



Direct Energy Offers Fixed Natural Gas Price for Customers in Summit County

Summit County, OH (January 9, 2012) – As part of its agreement with Summit County, Direct Energy has set a new fixed price for natural gas customers who participate in the Opt-Out Aggregation Program.

For the February 2012 through January 2014 billing cycles, Opt-Out Aggregation customers in Summit County will pay \$5.393 per Mcf for natural gas (exclusive of utility charges and taxes). Senior citizens age 65 or older are eligible for a discounted price of \$5.293 per Mcf. Existing participants in the program will automatically receive this new price.

Summit County has an agreement with Direct Energy for a natural gas Opt-Out Aggregation Program, a program that is available to residential and small business consumers currently served by the local utility. Under the Opt-Out Aggregation agreement, consumers currently served by the utility are automatically included in the Opt-Out Aggregation pricing plan unless they contact Direct Energy to be excluded.

Customers who want to learn more, have questions about the Opt-Out Aggregation Program or who want to opt out of the program should call Direct Energy's Customer Service Department toll-free at 1-866-760-6040.

About Direct Energy

Direct Energy is one of North America's largest energy and energy-related services providers with more than 6 million residential and commercial customer relationships. Direct Energy provides customers with choice and support in managing their energy costs through a portfolio of innovative products and services. A subsidiary of Centrica plc (LSE:CNA), one of the world's leading integrated energy companies, Direct Energy operates in 46 U.S. states plus the District of Columbia and 10 provinces in Canada.

###

For further information, please contact:

Julie Hendry
Direct Energy
412.667.6133
Julie.Hendry@directenergy.com

Opt-Out Aggregation Program FAQ's

1. What is an opt-out Aggregation Program?

An Opt-Out Aggregation Program is when customers in a city, county or township join together to form a single, larger customer and buy energy in volume on behalf of the residents in the community.

2. How does an Opt-Out Aggregation Program work?

Municipalities and other governmental representatives enter a competitive bidding process to select an energy supplier on behalf of its citizens through a program that has already been approved by voters.

3. How does a community form an Opt-Out Aggregation?

Aggregations are formed through a state-created program, which is approved by community voters. Under Ohio law, a plan must be developed by the city or county to address how the opt-out aggregation program will work and how it will oversee the process.

Aggregations allow municipalities and other governmental entities to select a natural gas supplier through a competitive bidding process. The energy supplier and the local government then agree on a price and term for its community's aggregation program.

4. Who is eligible to participate in an Opt-Out Aggregation Program?

To be eligible to participate in an aggregation program, customers must:

- Must be eligible to participate in the state's customer choice natural gas program
- Have a residence or business located in a participating municipality or county
- Receive their natural gas supply from the utility
- Cannot be under contract with another natural gas supplier
- Must be current on their natural gas bill

5. Who is sending me my bill/where do I send my payment?

Your local utility will continue to send your monthly electricity bill and you will continue to send just one payment to the local utility for their charges and Direct Energy's charges. Your local utility will also continue to provide service for any emergency and/or maintenance issues.