



5015 Westheimer Road, Suite 1200,
Caller #5 Houston, TX 77056

Fernando Capblanca
7720 OCONNOR DR APT 3308
ROUND ROCK, TX 78681

5/23/2018

Dear Fernando Capblanca,

We recently identified a billing error; we have been billing your account at an energy rate lower than the amount on your Agreement. Since this is a billing rate error on our end, we will not be back-billing your account for the difference in rate. However, the updated energy rate will apply on your bills going forward through the remainder of the term of your Agreement. For your reference, we are including a copy of your contract and Electricity Facts Label (EFL) with the energy rate and other details about your plan

We sincerely apologize for the inconvenience this may have caused and appreciate your business. If you have any questions, one of our Energy Advisors will be happy to walk you through the details.

Thank you for choosing Just Energy for your energy needs!

Sincerely

Just Energy

Electricity Facts Label (EFL)
Just Energy - Nights Free - 12
For Service Area: Oncor
May 23 2018

Average monthly use:	500 kWh	1000 kWh	2000 kWh
Average price per kilowatt-hour, May, 2018	10.8¢	10¢	9.5¢

This price disclosure is based on an average usage profile 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: 8.7¢/kWh
 Pass-Through TDU Distribution Charge: 3.4562¢/kWh
 Pass-Through TDU Customer and Meter Charge: \$3.49

A Base Charge of \$4.95 per ESI-ID will apply each billing cycle. Average Price per kWh = ((Monthly billed energy usage multiplied by energy charge - Nights usage multiplied by energy charge) + Base charge + TDU Charges) / 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 TDU. All TDU charges will be passed through at cost and aggregated on the bill. Your average price for electric service will vary according to your monthly usage.

The JustGreen Charge is in addition to the Energy Charge and is Optional 'JustGreen' Plan: This product allows two options to offset your energy consumed each month with renewable sources such as wind and solar energy. Choose from: 1) An additional monthly fee of \$5.00 to offset 100% of energy consumed, or 2) An additional charge to offset a percentage of energy at the following levels: 0.2¢/kWh for a 20% offset, 0.4¢/kWh for a 40% offset, 0.6¢/kWh for a 60% offset, 0.8¢/kWh for a 80% offset, or 1.0¢/kWh for a 100% offset. If selected the 'JustGreen' charge will appear on the bill monthly at the option selected, and this charge is not included in the average price per kWh above.

.The 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.

**Electricity Price
(Residential)**

**Other Key Terms
and Questions**

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

Disclosure Chart

Type of Product	Fixed Rate Product
Contract Term	12 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 TDU charges, changes to the ERCOT or Texas Regional Entity administrative fees charged to loads or changes resulting from federal, state, or local laws that impose new or modified fees or costs on Just Energy that are beyond our control.
What other fees may I be charged?	Fees not included in above price: Agent Assist Fee: \$4.95 each time a customer service agent helps you make a payment. Disconnection Fee: \$25. Disconnection Notice Fee: \$20. Insufficient Funds Charge: \$25. Late Fee: 5% of your late bill's past due amount. Please see the Additional Charges and Fees section of your TOS for additional non-recurring fees.
Is this a pre-pay or pay in advance product?	No
Does the REP purchase excess distributed renewable generation?	Yes
Renewable Content	Between 0% and 100%, depending on whether the JustGreen option is selected.
The statewide average for renewable content is:	16.5%

Just Energy Texas L.P. d/b/a Just Energy
 P.O. Box 460008, Houston, Texas 77056
 CustomerSupport@JustEnergy.com, www.JustEnergy.com
 We are available Monday-Friday: 8:00 AM-8:00 PM CST Saturday 9:00 AM- 6:00 PM CST at (866)-587-8674 – Fax: (888)-548-7690 - Toll Free: (866)-587-8674
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