| *IMPORTANT OFFER DETAILS: | |
|---|---|
| **Valid Service Areas** | This electricity service offer is valid for areas serviced by Eversource (Western Massachusetts). |
| **Eligibility** | Limited-time offer. Price and Bonus offers are only for first-time, residential customers so previous or existing customers are not eligible. Offers cannot be transferred or combined with other offers. They may change or be cancelled at any time. Offers are not available for all rate classes, for all customer types or in all areas. Additional eligibility requirements, terms and conditions may apply. For full details, please see our Terms of Service, which can be found in the online enrollment form and in your Welcome Email/Letter.<br><br>A customer may obtain an information disclosure label upon request. If we previously returned your account to basic service at the utility company for nonpayment of your electricity supply charges, we will be unable to re-enroll your account. |
| **Rewards Information** | **Please note**: Active accounts are defined as those (i) that are billing more than $0 and (ii) for which we have not received a request to discontinue service or change programs. Rewards Program Terms are contained in your Welcome Email/Letter. |
| **Important Price Information** | You will receive an introductory electricity supply price of $0.15700 per kWh for your first 3 billing cycles with us. The introductory electricity supply price will be listed in your Terms of Service, which is displayed on the application page online as well as in your Welcome Email/Letter.<br><br>After the introductory period expires, your prices with us will be variable. We will determine the variable supply price at our discretion based on many different factors, which may include prices charged by competitors, industry charges we are responsible for, our costs to procure and sell energy, customer retention rates, applicable state and local taxes, changes in weather, legal and regulatory issues, profit margins, and other relevant business conditions.<br><br>Our current and historical prices are not an indicator of our future prices, and we do not guarantee any savings. Our prices may be higher than your utility company's supply rate. |
| **Applicable Fees** | We do not charge any fee to switch, enroll or cancel early. If you are currently in a contract with another electricity supplier, the request to switch you to our service will automatically cancel your service with the other energy supplier. You are responsible for any penalties the other electricity supplier may charge.<br><br>Cancellation may take up to two billing cycles, depending on your utility company's time frame to process our request. |
| **Environmental Information** | If you are enrolling in a program with renewable power, your price includes the cost for us to purchase Renewable Energy Certificates (RECs). Unless stated otherwise in your agreement with us, we will purchase RECs produced by renewable generation facilities located in the United States to match the stated percentage of your electricity usage. |
| **About Us** | |

| | |
|---|---|
| | Electricity supply service is provided by NRG Home. Our legal name is Reliant Energy Northeast LLC, and our trade names are NRG Home and NRG Retail Solutions. We are licensed by the Massachusetts Department of Public Utilities **(electricity license #CS-081)**. |