



May 31, 2018

#### Important Information Regarding Your Breeze Energy Account

Thank you for being a valued customer. Breeze Energy has decided to exit the retail electric provider marketplace and your electric service will be transitioned to a Provider of Last Resort ("POLR"). You will not experience a disruption of electric service during this transition.

The POLR will provide a notice stating the date on which the POLR began service for your account and other details. You are not obligated to remain with the POLR. You may switch your electric service to another competitive Retail Electric Provider at any time. If you would like to see offers from different retail electric providers, please access [www.powertochoose.org](http://www.powertochoose.org), or call toll-free 1-866-PWR-4-TEX (1-866-797-4839) for a list of providers in your area. You may accelerate a switch to another provider by requesting a special or out-of-cycle meter read after being transitioned to POLR service.

Your Breeze Energy deposit, if you have one, will be refunded with accrued interest within 7 days of the transition. The deposit may be used to pay your final bill in certain circumstances and any remaining deposit and accrued interest amount will be refunded in 7 days. If you are a prepaid service customer, any account balances will be returned to you within 7 days of the transition.

You will receive a final invoice from Breeze Energy. The amount due may be paid using the same options you have used for prior Breeze Energy bills. You may pay on [www.BreezeEnergy.com](http://www.BreezeEnergy.com) by clicking on "Pay My Bill" in the upper right corner to access your account. Ace Cash Express and MoneyGram both accept payments on behalf of Breeze Energy. Also, you may pay your bill with your credit card by calling Breeze Energy customer service at 855-391-9463. If there is a deposit on your account, the deposit will be applied against the final bill (if applicable) and the remaining deposit will be returned to you. Breeze may use consumer reporting agencies, debt collection agencies, small claims court, and other remedies allowed by law, if you do not pay or make acceptable payment arrangements. Breeze Energy Customer Service can be reached at 855-391-9463 or [customerservice@BreezeEnergy.com](mailto:customerservice@BreezeEnergy.com) for questions regarding your Breeze Energy account.

Once again, thank you for being a valued customer.

Regards,

Breeze Energy

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## **An Important Message from the Public Utility Commission Regarding Your Electric Service**

This notice is from the Public Utility Commission of Texas (PUCT). Your current retail electric provider Breeze LLC is leaving the Texas Market. **To ensure your continuous electric service, you will be assigned to a Provider of Last Resort (POLR) which will provide you service at rates that may be different than those available in the competitive market place.** You are have the option and are encouraged to select a new provider. Information on competitive markets can be found at [www.powertochoose.org](http://www.powertochoose.org), or toll-free at 1-866-PWR-4-TEX (1-866-797-4839). You may also contact the PUCT's Customer Protection Division at 1-888-782-8477.

## **Un Mensaje Importante de la Comisión de Servicios Públicos Sobre su Servicio Eléctrico**

Este aviso es de la Comisión de Servicios Públicos de Texas (PUCT). Su actual proveedor minorista de electricidad Breeze LLC está dejando el mercado competitivo eléctrico de Texas. Para asegurar su servicio eléctrico continuo, usted será adjudicado a un Proveedor de Último Recurso (POLR) que le proporcionará servicio en precios que pueden ser diferentes que aquellos disponibles en la plaza del mercado competitiva. Usted tiene la opción y se le anima a seleccionar un nuevo proveedor. Puede encontrar información sobre los mercados competitivos en [www.powertochoose.org](http://www.powertochoose.org), o llamando al número gratuito 1-866-PWR-4-TEX (1-866-797-4839). También puede comunicarse con la División de Protección al Cliente de la PUCT al 1-888-782-8477.