsimile or other electronic means to the TDSP by a physician. The TDSP will notify you of the final status of your designation as a Critical Care or Chronic Condition Residential Customer and will notify you when such designation will expire and whether you will receive a renewal notice. Upon your request, your REP will provide you with the application form for Critical Care or Chronic Condition Residential Customer designation.

Do Not Call List: For a fee not to exceed five dollars (\$5.00) per term, commercial customers may add their name, address and telephone number to a state-sponsored "Electric No-Call List," which is intended to limit the number of telemarketing calls received relating to your choice of REP. You can register via United States Postal Service, Internet or telephonically as follows: www.texasnocall.com, call toll-free 1-866-TXNOCAL(L) (1-866- 896-6225), or write Texas No Call, P.O. Box 313, E. Walpole, MA 02032. If registered online or by phone, the fee must be paid by credit card, but if registered by mail, the fee may be paid by credit card, check or money order. Once registered, you can expect to stop receiving telemarketing from an REP as follows: If registered between January 1 and March 31, then by June 1; if registered between April 1 and June 30, then by September 1; if registered between July 1 and September 30, then by December 1; if registered between October 1 and December 31, then by March 1. However, registration expires on the fifth anniversary of the date the phone number is first published on the "Electric No-Call List." **Even if registered, you may still receive calls from telemarketers other than REP's.**

Privacy Rights: REPs may not disclose or sell any confidential customer information, including: 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, credit reporting agencies, law enforcement agencies or TDU. Your information will be shared with other retail REPs or aggregators only with your consent.

Meter Testing and Reading: You may request from your REP one (1) meter test every four (4) years at no cost to you. If you request more than one (1) test every four (4) years, and the meter is functioning properly, then you may be charged for the additional meter test(s) at the rate approved for or by your TDU. Your REP is able to make this request to your TDU on your behalf by a standard electronic market transaction. The TDU or REP will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter. If you prefer to read your own meter, please contact your TDU for instructions on how to read your meter.

Reporting Outages: In the event of an outage in your area please call your Transmission Distribution Utility ("TDU"):

- Oncor Electric Delivery (888) 313-4747
- CenterPoint (800) 332-7143 or (713) 207-2222
- Nueces Electric Cooperative: (800)-632-9288 or (361) 387-2581
- AEP (WTU & CP&L) (866) 223-8508
- TNMP (Texas New Mexico Power) (888) 866-7456

Disputes With Your Provider/Complaint Resolution: You have the right to file a formal or informal complaint about your REP with the Public Utility Commission of Texas. However, we encourage you to first contact your REP if you have comments, questions or complaints. Upon receipt of a complaint, your REP must investigate and notify you of the results within twenty-one (21) days. If you are dissatisfied with the results of the investigation, you may request a supervisory review, if available. Your REP must advise you of the results of the supervisory review within ten (10) business days of your request. If you are dissatisfied with the results of the investigation or supervisory review, you may file a complaint with the PUCT and the Office of the Attorney General, Consumer Protection Division. For a complaint involving a disputed bill, your REP may not initiate collection activities or termination/disconnection activities or report the delinquency to a credit reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, your REP may send a termination/disconnection notice for non-payment of any undisputed portion of the bill.

If you are not satisfied with the results of a REPS's investigation or supervisory review, you may contact the Public Utility Commission of Texas, Customer Protection Division, PO Box 13326, Austin, Texas 78711-3326; (512) 936-7120 or (888) 782-8477, Fax (512) 936-7003, Email address: customer@puc.state.tx.us, Website: www.puc.state.tx.us, TTY (512) 936-7136; Relay Texas: 800-735-2989.

ENGIE Resources LLC is not liable for any service interruptions or outages and any questions relating to your electrical distribution lines or meters should be directed to your TDU.

CONTACT INFORMATION:

ENGIE Resources LLC PUCT License #: 10053
1360 Post Oak Blvd Suite 400, Houston, TX 77056
Customer Care Contact Phone 1-866-MYENGIE
Customer Care Contact Email - care@engieresources.com
Hours of Operation: Monday-Friday 7:00 am - 7:00 pm CT