



Discount Power
P.O. Box 2229
Houston, TX 77252-2229
PUCT # 10177

Important Notice Regarding Changes to Your Electricity Service

November 27, 2023

Dear Customer,

We have some exciting news to share with you! Your retail electricity service, along with all other Value Power customers', will be transferred from Capital Energy PA LLC dba Value Power ("Value Power") to U.S. Retailers, LLC dba Discount Power ("Discount Power") in December 2023. Like Value Power, Discount Power is an experienced Retail Electric Provider (REP) in Texas, certified to provide service by the Public Utility Commission of Texas (PUCT). We at Value Power believe that transferring to a larger electricity provider like Discount Power will enhance your service experience in the short and long term. The Discount Power team has been a part of the Texas electricity market for over a decade, providing energy to hundreds of thousands of homes and small businesses. Discount Power will provide you with the same competitive pricing and dependable customer service that you currently enjoy from Value Power.

Rest assured, there will be no change to your current contract terms and pricing plan.

About the transfer:

Your account will be transferred to Discount Power approximately 30 days after the date of this letter – **no action is needed on your part (there will be no interruption of power or change in price for your service and all other terms of your contract including duration, early termination penalties etc. will stay the same)**. Therefore, at some time in December 2023, your service and account will automatically transition to Discount Power. If you have an email on file with Value Power, you will receive an email after your service transitions. This email will contain your new Discount Power account number. If you do not have an email on file, your new account number will be on your first bill from Discount Power, which you will receive within 45 days of the transition date.

Your final invoice from Value Power will include usage charges through the date of transition. If you are registered to utilize the Value Power online account management tool, for bills issued to you from Value Power, please continue to make your bill payment as you do so currently. If you are registered to use AutoPay, please do not cancel this as Value Power will use this method for your final bill payments. Value Power representatives will also be available to answer any questions and collect payments for the remaining bills.

Please note, if you enrolled with Value Power but your account has not yet switched over to Value Power from your current provider, you will be automatically switched to Discount Power on the day of the commencement of your contract with Value Power at the same terms and price that you originally signed up for.

What will stay the same?

Per the transition, the following will be unaffected:

- Your current **terms of service**
- **No changes** to your **electricity service plan** as a result of this transfer **including your current rate and contract end date**
- Your current **bill delivery method** (eBill notification and/or paper billing)
- All of your current **contract documents** — Your Rights as a Customer (YRAAC), Terms of Service, and Electricity Facts Label (EFL)

What will change?

- **Your account number**
- **Customer service phone numbers, and mailing and email addresses**, including the address to which you remit bill payments – please see Page 3 for this information
- **The online account management tool**
- **The name of your current plan name**, but note that the pricing plan and terms will not change

AutoPay customers:

Your existing AutoPay service with Value Power will NOT automatically transfer. Only your last payment due to Value Power will be deducted from your current AutoPay arrangement with Value Power.

If you want to continue with AutoPay, you will need to re-enroll with Discount Power for AutoPay, using your new account number. Add AutoPay to your new account by visiting discountpowertx.com/myaccount or calling 1-877-455-4674, Daily from 7 a.m. to 10 p.m. CST **after your account has transitioned** to Discount Power.

Deposit customers:

If you have paid a deposit to Value Power, your deposit will transfer to your new account with Discount Power. Your deposit will be held under the same terms and will be returned after 12 months of on-time payments (including months of on-time payments made to Value Power).

After you have completed a combined 12 months of on-time payments for your service with Discount Power and your service with Value Power, Discount Power will refund your deposit.

Contact Us:

If you have questions about your current service with Value Power, please call 1-888-699-0747; 8:00am – 5:00pm, CST, Monday through Friday; or email to care@myvaluepower.com.

If you have questions about the transition of your service to Discount Power, please contact us:

- Contact us at discountpowertx.com/customer-care
- Call Discount Power at 1-877-455-4674, Daily from 7 a.m. to 10 p.m. CST

We appreciate your attention to this matter and advise you to keep this information on hand. It will be helpful once you receive your first bill from Discount Power.

Sincerely,
Value Power & Discount Power

What You Need to Know: Discount Power

Online account management tool

Once your electricity service has transferred to Discount Power, you will receive an email and/or initial bill from us with your new account number. To set up your new online account, please visit discountpowertx.com/myaccount. Click on the "Register now" button and complete the enrollment process with your new Discount Power account number.

Download the Discount Power app

Have account access at your fingertips with the Discount Power app. Download it from the Apple Store or Google Play Store to make account management hassle-free. You can pay your bill, view plans, and sign up for services like AutoPay and Paperless billing.

Online bill pay and automatic payment

Make quick and secure payments via your Discount Power online account (instructions for setup are provided above) from either your checking account or your Visa, American Express, Mastercard or Discover credit card. You may also set up automatic payments using these same payment methods.

Pay your bill by mail

Send a check with the relevant account information to:
Discount Power
P.O. Box 660004
Dallas, TX 75266-0004

Pay your bill through your bank

If you have set up bill payments through your bank or other financial institution, please update the payee to Discount Power at the address listed above and update your account number after your account has transitioned.

Customer service

1-877-455-4674
Daily from 7 a.m. to 10 p.m. CST
discountpowertx.com/customer-care
Email to service@discountpowertx.com

Frequently Asked Questions for Customers of Value Power

Q1: What will happen to my current pricing plan with Value Power?

A1: It will stay the same.

Q2: Do I need to do anything on my end?

A2: If you are not currently enrolled in Autopay, the transition will be seamless, and no action is required. If you have automatic payment set up with Value Power and **you want to continue with Autopay**, you will need to re-enroll for autopay at discountpowertx.com/myaccount once you receive your new account number and your account has transitioned. To ensure the security of your Autopay information, it will not automatically transfer.

Q3: When is the transfer of my account occurring?

A3: Value Power will begin transferring customers to Discount Power 30 days after the date of this letter. Expect your service to be completely transferred in December 2023.

Q4: Do I need to enroll or switch from Value Power or will it be automatic?

A4: No. The transition will be automatic.

Q5: Will I experience any interruption in my electricity service with the transition?

A5: No. The transition to Discount Power will not cause any service interruptions.

Q6: When will my service begin with Discount Power and when can I expect my first bill?

A6: Value Power accounts will transfer to Discount Power in December 2023. If you have an email address on file, you will receive notification when your electricity service begins with Discount Power. If you do not have an email address on file, you will receive your first bill by mail within 45 days after the account transitions.

Q7: Will my current plan change once my account is transferred?

A7: No. Your current plan, including your price and plan expiration date, will remain intact. However, you will have a **new account number** with Discount Power. Your electricity service will be under the same plan term length and price that you had with Value Power. The only change will be the name of the plan.

Q8: What happens to electronic payments or automatic payments that I've set up?

A8: This will NOT transfer automatically. If you are on Autopay with Value Power, you will need to set up Autopay separately with Discount Power (after your Discount Power account has been created and you have received your account number*). Once your Discount Power account is established, you may go online to discountpowertx.com/myaccount or call Discount Power at 1-877-455-4674 to have Autopay added to your new account.

Q9: I am enrolled on automatic bill payment through my bank. Do I need to notify them?

A9: Yes. You will need to update your payment information per the remittance instructions on your first invoice with Discount Power. However, you will need to use your current payment information to pay the final bill you receive from Value Power.

Q10: When can I set up my Discount Power online account management tool?

A10: You can set up your Discount Power online account management tool as soon as you receive your new Discount Power account number. Once you receive your new account number, you are ready to set up your online account at discountpowertx.com/myaccount. Click on the "Register now" button and complete the enrollment process with your new Discount Power account number.

Q11: How do I contact Discount Power, my new electricity provider?

A11: You may call us Daily from 7 a.m. to 10 p.m. CST at 1-877-455-4674.

Q12: How do I contact Value Power, my existing electricity provider?

A12: You may call us at 1-888-699-0747; 8:00am – 5:00pm, CST, Monday through Friday; or email to care@myvaluepower.com

Q13: What if I want to cancel my account and not transfer to Discount Power?

A13: Please contact Value Power at 1-888-699-0747 if you want to cancel your account. Please note that your cancellation or early termination fees, if applicable, will apply. Please perform this action prior to the beginning of the transition process, scheduled for December 2023.

Q14: How do I make my final payment to Value Power?

A14: There is no need to do anything differently. Your last invoice, along with any payments for your remaining balance for your Value Power account, can be made in the same manner you have used to pay your previous invoices. Please make any payments billed by Value Power to Value Power.

Q15: What happens to the credit balance I had with Value Power?

A15: Value Power will refund your credit balance (if any) to you once your account is transferred to Discount Power and your Value Power account has been closed.

Q16: What will happen to my Value Power online bill pay account?

A16: Value Power online bill pay accounts will remain open for a period of time to allow you to pay your final bill and access any previous billing history. Please contact Value Power for any additional questions regarding online account access.

Q17: I received a letter notifying me that my account will transition to Discount Power, but I have already switched to another electricity provider. What will happen to my service?

A17: If you have changed electricity providers, your account will remain active with that provider and your service will not be impacted by this transition.

Q18: I promised to make a past-due payment before a certain date in order to not be disconnected. Is that still in order?

A18: Yes. In order to avoid disconnect prior to the transfer from Value Power, you must maintain any previous payment arrangements made with Value Power. Payment must be made to Value Power to restore power should your account get disconnected.

Q19: Will my account continue on the deferred payment plan I accepted with Value Power?

A19: No. The amount on the deferred payment plan will NOT transfer to Discount Power. After your account is transferred from Value Power, you will receive your last bill from Value Power, and your entire balance, including the amount that was included in the deferred payment plan, will be due in full at that time to Value Power. If you have questions about your last bill from Value Power, please contact Value Power at 1-888-699-0747.

Q20: What payment options are available through Discount Power?

A20: You may pay your bill by a variety of methods, such as automatic bank draft or credit card payments, as well as one-time payments and pay-by-mail. Use our online account management tool at discountpowertx.com/myaccount to set up your payment method. Discount Power also accepts payments through our automated phone system or by speaking directly with one of our Customer Care Representatives.

Q21: I currently receive my bills from Value Power via email. Will that continue?

A21: Yes. Value Power will transfer your preferred billing method (eBill notification and/or paper billing) with your account information to Discount Power. Once you receive your account number from Discount Power, and set up your online account management access, you can change your billing preference at any time.

Q22: What will happen to the deposit I paid when I enrolled with Value Power?

A22: For your convenience, Value Power will transition all deposits, including accrued interest, to Discount Power. This means you will NOT have to pay an additional deposit due to the switch. Your deposit will continue to accrue interest and will be returned after 12 consecutive on-time payments (including months of on-time payments made to Value Power).

Q23: I received a renewal notice from Value Power. What do I do?

A23: If it is before your transition date of December 2023, please contact Value Power at 1-888-699-0747 and you will be able to renew your contract. Your new plan will transfer with your account to Discount Power. If the transition to Discount Power has been initiated, and it is December 2023, please call Discount Power at 1-877-455-4674 and our Customer Care Team can help you select a new plan.

Q24: I have a plan with green energy with Value Power. Will that change?

A24: Discount Power will honor your current renewable energy options or renewable plan with Value Power. You will not have electricity from a specific generation facility delivered directly to your service address, but Discount Power ensures that the applicable percentage of your electricity usage is matched by the generation of energy from renewable resources on an annual basis. Discount Power does so by purchasing and retiring renewable energy certificates representing the environmental attributes associated with the applicable amount of renewable energy generation from the area specified for your product.