



V247 Power Corporation Your Rights as a Customer Residential & Small Commercial Customers

For Residential and Small Commercial customers this document summarizes Your Rights as a Customer and is based on customer protection rules adopted by the Public Utility Commission of Texas (“PUC”). These rules apply to all retail electric providers (“REP”s), including those affiliated with your Transmission and Distribution Utility (“TDU”) (Affiliated REP) and the provider of last resort (“POLR”), unless otherwise noted. The full context of the rule can be found at <http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/Electric.aspx>. We are pleased to address your questions or concerns and welcome the opportunity to resolve any issues or questions you may have about your service. You have the right to receive this document and any disconnection notices mailed to you, in both English and Spanish. If you have questions about this document or any other issue regarding your service, please contact V247 Power Corporation.

V247 POWER CORPORATION

Mailing Address: 9999 Bellaire Blvd.,
Suite 1133
Houston, TX 77036

Email Address: customercare@v247power.com
Internet Address: www.v247power.com
PUCT Certification Number: 10210

Toll-Free Number: 1.855.888.9888
Fax Number: 1.855.215.9090

Normal Hours of Operation: Monday –Friday 8:00 AM - 6:00 PM CST

Reporting a Power Outage:

In the event of an electrical emergency or outage, please contact the TDU in your area. To determine the applicable TDU, please refer to your V247 Power bill.

CenterPoint Energy: 1.800.332.7143
AEP Central: 1.866.373.4858
Nueces: 1.800.632.9288
Sharyland Utilities: 1.800.442.8688

Oncor Electric Delivery: 1.888.313.4747
AEP North: 1.866.223.8508
Texas-New Mexico Power: 1.888.866.7456
Sharyland-McAllen: 1.956.668.9551

Billing and Customer Service Issues / Customer Complaints:

Anytime you feel that your bill may contain a mistake, please contact V247 Power Corporation immediately. V247 Power Corporation takes your concerns seriously, and will promptly investigate the issue, and make any necessary corrections to ensure that your issue is resolved. If V247 Power Corporation’s customer care center fails to resolve the issue to your satisfaction, you are entitled to request a management review of your issue with V247 Power Corporation. If V247 Power Corporation cannot resolve your issue to your satisfaction, you are entitled to file a complaint with the PUCT.

Mailing Address: Public Utility Commission of Texas PO Box 13326 Austin, Texas 78711-3326

Customer Protection Division: 1.888.782.8477 or 512.936.7120

TTY: 1.800.735.2989

Fax: 512.936.7003

Email: customer@puc.state.tx.us

Website: www.puc.state.tx.us

Individuals who are deaf, hard-of-hearing, deaf-blind or speech-disabled, may contact the PUCT using a TTY phone by dialing 1.800.735.2989. The full context of the rule can be found at <https://www.puc.texas.gov/relaytexas/Overview.aspx> online. When filing a complaint, be sure to include your name, address, telephone number, the name of your Retail Electric Provider (V247 Power Corporation), your V247 Power Corporation account number, the nature of your complaint and copies of your disputed bill and your contract. The PUCT will investigate your complaint and will contact you directly with the results of their review.

Deposit:

We do not deny electric service based on your credit score. However, you may have to provide an initial deposit before receiving electricity service if you cannot demonstrate satisfactory credit. Estimated billings for an initial deposit from a customer may be based upon a reasonable estimate of average usage for the customer type or may be based on the customer’s estimation of anticipated usage or the premise’s actual historical usage; the amount of deposit will not exceed the greater of either the sum of your estimated billings for the next two months or one-fifth of your estimated annual billing. Customers who qualify for a rate reduction program may pay the deposit in two equal installments if required to pay over fifty dollars (\$50).

You may qualify to receive service from V247 Power by demonstrating satisfactory credit through one of the following methods: (1) Submit a payment history letter from your previous REP confirming you are not currently delinquent in payment and during your last 12 consecutive months of service you were not late in paying a bill more than once; (2) Have a satisfactory credit rating through a consumer reporting agency. (3) You are at least 65 years of age and you do not have a delinquent balance with your current electric service provider. (4) Have been a victim of family violence and can provide a certification letter by the Texas Council on Family Violence. Please contact us for additional information if you believe you may be eligible for one of these options. If you are LITE-UP qualified and are required to pay a deposit greater than \$50, you will be eligible to pay your deposit in two installments. You must provide evidence of enrollment in a TDHS program. The full context of the rule can be found at <http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.454/25.454.pdf>. (5) Submit proof that you are medically indigent. You may get medically indigent form our web site.

Instead of paying cash deposit, you may provide a Guarantee Agreement signed by an active V247 Power Corporation customer with satisfactory credit. If we hold your cash deposit longer than 30 days, your deposit will accrue interest from the day we received it at the interest rate established annually by the PUC. We will credit any accrued interest on your deposit to your account either on your January bill each year or on your final bill. The full context of the this rule can be found at <http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.478/25.478.pdf>



Bill Payments and Adjustments:

All bills are due and payable within sixteen (16) days of the bill date of the bill. Please call us if you anticipate having difficulty paying your bill by the due date. You may be eligible for payment assistance or a deferred payment plan. If you are determined eligible for a deferred payment plan, you will pay 50% of the amount due and defer the remainder of the amount due in equal installments up to five (5) months. To qualify for a deferred payment plan, you must not have defaulted under a previous deferred payment plan with V247 Power Corporation or been disconnected the preceding 12 months. You will need 3 months of payment history with V247 Power Corporation prior to qualifying for a deferred payment plan.

Deferred payment plans are available for customers whose bills become due during an extreme weather emergency as declared by your TDU or who were previously under-billed by \$50.00 or more and need to make installment payments. If you establish a deferred payment plan we put a switch-hold on your account that will be removed after your deferred balance is paid and processed. If you are disconnected for nonpayment while a switch-hold is in place a payment will be required to resume service and you may not obtain services from another REP until you pay the total deferred balance to V247 Power Corporation. Deferred payment plans are formalized in writing and provided to the Customer. For questions regarding an outstanding balance, please contact V247 Power Corporation's Customer Care.

Meter or Service Outage Issues:

V247 Power Corporation will assist you with any meter or service outage issues by providing you with the appropriate information to get the issues resolved with your TDU. Please contact your TDU directly to report a service outage. You have the right to receive instructions on how to read your meter. If you suspect the meter reading is faulty or otherwise inaccurate, we will assist you in requesting a meter re-read or a meter test, as appropriate. You have a right to have the meter located at your premise tested once every four years. If a test is performed more than once in a four-year period, and the meter is determined to be functioning properly, then you may be charged a fee for the additional meter test(s) at the rate approved for your TDU. The TDU will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter. Your TDU may revise your meter reading and you may be required to pay additional amounts if your meter is found to be malfunctioning.

Financial and Energy Assistance Programs for Low Income Discounts:

Residential customers who are in need of financial or energy assistance may qualify for programs sponsored by the Texas Department of Housing and Community Affairs (TDHCA), which can be contacted at info@tdhca.state.tx.us, calling 1.800.525.0657, faxing 1.800.733.5120 or writing to TDHCA, P.O. Box 13941, Austin, TX 78711-3941. The PUCT also makes funds available for electricity discounts for qualified low income customers during certain months of the year through the Low-Income Telephone & Electric Utilities Texas Program ("LITE UP"). Customers who receive benefits from the Texas Health and Human Services Commission are automatically enrolled in the discount program; you may also self-enroll if you meet the eligibility requirements. Please visit www.liteuptexas.org for more information or call 1.866.454.8387.

Unauthorized Charges or "Cramming":

Cramming is the term used for adding charges to your electric bill for services other than your electricity without your permission. Before any new charges are included on your electric bill, V247 Power Corporation will inform you of the product or service, all associated charges, and how these charges will be billed before they appear on your electric bill and obtain your consent for the product or service. You have the right to dispute any charges you think were not authorized. If you see any charges on your bill that you don't understand, please contact us immediately. We will review the charge in question and resolve any charge that isn't appropriate.

Unauthorized Change of Service Provider or "Slamming":

Slamming is the term used for switching your electric service without your permission, and is unlawful. If you feel your service has been switched without your authorization, call the PUCT Consumer Hotline toll-free at 1.888.782.8477. Your service provider should not change without your consent, and V247 Power Corporation is committed to work with the PUCT, TDU, and any other affected REP to resolve the issue.

Termination:

Your contract term is stated in the EFL. At the end of your contract term, you may cancel or terminate your contract by switching to a new provider. If you cancel the contract before the end of your contract term, you agree to pay the penalty or Early Termination Fee (ETF) indicated in the EFL. You have the right to terminate a month-to-month Contract and choose another V247 Power product or another REP without having to pay an early Termination fee. If you move from your existing service address to a new premise during the contract term and provide a forwarding address to us, you will not be responsible for the Termination fee stated in the EFL. V247 Power Corporation will use good faith efforts to terminate your service with the TDU on the requested termination date; however, we cannot be responsible if the TDU is unable to affect your requested termination date.

You will be responsible for all charges incurred through the date the TDU can affect your termination. If you terminate the Terms of service, V247 Power Corporation's obligations will conclude after the meter read date when we are no longer designated as your REP or when your electric service is disconnected by the TDU. If your termination requires an off-cycle meter read or otherwise incurs charges from the TDU, you will be responsible for payment of those charges. Your obligations under the TOS will end when the outstanding balance on your account is paid in full. Cancellation or termination of the TOS does not excuse the obligation of Customer to pay outstanding balances or an ETF that may apply.

Disconnection:

We may request disconnection of your electric service if you do not pay your deposit or the past due amount of your electric service bill in full by the due date on the disconnect notice. We will notify you in writing at least 10 calendar days before we disconnect electric service.

V247 Power Corporation may have your electric service disconnected with required notice for any of the reasons listed below:



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- Failure to pay a bill owed or make a deferred payment arrangement by the date of disconnection;
- Failure to comply with the terms of a deferred payment arrangement or payment arrangement made with V247 Power Corporation;
- Using service in a manner that interferes with the service of others or the operation of nonstandard equipment;
- Failure to pay a deposit required by V247 Power Corporation; or
- Failure of a guarantor to pay the amount guaranteed when under a written agreement, signed by the guarantor, which allows for disconnection of the guarantor's service.

The PUCT has provided that under certain circumstances any REP, including the Provider of Last Resort (POLR), may authorize your TDU to disconnect your electric service without prior notice for the following reasons:

- Where a known dangerous condition exists for as long as the condition exists;
- Where service is connected without authority by a person who has not made application for service;
- Where service is reconnected without authority after disconnection for nonpayment;
- Where there has been tampering with the equipment of the TDU;
- Where there is evidence of theft of service.

Providing you with a disconnection notice, and effecting service suspension, restoration or disconnection will result in fees; see your Terms of Service document for details. Late payments will result in a late payment penalty charge that equals to 5% of the month's past due amount. Charge of \$30.00 amount will processed due to insufficient funds or other type of bank return or payment rejection.

Critical Care and Chronic Condition:

You have a right to apply for Critical Care Residential Customer designation if you have a person permanently residing in your premise who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life. If you have a person permanently residing in your premise who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the condition, you may apply for designation as a Chronic Condition Residential Customer. To be considered for such designation, the PUC-approved form must be submitted by facsimile or other electronic means to the TDU by a physician. The TDU 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. The TDU will also notify us about your status. You may also obtain the Application for Chronic Condition or Critical Care Residential Customer Status from Public Utility Commission of Texas website at <http://www.puc.state.tx.us/industry/electric/forms/critical/ccform.pdf>

Availability of Provider of Last Resort (POLR):

If your electric service is terminated or disconnected, you may obtain services from another REP or the POLR. The POLR offers a basic, standard retail service package at a fixed, non-discountable rate. You may call 1.866.PWR.4TEX or visit www.powertochoose.org for more information about the default POLR in your area.

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, by registering 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, Customer can expect to stop receiving telemarketing 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. Residential Customers may register their name, address, and telephone number to the statewide "Do Not Call List," which will help limit telemarketing calls to your home or business. You may register for the "Do Not Call List" in three ways: online at 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. The full context of this rule can be found at \$25.483 - <http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.484/25.484.pdf>

Language Availability:

You may request to receive information from V247 Power Corporation in Spanish, or any language in which you were solicited. This includes the Terms of Service, Electricity Facts Label, and 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

Privacy of Customer Information:

V247 Power Corporation will not release proprietary customer or premise information, as defined by the PUCT, to any other person, including an affiliate of V247 Power Corporation, without obtaining your verifiable authorization, unless otherwise approved by the PUCT substantive rules applicable to Retail Electric Providers. As provided in the PUCT substantive rules, V247 Power Corporation may release your proprietary customer or premise information to an agent, vendor, partner, or affiliate of V247 Power Corporation if your enrollment was facilitated by such an agent, vendor, partner or affiliate.