

## **RELIANT ENERGY DISCLOSURE STATEMENT**

Electric Generation Supplier

This is an Agreement that applies to your purchase of electric generation and other related services from Reliant Energy Northeast LLC dba Reliant Energy (Reliant Energy) for your home or business.

### **Background**

Reliant Energy Northeast, LLC dba Reliant Energy is licensed by the Pennsylvania Public Utility Commission (PUC) to offer and supply electric generation services in Pennsylvania. Our PUC license number is A-2010-2192350. We set the generation prices and charges that you pay. The PUC regulates distribution prices and services. The Federal Energy Regulatory Commission regulates transmission prices and services. DUQUESNE LIGHT, your electric distribution company (EDC), will continue to read your meter and send you a bill for their transmission and distribution services. The electricity you buy from Reliant Energy will be included in the single monthly bill you receive from DUQUESNE LIGHT.

### **Right of Rescission**

You can cancel your acceptance of this Agreement with us without penalty or fee by contacting us before midnight of the third federal business day after receipt of this Agreement by calling us at 1-877-297-3795, or by e-mail at [care@reliantenergy.com](mailto:care@reliantenergy.com).

### **Definitions**

*Agreement:* This Disclosure Statement, as well as your Enrollment Form, Welcome or Renewal Letter, and any amendments to these documents made from time-to-time.

*Basic Service:* Services necessary for the physical delivery of service, including generation, transmission, and distribution. The monthly customer charge and the transition charge are also basic service charges.

*Business Days:* Monday through Friday, excluding holidays.

*Customer Charge:* Part of the monthly Basic Service Charge. This covers the costs of billing, meter reading, service line maintenance and equipment used by the EDC.

*Distribution Charge:* Charges for the use of local wires, transformers, substations and other equipment used to deliver electricity to end-use consumers from the high voltage transmission lines.

*EDC:* Electric Distribution Company. Your EDC is DUQUESNE LIGHT. They own the power lines and equipment necessary to deliver purchased electricity to you.

*Generation Service Charge:* Charges for the production of electricity.

*Initial Term:* The time period during which you will receive a fixed price.

*kWh:* A kilowatt hour. This is a measurement of your use of electricity.

*PUC:* The Pennsylvania Public Utility Commission.

*Transmission Charges:* Charges for moving high voltage electricity from a generation facility to the distribution lines of an electric distribution company.

### **Terms of Service**

#### **1. Basic Service Prices**

You will pay 6.09 cents per kWh for electric generation service. This price includes transmission charges and estimated total state taxes, including the gross receipts tax, but excludes applicable state and local sales taxes. This also does not include charges from DUQUESNE LIGHT. If you are currently enrolled in DUQUESNE LIGHT's budget billing plan you will continue to receive budget bills, following account reconciliation with DUQUESNE LIGHT.

**RELIANT ENERGY**  
**DISCLOSURE STATEMENT**  
Electric Generation Supplier

**2. Length of Agreement**

You will buy your electricity generation service from Reliant Energy beginning when DUQUESNE LIGHT switches your account to Reliant Energy and will continue for six (6) months.

**3. Renewal Provision/Agreement Expiration/Change in Terms**

When the Initial Term of your Agreement with us is approaching its expiration date, or whenever we propose to change our terms of service in any type of agreement, you will receive written notification from us twice between 45 and 90 days before the expiration date or the effective date of the proposed changes. These notices will either be in your bill or in a separate mailing. We will explain your options in these two (2) advance notices.

**4. Cancellation**

You may cancel this Agreement without penalty within three (3) business days of the date of the agreement. If you cancel this agreement before the end of the Initial Term, you will be subject to an early cancellation fee as outlined in Section 5 below. To cancel this Agreement, please contact Reliant by phone at 1-877-297-3795. You may cancel this agreement without penalty if you move from the address on your account.

Reliant Energy may cancel this Agreement if you do not pay your bill in a timely manner. Your electricity service will be subject to termination in accordance with the procedures approved by the PUC.

Your EDC may disconnect your service if you fail to pay your bills. Your EDC will give you notice in the time frame prescribed by the PUC before it disconnects your electric service. The EDC may also disconnect your electric service immediately and without notice in certain urgent situations. This Agreement is automatically canceled if the EDC returns you to EDC generation and distribution service. If your EDC has a Purchase Of Receivables ("POR") program, Reliant Energy's participation in that program would allow the EDC to terminate you from participation in Reliant Energy's program for non-payment of Reliant Energy's charges. If this occurs, the EDC termination will follow the process provided for in the Commission's regulations.

**5. Penalties, Fees and Exceptions:**

If you cancel this agreement after the three (3) day rescission period referenced above and before the end of your Initial Term, you will not be responsible for an early cancellation fee.

**6. Billing and Payment**

You will continue to receive a single monthly bill from DUQUESNE LIGHT that will include all of your Basic Service Charges from both DUQUESNE LIGHT and Reliant Energy. Please make/remit your monthly payment for all services to DUQUESNE LIGHT in accordance with the payment terms that are set forth in DUQUESNE LIGHT's tariff. Failure to pay your bills on time may result in late payment penalties and in discontinuation of service.

**7. Power Outages and Emergencies**

If you have an electrical emergency or a power outage, you should immediately contact DUQUESNE LIGHT at 1-800-342-5775.

**8. Disputes or Complaints**

If you have any questions, concerns, or complaints about your bill, please contact us by calling our Customer Care Representatives at 1-877-297-3795 or by emailing us at [care@reliant.com](mailto:care@reliant.com). We will make every effort to address your concern and provide a response to you. If for any reason you are not satisfied with our response, you may contact the Pennsylvania Public Utility Commission at P.O. Box 3265, Harrisburg, PA 17105-3265 or by calling 1-800-692-7380.

**RELIANT ENERGY  
DISCLOSURE STATEMENT**  
Electric Generation Supplier

9. **Contact Information**

Generation Supplier Name: Reliant Energy Northeast LLC

Address: 1201 Fannin  
5<sup>th</sup> Floor

Houston, TX 77002

Phone Number: 1-877-297-3795

Internet Address: [care@reliant.com](mailto:care@reliant.com)

Electric Distribution Company Name: DUQUESNE LIGHT

Address: Two North Ninth Street  
Allentown, PA 18101

Phone Number: 1-800-342-5775

Public Utility Commission (PUC)

Address: P.O. Box 3265 Harrisburg, PA 17105-3265  
Choice Hotline Number: 1-800-692-7380

Universal Service Program Phone Number: 1-800-342-5775

10. **Limitations of Liability and Warranty/Force Majeure**

YOU AGREE THAT EVENTS OF FORCE MAJEURE MAY RESULT IN INTERRUPTIONS IN SERVICE AND THAT WE WILL NOT BE RESPONSIBLE FOR SUPPLYING ELECTRICITY TO YOU AND WE WILL NOT BE LIABLE FOR THOSE INTERRUPTIONS. YOU AGREE THAT OUR LIABILITY NOT EXCUSED BY REASON OF FORCE MAJEURE OR OTHERWISE WILL BE LIMITED TO DIRECT ACTUAL DAMAGES ONLY; AND NEITHER OF US IS LIABLE TO THE OTHER FOR CONSEQUENTIAL, INCIDENTAL, PUNITIVE, EXEMPLARY OR INDIRECT DAMAGES. WE MAKE NO REPRESENTATIONS OR WARRANTIES AND WE EXPRESSLY DISCLAIM ALL OTHER WARRANTIES, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

11. **Authorization to Release Customer Information**

By entering into this Agreement, you authorize Reliant Energy to obtain information that we may need to provide electricity service to you, including your account information and usage history. We will not give or sell your personal information to any unaffiliated third-party unless you provide us with your consent or unless we are required to do so by law.

12. **Other Provisions**

This Disclosure Statement along with your Enrollment Form, Welcome or Renewal Letter constitutes your entire Agreement between you and Reliant Energy with regard to your purchase of electric generation and other related services from Reliant Energy. This Agreement supersedes all prior agreements between us, either written or oral. This Agreement is subject to any Law enacted during the term of this Agreement. "Law" means any law, legislation, statute, regulation, rule, tariff, decision, writ, order, decree or judgment, or any interpretations by any court, agency or instrumentality that has jurisdiction. You may not assign this Agreement with us, in whole or in part, or any of your rights or obligations under this Agreement without our prior written consent. Reliant Energy may, without your consent, (i) as part of any financing or other financial arrangements, assign, sell or pledge this agreement or its accounts, revenues, or proceeds or (ii) assign this agreement to an affiliate of Reliant Energy; or (iii) to any other person or entity succeeding to all or a substantial portion of the assets of Reliant Energy or a competitive electricity supplier licensed to do business in Pennsylvania.