## UNIFORM DISCLOSURE STATEMENT

NRG Home
P.O. Box 38781, Philadelphia, PA 19104
www.picknrg.com
1-855-500-8703, Mon-Fri 8am-8pm ET

### Rates and Product Information

**Price (in cents/therm) and number of months this price stays in effect:**

Price of 40¢ per therm for 3 months.

**Utility Gas Supply Cost to compare (in cents/therm):**

| Price | Effective | Expires |
|---|---|---|
| 33¢/therm | 10/1/2026 | 10/31/2026 |

NRG Home is not the same entity as your gas delivery company. You are not required to enroll with NRG Home. Beginning on 10/1/2026, the utility gas supply cost rate per therm is **33¢/therm**. The utility gas supply cost will expire on 10/31/2026. For more information go to the Illinois Commerce Commission's free website at www.icc.illinois.gov/ags/consumereducation.aspx.

**Other periodic charges:**

$0.000

**Total Price (in cents/therm) with other periodic charges:**

| 50 therms | 100 therms | 300 therms |
|---|---|---|
| 40¢/therm | 40¢/therm | 40¢/therm |

**Length of contract:**

3 months.

**Price after the initial price:**

Variable. Refer to Contract.

**Price History:**

The current rate and a one-year price history of variable rate products can be found here: https://picknrg.com/en/legal/State_information or by calling 1-855-500-8703.

### Contract Renewal

**Contract Renewal:**

Our Service will continue until either of us cancels the contract.

### Right to Rescind and Cancel

**Rescission:**

You have the right to rescind (stop) your enrollment within 10 business days after the date on your Gas Utility's written notice confirming the switch of your supplier. You may call us at 1-855-500-8703 or your utility, Nicor Gas at 888-642-6748, North Shore Gas at 866-556-6004, or People's Gas at 866-556-6001, to rescind.

**Termination:**

You have the right to terminate an agreement with an alternative gas supplier **AT ANY TIME WITH NO TERMINATION FEES AND NO PENALTIES.** You may call us at 1-855-500-8703 to terminate this contract.

This is a sales solicitation and the seller is NRG Home, an alternative gas supplier. If you enter into a contract with the seller, NRG Home will be your gas supplier. The seller is not endorsed by,

representing, or acting on behalf of, a utility or utility program, a consumer group or a consumer group program, unless the AGS is, through the consumer group, offering services at prices, terms and conditions that are available solely to members of that organization, or a governmental body or program of a governmental body.

If you have any questions or concerns about this sales solicitation, you may contact the Illinois Commerce Commission's Consumer Services Division at 800-524-0795.

Date:_____ Agent ID: _____

NRG-IL-GASVAR-UDS-20230314

## NRG TERMS OF SERVICE FOR RESIDENTIAL NATURAL GAS SUPPLY

This document is a contract between us, NRG Home, a trade name of Reliant Energy Northeast LLC, and you that allows us to switch your natural gas account(s) to our service. We will begin supplying your energy under this contract, but your utility will continue to be responsible for delivering your energy and sending you a bill for both of our services. NRG Home's business address is 804 Carnegie Center Dr, Princeton, NJ 08540, and our mailing address is below.

| Important Information | |
|---|---|
| **Variable Current Rate** | We will determine the variable supply price in our discretion based on many different factors, which may include competitive prices, industry charges we are responsible for, applicable state and local taxes, profit margins, or other business conditions.<br><br>**You'll receive an introductory natural gas supply price of $0.40000 per therm for your first 3 bills and your price will be variable after that.** |
| **Price for Your Natural Gas** | The variable supply price can change each month. For your reference, our natural gas supply prices include generation and transmission charges, but they do not include any utility distribution charges or other utility fee or charge, and our natural gas charges (if applicable) include natural gas supply and transportation charges, but they do not include any tax, utility distribution charges or other utility fee or charge.<br><br>Our current and historical prices are not an indicator of our future prices and we do not guarantee any savings. To see the price history for up to one year, please call 1-855-500-8703 or visit https://picknrg.com/en/legal/State_information<br><br>The variable rate may go up or down, and the rate may be higher than the Gas Utility's Price to Compare ("PTC") during any given period. Savings are not guaranteed nor implied with this contract and our price may be higher than the supply rate charged by the utility or other suppliers. No matter what, we will not increase your variable supply price in any given month by more than 30% from the prior month's supply price. For your current monthly variable price, please call the number listed below. |
| **Length of Your Commitment** | **This contract has no minimum term.** We will begin providing service to you after your utility processes our request to switch your service. Our service will continue until either of us cancels the contract. |
| **Your Right to Cancel** | **Once service has started, you may cancel by contacting us. It may take one or two billing cycles before the cancellation is finalized, depending on your utility's timeframes.** The effective date is usually the next date that your meter is read after the utility has processed our request to cancel your service with us. You have a right to terminate your agreements with alternative gas suppliers at any time without any termination fees or penalties. If you do cancel this contract, you may forfeit some of the rewards that we describe in your Welcome Confirmation, and you will be responsible for unpaid balances as of the cancellation date. |
| **Applicable Fees** | **None.** |
| **Your Right to Rescind** | **You may rescind this contract by contacting us or the gas utility within 10 business days after the date on the gas utility's written notice to you confirming the switch. You may also rescind by contacting us at the telephone number or email address listed below, Nicor Gas at 888-642-6748, North Shore Gas at 866-556-6004, or Peoples Gas at 866-556-6001.** |
| **About Your Service** | NRG Home is an independent seller of natural gas supply service certified by the Illinois Commerce Commission. The seller is not representing, endorsed by, or acting on behalf of, a utility or utility program, a consumer group or consumer group program, or a governmental body or program of a governmental body. Your gas utility remains responsible for the delivery of natural gas supply to the customer's premises and will continue to respond to |

| Important Information | |
|---|---|
| | any service calls and emergencies. You will receive written notification from the gas utility confirming a switch of your gas supplier. |
| **Important Phone Numbers** | |

| | |
|---|---|
| NRG Home | 1-855-500-8703 |
| Nicor Gas | 1-888-642-6748 |
| People's Gas | 1-866-556-6001 |
| North Shore Gas | 1-866-556-6004 |
| Illinois Commerce Commission | 1-800-524-0795 |

A summary document entitled "The Uniform Disclosure Statement" (UDS) is attached to this contract. The UDS has important disclosures, including information about your new rate and your right to end this contract without termination fees or penalties. Please read this contract and the UDS carefully.

**Additional Contract Terms**

**Contract Details:** Our full, legal name is Reliant Energy Northeast LLC and our trade names are NRG Home and NRG Retail Solutions. NRG Home's business address is 804 Carnegie Center Dr, Princeton, NJ 08540. This contract is for the sale and purchase of all of your energy for the residential account(s) listed in your Welcome Confirmation (letter or email). Your utility is responsible for the delivery of energy to you, and we are not. This contract, the Letter of Agency, and the Reward Terms contained in the Welcome Confirmation (letter or email) you received create your entire contract with us and replace any prior oral or written statements or representations.

**Our Right to Cancel:** We have the right to cancel this contract for any reason as long as we give you thirty days' written notice, but if we are canceling the contract due to your conduct or your breach of this contract, you will have an opportunity to fix this condition within the thirty days. In the case of a Force Majeure event, we will give you fifteen days' written notice of our intent to cancel this contract.

**Your Authorization to Release Your Information:** By entering into this contract, you authorize us to act on your behalf under your utility's tariffs in accordance with the rules and regulations of the state public utility commission ("PUC") where you take service. You further acknowledge that this contract provides authorization for your local utility to release all information regarding your energy supply account(s) to us so we can provide the services described herein. This information may include, but is not limited to, usage information, billing determinants, bill cycle, budget billing status, address, account type, tax exemption status, rate service class, load profile, demand data, meter number, special account exceptions, public assistance status, existence of medical emergencies or disability, tax status and eligibility for economic development or other incentives, standard service status, electronic interval data when available, credit information when applicable, and all other data and information permitted by law to be disclosed to us to provide our services.

We also obtain information about you as outlined in our privacy policy (posted on our website) such as when you voluntarily provide personal information to us, use our website or mobile applications, or when we add information about you to your account profile from publicly available sources.

We will maintain the confidentiality of your personal information including your name, address, telephone number, email, account numbers, natural gas usage and historic payment information as required by applicable PUC regulations as well as federal and state laws.

Our use and sharing of your information will be consistent with the purposes and uses disclosed in our privacy policy, as amended from time to time and posted on our website. Your information may be disclosed if required by law, such as pursuant to a lawfully issued subpoena or other legal process. Further, you understand that your information may be disclosed to an affiliate or a third-party to provide services or products to you, and any disclosure of such information will be made under confidentiality obligations not to disclose such information and to use it solely for the purpose of providing services to you or improved products to us. This authorization also allows us to contact you about our other products and services and to share information about your account with any designated rewards partner or with any affiliate, third-party vendor or marketing partner we use to provide services and rewards to you. We reserve the right to share your information with our affiliates and marketing partners, to the extent permitted by law and/or as authorized when you provide your consent.

If you do not wish for us to use or share information about your account in the manner described above, you may cancel this contract by calling us at our contact information listed herein.

**Billing:** Your local utility is responsible for sending you a bill that includes the charges for our service and charges for the utility's service. If there are any inaccuracies with the portion of the bill for our services, you agree to notify us within ninety days after the date of the bill or you are waiving any right to dispute the billed amounts to the extent permitted by law.

**Taxes:** Any applicable tax charges are included on the one bill you will receive from your utility. If you are exempt from any taxes, you are responsible for requesting an exemption by filing all required documentation with us and/or your utility.

**Contract Changes:** If we propose a material change to the terms of this contract, we will notify you in advance and explain your options going forward. We will not change or alter the waiver of jury trial provision under any circumstances, and any changes to this contract must be made in writing.

**Customer Complaints:** If you have questions about our prices or our service, you should call us at the contact information listed below. If you are not satisfied with the response from our Customer Care representative, you may ask that your questions

be referred to one of our supervisors, who will respond promptly. If you remain unsatisfied with our attempts to resolve the issue, you may seek assistance from the Illinois Commerce Commission (ICC) or request information from the ICC regarding your consumer protection rights. The ICC's contact information is listed below.

**CONTACT INFORMATION:**
**NRG HOME:**

Mailing address: P.O. Box 38781, Philadelphia, PA 19104
Email address: support@picknrg.com
Telephone number: 1-855-500-8703

**We are licensed by the Illinois Commerce Commission and our electric license number is DOCKET NO. 11-0504, our natural gas license number is DOCKET NO. 15-0179.**

**YOUR UTILITY:**
**If you experience a power outage or other emergency, a problem with your meter or any other service need, please contact your localnatural gas utility at the emergency number below.**

Nicor Gas 1-888-642-6748
North Shore Gas 1-866-556-6004
People's Gas 1-866-556-6001

**ILLINOIS COMMERCE COMMISSION:**
Internet address: www.icc.illinois.gov
Mailing address: Illinois Commerce Commission
527 East Capitol Ave, Springfield, IL 62701
Telephone number: 800-524-0795

**Assignment:** We may sell, transfer, pledge or assign the accounts, revenues or proceeds associated with this contract in connection with any financial contract, and we may assign the rights and obligations under this contract to another energy supplier consistent with applicable law. You may not assign this contract.

**No Reliance:** You acknowledge that (1) you are not relying on any advice, statements, recommendations or representations of ours other than the written representations in this contract; (2) that you understand the risks of entering into this contract, including the risk that our prices may be higher than your utility's rates, and you are capable and willing to assume those risks; and (3) you have made your own decision to enter into this contract, after consultation with your own advisors to the extent you deem necessary.

**Force Majeure:** We do not guarantee a continuous supply of gas as certain Force Majeure events outside of our control may cause interruptions in service. In this case, our performance shall be excused for the duration of such event, and we will not be liable for damages associated with any delay or failure to perform as a result. "Force Majeure" includes, without limitation, acts outside of our control, sabotage, riots or civil disturbances, acts of God, acts of the public enemy, acts of vandalism, terrorist acts, natural disasters, explosions, fires, or similarly cataclysmic occurrence, failure, shortage or unavailability of generating units or transmission facilities, nonperformance by your local utility, or any change in law or any other action by a governmental authority that materially impairs our ability to perform our obligations under this contract. We will give you reasonably prompt notice of any Force Majeure occurrence.

**Severability:** If any provision of this contract is held to be unenforceable or invalid by any arbitrator or court of competent jurisdiction, we will negotiate an amendment of the affected provisions with you, and the validity and enforceability of the remaining provisions shall not be affected.

**Regulatory Changes:** This contract is subject to present and future legislation, orders, rules, regulations or decisions of a duly constituted governmental authority or independent system operator having jurisdiction over this contract or the services to be provided hereunder. If at some future date there is a change in any law, rule, regulation, tariff, or regulatory structure ("Regulatory Change") which impacts any term, condition or provision of this contract including, but not limited to price, we shall have the right to modify this contract to reflect such Regulatory Change (including by adjusting the price to reflect any increase in our costs as result of such Regulatory Change) by providing 30 days' written notice of such modification to you, at which time the change will take effect automatically unless you have contacted us to cancel the contract.

**LIMITATIONS ON WARRANTY AND DAMAGES:** THE NATURAL GAS PROVIDED UNDER THIS CONTRACT WILL MEET THE QUALITY STANDARDS OF YOUR UTILITY. YOU UNDERSTAND AND AGREE THAT THERE ARE NO OTHER WARRANTIES ASSOCIATED WITH THE SERVICE PROVIDED BY US. WE HAVE NO LIABILITY OR ASSOCIATED LOSS OR DAMAGE FOR SERVICE INTERRUPTIONS. LIABILITIES NOT EXCUSED SHALL BE LIMITED TO DIRECT ACTUAL DAMAGES. THE LIMITATIONS IMPOSED ON REMEDIES AND THE MEASURE OF DAMAGES ARE WITHOUT REGARD TO THE CAUSE OR CAUSES OF THE HARM OR LOSS.

**ARBITRATION AND WAIVER OF JURY TRIAL:**

YOU HAVE THE RIGHT TO FILE A COMPLAINT WITH THE ILLINOIS COMMERCE COMMISSION TO ADDRESS ANY CONCERN OR DISPUTE YOU HAVE REGARDING YOUR SERVICE. ANY DISPUTE, CONTROVERSY OR CLAIM WITH THIS CONTRACT, SHALL BE FINALLY RESOLVED BY THE ICC OR BY ARBITRATION BEFORE THE AMERICAN ARBITRATION ASSOCIATION ("AAA") CONDUCTED UNDER THE AAA COMMERCIAL RULES AND THE CONSUMER-RELATED DISPUTES SUPPLEMENTARY PROCEDURES, OR, AT THE ELECTION OF EITHER PARTY, BROUGHT AS A SMALL CLAIMS ACTION, IN THE DISTRICT COURT OF ILLINOIS ("SMALL CLAIMS COURT"), IF THE DISPUTE OR CLAIM IS WITHIN THE SCOPE OF ITS JURISDICTION.

**BY ENTERING INTO THIS CONTRACT, YOU ARE GIVING UP YOUR RIGHTS TO SEEK REMEDIES IN COURT, AND THE RIGHT TO A JURY TRIAL.** THE ABILITY TO CONDUCT DISCOVERY IN ARBITRATION IS LIMITED AND THE ARBITRATOR'S DECISION IS SUBJECT TO VERY LIMITED REVIEW BY COURTS. ARBITRATORS CAN AWARD THE SAME DAMAGES AND RELIEF THAT A COURT CAN AWARD. THE AAA SHALL HAVE THE POWER TO RULE ON ANY CHALLENGE TO ITS OWN JURISDICTION OR TO THE VALIDITY OR ENFORCEABILITY OF ANY PORTION OF THIS ARBITRATION PROVISION.

THE PARTIES AGREE THAT ALL CLAIMS INCLUDING STATUTORY, STATE OR FEDERAL CLAIMS, MAY BE MADE SOLELY ON AN INDIVIDUAL BASIS, AND THAT **THIS CONTRACT DOES NOT PERMIT CLASS ACTIONS**, EITHER IN ARBITRATION OR THROUGH A COURT PROCEEDING. AAA MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS, AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING. IN THE EVENT THE PROHIBITION ON CLASS ARBITRATION IS DEEMED INVALID OR UNENFORCEABLE, THEN THE ENTIRETY OF THIS ARBITRATION PROVISION SHALL BE NULL AND VOID. JUDGMENT ON THE ARBITRATOR'S AWARD CAN BE ENTERED IN ANY COURT HAVING JURISDICTION. THIS AGREEMENT EVIDENCES A TRANSACTION IN INTERSTATE COMMERCE, AND THUS THE FEDERAL

ARBITRATION ACT GOVERNS THE INTERPRETATION AND ENFORCEMENT OF THIS PROVISION. THIS ARBITRATION PROVISION SHALL SURVIVE TERMINATION OF THIS AGREEMENT.

**Low Income Home Energy Program or Percentage of Income Payment Plan:** Participation in the Low-Income Home Energy Program or participation in the Percentage of Income Payment Plan (PIPP) may affect your eligibility to take service from a competitive retail gas service provider. You represent that you have not received assistance from the Low-Income Home Energy Program and that you are not currently approved for or enrolled in PIPP or any such utility program.

NRG-IL-PGV05-20230403

**NRG Home Rewards Program Terms**

Eligibility: Your rewards are offered by Reliant Energy Northeast LLC, d/b/a NRG Home and NRG Retail Solutions ("NRG Home"). Rewards are subject to the following terms and conditions. For purposes of receiving rewards, 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 (drop) service or change programs and (iii) for MA customers, for which NRG Home has received at least one full payment. NRG Home may at its discretion send a combined reward payment if you have more than one account enrolled. Rewards are also subject to the Terms of Service between NRG Home and you, including, but not limited to, all terms related to dispute resolution. NRG Home reserves the right to disqualify any account holder from participation in reward programs.

Rebate Information: Any tax liability relating to a rebate is your sole responsibility. NRG Home is not responsible for resolving any conflicting claims to rebates. Rebates may not be applied as credits or offsets to reduce the amount owed on your account. Rebates shall have no cash value until the rebates are issued. You have no property rights or other legal interest in rebates until rebates are received. You may not assign, transfer or pledge rebates. The terms and conditions of rebates may be modified or rebates may be discontinued at any time at NRG Home's sole discretion. If NRG Home discontinues the rebate programs, you will be eligible for a pro-rated rebate, based on the portion of your Program or Rebate Period that has been completed. However, if rebates are found to be in violation of any applicable law, then NRG Home will not have any obligation to provide any rebates to you.

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