

Who is sending my bill and where do I send my payment?

Your local utility will continue to send your monthly electricity bill, and you will send just one payment to the local utility for the utility's service charges and Direct Energy's generation service charge. Your local utility will also continue to provide service for any emergency and/or maintenance issues.

Who do I contact if I have additional questions?

If you have any additional questions about eligibility, this offer, or any of the other services that Direct Energy provides, please contact our Customer Service Department at 1-866-803-4618 Monday through Friday from 8:00 a.m. to 8:00 p.m. EST, and Saturday from 8:00 a.m. to 5:00 p.m. EST (contact center hours subject to change without notice).

To learn more about us, you may also visit our web site at www.directenergy.com.

And remember, if at any time there's an emergency situation, please contact your local electricity utility as soon as possible. They will continue to respond to emergency service repairs and maintenance issues.





**Direct Energy's Electricity
Direct Choice Program
for the
Town of Coventry**

Frequently Asked Questions



Who is Direct Energy?

Direct Energy is part of the Centrica group of companies providing non-utility retail energy services in North America. We have long-standing relationships across North America.

What is the Direct Choice Program?

In this Direct Choice Program, the Town of Coventry and Direct Energy have teamed up to offer a special rate for electricity service that is only available to Town residents and businesses. In order to take advantage of this offer, eligible customers will need to call Direct Energy to enroll.

How do I enroll?

It's easy! Simply call our Customer Service Department at 1-866-803-4618, and tell the Customer Care Specialists that you are calling to enroll in the Direct Choice Program for the Town of Coventry. Also, please be sure to have your electricity utility bill readily available when you call because you will need your utility Service Reference Number to enroll.

Direct Energy will work with the utility on your enrollment request. If your enrollment request is not received or accepted by the utility before your November 2010 billing cycle, then your service with Direct Energy may not begin until after the next applicable meter reading date, after enrollment is accepted.

If you are currently with another supplier, you should verify with them whether your current contract has an early cancellation fee before you cancel with them and take advantage of this special offer.

What is my rate?

Direct Energy will supply your electricity rate at \$0.0929 per kWh (\$0.0899 per kWh for eligible Seniors) through your July 2011 billing cycle. There is no enrollment fee to join the Direct Choice Program. Please note, Direct Energy's rate does not include the utility's charges or taxes.

panies and one of the largest providers of
a. We support approximately 5 million customer

Can I still enjoy the benefits of Budget Billing?

Absolutely! If you are currently on Budget Billing with your local utility, you won't have to do a thing because it will continue after you've enrolled with Direct Energy through the Direct Choice Program.

If you are not signed up for Budget Billing and you are interested in doing so, first contact your local electricity utility to sign up for Budget Billing, and then call Direct Energy to enroll in the Direct Choice Program for the Town of Coventry.

Are there cancellation fees if I cancel my service early?

No. With Direct Energy, you may cancel your service at any time without penalty, but it typically takes 1 - 2 billing cycles for the utility to process the change.

What happens after the end of my initial term?

You will remain as a customer with Direct Energy. Your Agreement will automatically renew on a month-to-month basis, and your rate will be variable, unless you receive a written notice indicating otherwise. The variable rate may be higher or lower each month as determined by Direct Energy based on business and market conditions. You will always have the option to cancel your agreement without an early cancellation fee.