

YOUR RIGHTS AS A CUSTOMER

You have the right to receive certain information in English, Spanish, or the language in which Pulse Power's services were marketed to you. These items include the Agreement Summary, Terms of Service ("TOS"), Electricity Facts Label, bills and bill notices, information on new electric services, discount programs, promotions, and access to customer assistance. Please contact Pulse Power to request that this information be provided to you in Spanish or any language in which services were marketed to you. You will receive this YRAC and disconnection notices in English and Spanish, or English and your designated language, if you have requested a language other than Spanish in which Pulse Power's services were marketed to you. Pulse Power also provides access to Spanish-speaking customer service representatives. This document summarizes Your Rights as a Customer ("YRAC"). The YRAC is based on customer protection rules adopted by the Public Utility Commission of Texas ("PUCT") that apply to all retail electric providers ("REPs") and the provider of last resort ("POLR"). You may view these rules at <http://www.puc.state.tx.us/agency/rulesnlaws/subrules/electric/Electric.aspx>. Pulse Power's contact information, as well as contact information for your transmission and distribution utility ("TDU"), is located at the end of this document.

Unauthorized Change of REP "Slamming": A Retail Electric Provider ("REP") must obtain your verifiable authorization before switching your electric service. If you believe your electric service has been switched without your authorization, you should request the REP to provide you with a copy of your authorization and verification. The REP must submit this to you within five (5) business days. In the event you did not authorize a switch, the affected REPs, applicable TDU, and registration agent will work together to return you to your chosen REP in accordance with the market process approved by the PUCT. You may also file a complaint with the PUCT.

If a REP is serving your account without proper authorization, the REP must work with other market participants to take all actions necessary to return you to your original REP as quickly as possible. Your original REP has the right to bill you at the price disclosed in your terms of service from either: (i) the date you are returned to your original REP, or (ii) any prior date chosen by your original REP for which that REP had the authorization to serve you. The REP that served you without proper authorization shall, within five days from the date that your service is returned to your original REP, refund all charges paid for the time period the original REP ultimately bills you. In addition, the REP that served you without your authorization is responsible for paying all charges associated with returning your service to your REP of choice. For periods that the unauthorized REP served you that are not billed to you by your original REP, the REP that served you without your authorization may bill you, but at a rate no higher than the rate you would have been charged by your original REP.

Unauthorized Charges "Cramming": Before any new charges are included on your electric bill, Pulse Power must inform you of the product or service, all associated charges, how these charges will appear on your electric bill and obtain your consent to accept the product or service. If you believe your electric bill includes unauthorized charges, you may contact Pulse Power to dispute such charges and you may file a complaint with the PUCT. Pulse Power will not seek to disconnect your electric service for non-payment of an unauthorized charge or file an unfavorable credit report against you for disputed unpaid charges that are alleged to be unauthorized, unless the dispute is ultimately resolved against you. If the charges are determined to be unauthorized, Pulse Power will cease charging you for the unauthorized service or product, remove the unauthorized charge from your bill, and refund or credit all money you paid for any unauthorized charge within 45 days. If charges are not refunded or credited within three billing cycles, interest shall be paid to you at an annual rate established by the PUCT on the amount of any unauthorized charge until it is refunded or credited. You may request all billing records from Pulse Power related to any unauthorized charge within 15 days after the date the unauthorized charge is removed from your bill. Pulse Power will not re-bill you for any charges determined to be unauthorized.

Deferred Payment Plans and Other Payment Arrangements: If you cannot pay your bill, call Pulse Power immediately. Pulse Power may offer a short-term payment arrangement that allows you to pay after your due date, but before your next bill is due. A deferred payment plan allows a customer to pay an outstanding bill in installments beyond the due date of the next bill. For details on these programs, see your TOS or contact Pulse Power.

Critical Care or Chronic Condition Residential Customer, Critical Load Public Safety and Industrial Customers: Each residential customer has the right to apply for Critical Care or Chronic Condition Residential designation. 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. Upon your request, Pulse Power will provide you with the application form for Critical Care or Chronic Condition Residential Customer designation. If you are a Critical Load Public Safety Customer or Critical Load Industrial Customer, you may be entitled to certain notices and disconnection time frames. To qualify for these, your TDU must designate you as such

YOUR RIGHTS AS A CUSTOMER



under PUCT Substantive Rule 25.497 (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.497/25.497.pdf>). Designation as Critical Load Public Safety or Industrial Customer does not guarantee you a uninterrupted supply of electricity nor does it relieve you of your obligation to pay any amounts which come due under this Agreement.

TDU's Procedures for Implementing Involuntary Load Shedding: A REP must provide information the REP has received from the TDU pursuant to PURA §17.003(e) regarding the TDU's procedures for implementing involuntary load shedding initiated by the independent organization certified under PURA §39.151 for the ERCOT power region. You can find this information and, if applicable, any additional details regarding those procedures or relevant updates at the TDU address below:

CenterPoint	https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf
Oncor	https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf
AEP	www.aeptexas.com/outages/load-shed-information
TNMP	https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf

Disconnection of Service With Notice: If you do not pay your electric bill by the due date, your REP may request that the TDU disconnect your electric service, after the expiration of a required 10-day notice period. The 10-day notice period begins once your REP issues you a written Disconnection Notice. This notice cannot be issued before the first day after the bill due date and must be mailed to you separately or electronically, if the customer has agreed to receive notices from the REP by email. The disconnection date may not fall on a holiday or weekend unless the REP's personnel are available to take payments and service can be reconnected. In addition to failure to pay, your REP may, after proper notice, authorize the disconnection of your service if you:

- 1) Fail to comply with the terms of a deferred payment agreement;
- 2) Fail to pay a required deposit; or
- 3) Fail to comply with the conditions of a written guarantee as guarantor of payment for another service account.

Disconnection of Service Without Notice: Any REP or TDU may, at any time, authorize disconnection of a customer's electric service without prior notice for any of the following reasons:

- 1) Where a known dangerous condition exists;
- 2) Where service is connected without authority by a person who has not made application for service;
- 3) Where service is reconnected without authority after disconnection for nonpayment;
- 4) Where there has been tampering with transmission and delivery equipment; or
- 5) Where there is evidence of theft of service.

When Disconnection is prohibited. Your electric service cannot be disconnected for any of the following reasons:

- 1) Failure to pay for electric service by a previous occupant of the premise if that occupant is not of the same family;
- 2) Failure to pay any charge that is not for electric service regulated by the PUCT, including merchandise or optional services;
- 3) Failure to pay a different type or class of electric service not included on the account's bill when service was initiated;
- 4) Failure to pay charges resulting from underbilling, except theft of service, more than six months prior to the current billing;
- 5) Failure to pay any disputed charges until Pulse Power or the PUCT determines the accuracy of the charges and you have been notified of this determination;
- 6) Failure to pay an estimated bill unless the estimated bill is part of a pre-approved meter-reading program or is based upon an estimated meter read by the TDU;

Restoration of Service: If your service has been disconnected by Pulse Power for non-payment, Pulse Power will, upon satisfactory correction of the reasons for the disconnection, notify your TDU to reconnect your service as quickly as possible. Pulse Power will continue to serve you under the Terms of Service in effect prior to issuance of the Disconnection Notice. If your service was disconnected due to a dangerous situation, your service will be reconnected once you notify Pulse Power that you have corrected and satisfactorily resolved the dangerous situation within a fiscally reasonable period.

Financial and Energy Assistance: Pulse Power offers bill payment assistance to residential customers who express an inability to pay or need assistance with the bill payment, as well as level or average payment plans. Contact Pulse Power for more information. A residential customer who is part of the supplemental nutritional assistance program ("SNAP") or

YOUR RIGHTS AS A CUSTOMER

Medicaid may be eligible for help paying your electric bill. Please call 1-866-454-8387 for additional information.

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. You can register 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, you can expect to stop receiving telemarketing from an REP 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 REPs.**

Privacy Rights: Pulse Power will not disclose or sell any confidential customer information, including: your name, address, account number, type or classification of service, historical electricity usage, expected patterns of use, types of facilities used in providing service, individual contract terms and conditions, price, current charges or billing records. This prohibition does not apply to the release of your information under certain circumstances as required by law, including release to the PUCT, an agent of Pulse Power, credit reporting agencies, law enforcement agencies or TDU. Your information will be shared with other REPs, brokers or aggregators only with your consent.

Meter Testing and Reading: You may request from your REP one (1) meter test every four (4) years at no cost to you. If you request more than one (1) test every four (4) years, and the meter is functioning properly, then you may be charged for the additional meter test(s) at the rate approved for or by your TDU. The TDU or REP will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter. If you prefer to read your own meter, please contact your TDU for instructions on how to read your meter.

Reporting Outages: In the event of an outage in your area please call your Transmission Distribution Utility ("TDU"):

- AEP (WTU & CP&L) (866) 223-8508
- CenterPoint (800) 332-7143 or (713) 207-2222
- Nueces Electric Cooperative: (800) 632-9288 or (361) 387-2581
- Oncor Electric Delivery (888) 313-4747
- TNMP (Texas New Mexico Power) (888) 866-7456

Disputes With Your Provider/Complaint Resolution: Contact Pulse Power at 833-785-7797 if you have comments, questions or complaints. The following information should be included in the complaint: (i) the account holder's name, billing and service addresses, and telephone number; (ii) the name of the REP, broker, or aggregator; (iii) the account number or electric service identifier (ESI ID); (iv) an explanation of the facts relevant to the complaint; (v) your requested resolution; and (vi) any documentation that supports the complaint, including copies of bills or terms of service documents. For a complaint involving a disputed bill, Pulse Power will not initiate collection activities or terminate or disconnect service or report the delinquency to a consumer reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, Pulse Power may disconnect your service for non-payment of any undisputed portion of the bill.

Upon receipt of a complaint, Pulse Power will investigate and notify you of the results within twenty-one (21) days. If you are dissatisfied with the results of the investigation, you may request a supervisory review, if available. Pulse Power must advise you of the results of the supervisory review within ten (10) business days of your request. If you are dissatisfied with the results of the investigation or supervisory review, you may file a complaint with the PUCT and the Office of the Attorney General, Consumer Protection Division. For a complaint involving a disputed bill, Pulse Power may not initiate collection activities or termination/disconnection activities or report the delinquency to a credit reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, Pulse Power may send a termination/disconnection notice for non-payment of any undisputed portion of the bill.

If you are not satisfied with the results of Pulse Power's investigation or supervisory review, you may contact the Public Utility Commission of Texas, Customer Protection Division, PO Box 13326, Austin, Texas 78711-3326; (512) 936-7120 or (888) 782-8477, Fax (512) 936-7003, Email address: customer@puc.state.tx.us, Website: www.puc.state.tx.us, TTY (512) 936-7136; Relay Texas: 800-735-2989.

Pulse Power is not liable for any service interruptions or outages and any questions relating to your electrical distribution lines or meters should be directed to your TDU.

YOUR RIGHTS AS A CUSTOMER



Contact Information:

PULSE POWER LLC

PUCT Certification No. 10259

10200 Grogans Mill, Suite 150

The Woodlands, TX 77380

www.pulsepowertexas.com

Email: customercare@pulsepowertexas.com

Customer Assistance: (833) 785-7797

Monday-Friday 8AM-7PM Central Time