



Your Rights as a Customer

This document summarizes Your Rights as a Customer and is based on customer protection rules adopted by the Public Utility Commission of Texas (PUCT). These rules apply to all retail electric providers (REPs), including those affiliated with your Transmission and Distribution Utility (TDU) (Affiliated REP) and the provider of last resort (POLR), unless otherwise noted. You may view the PUC's complete set of electric rules at <http://www.puc.texas.gov/agency/rulesnlaws/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 mailed to you, in either English or Spanish. If you have questions about this document or any other issue regarding your service, please contact Hello Energy.

Por favor refiérase a la parte interior de este documento para leer esta información en español.

Contact Information for Champion Energy Services, LLC dba Hello Energy

Corporate Address:
1500 Rankin Road, Suite 200
Houston, TX 77073

Mailing Address:
PO Box 4190
Houston, TX 77210

Internet Address: www.helloenergy.com
Email: support@helloenergy.com

Customer Care Hours: 8am-5pm CST Monday-Friday
Customer Care Toll-Free: 1.844.856.9383

Reporting a Power Outage

To report a power outage, please select your TDU's 24 hour service line from the list below:

CenterPoint (Houston and surrounding areas):	1.800.332.7143
Oncor Electric Delivery (DFW and West Texas):	1.888.313.4747
AEP Central (CP&L Area):	1.866.223.8508
AEP North (WTU Area):	1.866.223.8508
Texas-New Mexico Power Company (First Choice):	1.888.866.7456
Sharyland Utilities:	1.800.442.8688
Sharyland-McAllen:	956.668.9551

Billing and Customer Service Issues / Customer Complaints

Anytime you feel that your bill may contain a mistake, please contact Hello Energy immediately. Hello Energy takes your concerns seriously, and will promptly investigate the issue, contact you to review, and make any necessary corrections to ensure that your issue is resolved. If Hello Energy's customer care center fails to resolve the issue to your satisfaction, you are entitled to request a management review of your issue with Hello Energy. If Hello Energy 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

Website: www.puc.state.tx.us

Toll Free: 1.888.782.8477
Fax: 512.936.7003
TTY: 512.936.7136
Customer Protection Division: 512.936.7120

Email: customer@puc.state.tx.us

Your Rights as a Customer

Texas Residential Prepaid Electricity Service



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. More information on this program may be obtained by visiting <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 (Hello Energy), your Hello Energy 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.

Bill Payments and Adjustments

Hello Energy offers deferred payment plans, in which the Customer can pay 50% of the amount due and defer the remainder of the amount due in equal installments over the next five (5) months. To qualify for a deferred payment plan, a Customer must not have defaulted under a previous deferred payment plan with Hello Energy or have received more than 2 disconnection notices in the last 12 months. You will need 3 months of payment history with Hello Energy 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.

Meter or Service Outage Issues

Hello Energy 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

If you qualify for low-income assistance, have received energy assistance in the past, or think you will be in need of energy assistance in the future, you should contact the assistance program to confirm that you can qualify for energy or payment assistance if you need it prior to signing up for prepaid service. 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, Hello Energy or any REP must 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 to the change, and Hello Energy is committed to work with the PUCT, TDU, and any other affected REP to resolve the issue.



Cancellation or Termination of Your Electric Service

If you take actions that cancel or terminate your electric service with Hello Energy under the Terms of Service prior to the end of the term specified in your Contract, you may be responsible for an Early Termination Fee (ETF) as specified in your Electricity Facts Label. In the event that you are switching providers, your termination fees will be waived if your switch occurs within 14 days of your contract expiration date. 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 cancellation fee stated in the EFL. Please provide us with a signed cancellation form (located on our website) to cancel or terminate the TOS, no less than 5 business days and no more than 60 days in advance of the requested termination date.

Hello Energy will use good faith efforts to cancel or 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 cancel or terminate the Terms of Service, Hello Energy's obligations will conclude after the meter read date where we are no longer designated as your REP or when your electric service is disconnected by the TDU. Your obligations under the Terms of Service will end when the outstanding balance on your account is paid in full. Cancellation or termination of the Terms of Service does not excuse the obligation of Customer to pay outstanding balances or early termination fees that may apply.

Disconnection of Service

Hello Energy may immediately request to have your electric service disconnected when your account balance drops below \$10.00. It is important to keep your account balance at or above the disconnection balance or your service may be disconnected.

When your current balance falls below \$10.00, your service will be disconnected at any time. You will be notified **one to seven days** before your account balance is **expected** to fall below your disconnection balance. If your account balance falls below your disconnection balance more quickly than expected, service may be disconnected in as little as one day after you receive the low balance notification.

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.

Critical Care and Chronic Condition Eligibility

Participation in prepaid service is not available to critical care or chronic condition residential customers. If you qualify as a critical care or chronic condition customer prior to or upon enrollment, you will not be served on this prepaid product. Should Hello Energy determine that you qualify as a critical care or chronic condition customer before or during prepaid service, Hello Energy will transfer your electricity service to a month-to-month variable post-paid product. Any funds paid to Hello Energy will be transferred to your new account service.

Statement on Non-Discrimination

Hello Energy will not refuse service to anyone because of race, creed, color, national origin, ancestry, sex, marital status, lawful source of income, disability or familial status, location in an economically-distressed geographic area, or if they qualify for low-income affordability or energy-efficiency services.

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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

By law, we are required not to release, sell or give away your customer-specific information or data without obtaining your authorization. We are required, however, to release information to the Public Utility Commission for the purpose of resolving any complaint you may have filed with them. We have the right to release to collection agencies and/or credit reporting agencies information regarding your account if we are in the process of collecting any overdue or unpaid balance. Customers may register their address and phone number to a No Call List sponsored by the PUCT to opt out of telemarketing calls. Register either online at www.texasnocall.com for free; or call toll-free 1.866.TXNOCAL(L) (1.866.896.6225) to obtain an application or to register; or send a written request for an application to: TEXAS NO CALL, P.O. Box 313, E. Walpole, MA 02032. A registration fee of \$2.25 applies for each phone number registered, which must be paid by credit card for phone registrations and by credit card, check or money order if registering via mail. Your registration will remain active for three years from the date it was first published on the list.

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, Prepaid Disclosure Statement, 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

Hello Energy will not release proprietary customer or premise information, as defined by the PUCT, to any other person, including an affiliate of Hello Energy, 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, Hello Energy may release your proprietary customer or premise information to an agent, vendor, partner, or affiliate of Hello Energy if your enrollment was facilitated by such an agent, vendor, partner or affiliate.