Your Rights As A Customer(YRAC)

BKV – BPP Retail LLC d/b/a BKV Energy, PUCT Certificate No. 10323

24 HOUR SERVICE OUTAGE REPORTING AND LOAD SHED
Please use these numbers for reporting outages or other emergencies

TXU/ONCOR ENERGY:	888.313.4747
CENTERPOINT ENERGY:	800-332-7143
Within Houston:	713-207-2222
AEP (WTU AND CP&L):	866-223-8508
TEXAS NEW MEXICO POWER:	888-866-7456
LUBBOCK POWER & LIGHT (LP&L):	806-775-2509

CONTACT INFORMATION FOR BKV Energy("Your REP" or "We")

INTERNET ADDRESS:	www.bkvenergy.com
E-MAIL ADDRESS:	support@bkvenergy.com
MAILING ADDRESS:	4800 Blue Mound Road Fort Worth, TX 76106
TELEPHONE NUMBER:	1 (855) BKV-4-PWR
FAX NUMBER:	713-893-6012
OFFICE HOURS:	8AM-9PM, M-F, CST 8AM-5PM, SAT, CST

This document summarizes Your Rights as a Customer and is based on customer protection rules adopted by the Public Utility Commission of Texas (PUCT). You may view the PUCT's complete set of electric rules at https://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/electric.aspx.

1. Cancelling Service

Unauthorized Change of Service Provider or "Slamming": A retail electric provider (a "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 ask the REP to provide you with a copy of your authorization and verification. The REP must submit this to you within 5 business days of your request. You may also file a complaint with the PUCT. Upon receipt of a complaint filed with the PUCT, the REP must take all actions within its control to facilitate your prompt return to your original REP and cease any collections activities related to the switch until the complaint has been resolved by the PUCT. If the PUCT determines your electric service was switched without authorization, the REP must cancel all unpaid charges. The REP must pay all charges associated with returning you to your original REP within 5 business days of your request, and refund to you any amount paid in excess of the charges that would have been imposed by your original REP within 30 days of your request.

Cancellation of Service: You may cancel your agreement with your chosen REP without any penalty or fee if:

- You request cancellation within 3 federal business days after you have signed the Application for Service and received your Terms of Service;
- You move to another premise and no longer have responsibility for electric service at the premise where service was being provided;
- Market conditions change and the agreement allows your REP to terminate the agreement without penalty in response to such changes; or

- You receive a notice from your REP of a material change in your Agreement with your REP and you notify your REP of your request for cancellation within 14 days of the date the notice is sent to you. Notice will not be issued for material changes that benefit you or changes that are mandated by a regulatory agency.

If you request cancellation for a reason other than those listed above, exit fees will apply. To cancel your service during the cancellation period, please use the notice of cancellation form or call us at the phone number listed above. For details on cancellation after the cancellation window has ended and on exit fees, please call also call us at the phone number above.

2. Billing

Unauthorized Charges or *"Cramming"*: Before new charges appear on your bill, your REP must inform you of the product or service, all associated charges, and how these charges will be billed and obtain your consent to purchase the product or service. If you believe your bill includes unauthorized charges, you may contact your REP to dispute the charges and file a complaint with the PUCT. Your REP will not terminate your service or file an unfavorable credit report against you for nonpayment of disputed charges, unless the dispute is resolved against you. If the charges are unauthorized, Your REP 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 business days. If charges are not refunded or credited within three billing cycles, interest shall be paid to you on the amount of any unauthorized charge until it is refunded or credited, calculated at an annual rate established by the PUCT. You may request all billing records under your REP's control related to any unauthorized charge within 15 days after the date the unauthorized charge is removed from your bill. Your REP 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, please call us immediately. Your REP may offer you a short-term payment arrangement that allows you to pay your bill after your due date but before your next bill is due. In addition, you may qualify for a "deferred payment plan." For postpaid electric service, a deferred payment plan allows the customer to pay an outstanding bill in installments beyond the due date of the next bill. For prepaid electric service, a deferred payment plan allows the customer to pay a negative current balance over time. For both postpaid and prepaid electric service customers, the REP may require an initial payment to initiate a deferred payment plan and may include a five percent penalty for late payment. While you are on a deferred payment plan, a switch-hold may be applied to your account, which means that you will not be able to buy electricity from other REPs until you pay the total deferred balance. If you do not fulfill the terms of the deferred payment plan, a REP may terminate or disconnect your service. For additional details on these programs, please see your Terms of Service or contact us for further information.

A REP must offer a deferred payment plan to prepaid electric service residential customers who have been underbilled by $50 or more for reasons other than theft of service; upon request, when the customer's current balance is $50 or more during an extreme weather emergency; or during a state of disaster declared by the governor in the areas covered by the declaration and the PUCT directs that deferred payments plans be offered. Postpaid electric service customers who are not delinquent in payment may also be eligible for a level or average payment plan. If you are delinquent in payment, your REP may offer you a level or average payment plan but a switch-hold may be applied to your account. For additional details on these programs, please see your Terms of Service or contact your REP for further information.

Critical Care Residential Customer or Chronic Condition Residential Customer: You have the right to apply for Critical Care Residential Customer or Chronic Condition Residential Customer designation. A Critical Care Residential Customer is a residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life. A Chronic Condition Residential Customer is a residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition.
Upon your request, your REP will provide you with the Application for Chronic Condition or Critical Care Residential Customer Status form. Your local TDU will review your application and determine eligibility. Your local TDU shall mail a renewal notice before the expiration of your designation. A Critical Care Residential Customer or Chronic Condition Residential Customer designation does not relieve a customer of the obligation to pay the REP for services provided.

Financial and Energy Assistance and Discounts: If you are a residential customer and do not have the ability to pay your electricity bill, please contact us and we will provide you additional information regarding applicable payment options as well as payment assistance programs that are offered by or available from BKV Energy. In addition, an electric customer who receives food stamps, Medicaid, Temporary Assistance for Needy Families (TANF) or Supplemental Security Income (SSI) from the Texas Health and Human Services Commission (THHSC), or whose household income is not more than 150% of the federal poverty guidelines may qualify for energy assistance from the Texas Department of Housing and Community Affairs (TDHCA). Please contact us to inquire about such discounts.

Meter Testing: You have the right to request a meter test once every four years at no cost. We can submit your request to your utility electronically. If you ask to have your meter tested more than once every four years, and the meter is determined to be functioning properly, then you may be charged a fee for the additional test(s) at the rate approved for your utility. Your utility will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter. You have the right to be instructed on how to read your meter.

3. Service, Disconnection and Restoration

Disconnection of Service: The PUCT has provided that under certain dangerous circumstances (such as unsafe electric line situations) any REP, including the POLR, may authorize your utility to disconnect your electric service without prior notice to you. Additionally, your REP may seek to have your electric service disconnected for any of the reasons listed below:

- Failure to pay a bill for electric service owed to your REP or to make a deferred payment arrangement by the disconnection date set out in the disconnection notice;
- Failure to comply with the terms of a deferred payment agreement made with your REP or the POLR;
- Using service in a manner that interferes with the service of others or the operation of nonstandard equipment;
- Failure to pay a deposit required by your REP or the POLR; or
- Failure of the guarantor to pay the amount guaranteed when your REP or the POLR has a written agreement, signed by the guarantor, which allows for the disconnection of the guarantor's service.

If your payment for electric service is not received by the due date on your bill or the 16th day after your bill was postmarked (whichever is later), your REP will mail you a separate disconnection notice. The disconnection notice will explain that your service may be disconnected.

The disconnection date will be no less than 10 days (21 days for critical and chronic care customers) from the date the notice is issued and may not fall on a holiday or weekend or the day preceding unless personnel are available to take payments and service can be reconnected. If, prior to the disconnection date, payment is received or satisfactory payment arrangements are made, your REP will continue to serve you under the terms and conditions of service in effect prior to issuance of the disconnection notice. Your REP cannot disconnect your service for any of the following reasons:

- Failure to pay for electric service by a previous occupant of the premise if that occupant is not of the same household;
- Failure to pay any charge unrelated to electric service;
- Failure to pay a different type or class of electric service not included on the account's bill when service was initiated;
- Failure to pay underbilled charges that occurred more than six months in the past (except where related to theft of service);
- Failure to pay disputed charges until your REP or the PUCT determines accuracy of the charges and you have been notified of this determination;
- Failure to pay an estimated bill unless the estimated bill is part of a pre-approved meter-reading program or in the event your utility is unable to read the meter due to circumstances beyond its control;
- Failure to pay during an extreme weather emergency, during which deferred payment plans will be made available; or
- For non-payment if you inform your REP or the POLR, prior to the disconnection date stated on the notice, that a permanent resident on the premises has a critical or chronic need for electric service. However, to obtain this exemption, you must enter into a deferred payment plan with your REP or the POLR and have the ill-person's attending physician contact your REP or the POLR and submit a written statement attesting to the necessity of electric service to support life or prevent a significant deterioration of condition. This exemption from disconnection due to critical care shall be in effect for 63 days and may be applied for again after the 63 days has expired and the deferred payment plan has been fulfilled.

Your REP may not disconnect your service if it receives notification by the disconnection date that an energy assistance provider will make sufficient payment on your account.

Availability of Provider of Last Resort: If your electric service is terminated, you may obtain services from another REP or the Provider of Last Resort (POLR). The POLR offers a standard retail service package. Information about the POLR and other REPs can be obtained by calling 1.866.PWR.4.TEX or by visiting www.powertochoose.com.

Restoration of Service: If your service has been disconnected for non-payment, your REP will, upon satisfactory correction of the reasons for the disconnection, notify your utility to reconnect your service. Your REP will continue to serve you under the terms and conditions 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 your REP or the POLR that disconnected it that you have corrected and satisfactorily resolved the dangerous situation.

4. Disputes

Complaint Resolution: Please contact your REP if you have specific comments, questions or complaints. You may submit a complaint in person, by letter, facsimile, e-mail or telephone to your REP. Upon receipt of a complaint, your REP is required to investigate and notify you of the results within 21 days. If you are dissatisfied with the results of our investigation, you may request a supervisory review. Your REP must advise you of the results of the supervisory review within 10 business days of your request. If you are dissatisfied with the results of the investigation or supervisory review, you may file an informal complaint with the Public Utility Commission of Texas, Customer Protection Division at: P.O. Box 13326, Austin, Texas, 78711-3326; telephone 512.936.7120 or in Texas (toll-free) 888.782.8477; fax 512.936.7003; e-mail customer@puc.state.tx.us; website address www.puc.state.tx.us; TTY 512.936.7136; Relay Texas (toll-free) 800.735.2989. If you are not satisfied with the results of the informal complaint process, you may file a formal complaint with the PUCT within two years of the date on which the commission closes the informal complain. For a complaint involving a disputed bill, your REP may not initiate collection or termination activities or report the delinquency to a credit reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, your REP may send a termination notice for non-payment of any undisputed portion of the bill.

5. Other Protections

Do Not Call List: Texans may register a telephone number with either of the Public Utility Commission-sponsored "No Call Lists" (Statewide "Do Not Call" List or "Electric No Call" List). Please contact the PUCT to be placed on either or both of the Do Not Call Lists. Call toll-free 1-888-309-0600, visit www.texasnocall.com, or mail your request to Texas No Call, 100 Summer Street Suite 800, Boston, MA 02110. You may contact your REP for further details. There are no fees for placement on the statewide no call list and your name/number will remain on the list for 3 years.

Language Availability: You may request to receive information from your REP in Spanish or English. Your REP does not market in any other language. This includes the Application for Service and Terms of Service, Your Rights as a Customer, the Electricity Facts Label, bills and bill notices, termination and disconnection notices, information on new electric services, discount programs, promotions, and access to customer assistance.

Privacy Rights: REPs are prohibited from disclosing or selling confidential customer information, including your: name; address; account number and ESIID(s); type or classification of service; historical electricity usage; expected patterns of use; current charges or billing records; and the types of facilities used in providing your service; and the individual terms, conditions and price of your agreement. This prohibition does not apply to the release of your information under certain circumstances as required by law, including release of your information to the PUCT, any agent of your REP, credit reporting agencies, law enforcement agencies or your utility. Your information will be shared with other REPs or aggregators only with your consent.

TDU Procedures for Implementing Involuntary Load Shedding ERCOT Initiated Load Shedding: The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas customers and must ensure that electricity supply is sufficient to meet customer demand (also called load) at all times. When there is not enough electricity available to serve demand and ERCOT has exhausted all other available solutions, ERCOT will instruct TDUs to reduce power on the system to avoid uncontrolled blackouts. This systematic reduction of power is known as an "Involuntary Load Shedding" event. During these events, customers may lose power for varying periods of time until ERCOT is able to restore balance to the electric system. For more information, please visit your TDU's website:

www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf
https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf
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