Electricity Facts Label (EFL)
Reliant Energy Retail Services, LLC
Reliant Flextra Credits 24 plan
AEP Texas North service area
Date: 10/04/2026

Electricity price

Average monthly use:	500 kWh	1000 kWh	2000 kWh
Average price per kWh:	19.4 ¢	19.1 ¢	18.9 ¢

Average price calculation is based on usage profile over 12 months, with 32% of consumption occurring during the 2 highest usage days per week (Sunday through Saturday), up to a total of 8 days per billing period as defined below*.

This price disclosure is based on the following components:

Base Charge:	$0.00	per month
AEP Texas North Monthly Charges:	$3.24	per month
AEP Texas North Delivery Charges:	5.5751¢	per kWh
Energy Charge:	22.0541¢	per kWh
Free Days Energy Charge:	$ 0.00	per kWh
AEP Texas North Free Days Delivery Charges:	$ 0.00	per kWh

TDSP Monthly Charges are the fixed charges from the transmission and distribution service provider and are passed through without mark-up and may include an Income Tax Refund Rider (ITR).
The ITR refund amount varies based on usage. TDSP Delivery Charges include all recurring consumption charges from the TDSP and are passed through without mark up.

Your average price per kWh each month is determined by using the energy charge above and the predetermined formula

Price per kWh = (Base Charge + (Monthly billed kWh usage x Energy Charge) + (Free Days kWh usage x $ 0.00) + AEP Texas North Monthly Charges + AEP Texas North Delivery Charges + $0.00 AEP Texas North Free Days Delivery Charges)/ Monthly billed kWh usage

*Free Flex Days are the two (2) highest usage days each week, up to a total of eight (8) Free Days per monthly billing period that is 28 days or longer. For billing period of fewer than 28 days, Free Days shall be prorated as follows:

1-3 billing days = 0 Free Flex days
4-6 billing days = 1 Free Flex day
7-13 billing days = 2 Free Flex days
14-20 billing days = 4 Free Flex days
21-27 billing days = 6 Free Flex days
28+ billing days = 8 Free Flex days

Free Flex Days will be allocated first to full weeks, then split between partial weeks, if applicable. Weeks will be counted from Sunday to the following Saturday. A day is defined as the 24-hour period beginning at midnight through 11:59 p.m.
This price disclosure is an example based on average service prices - your average price for electricity service will vary according to your usage.
In the event Reliant receives incomplete interval data from your Transmission and Distribution Service Provider (TDSP), Reliant may estimate your usage for missing periods based on historical data from your meter. A multi-day average of recent interval data will be used to estimate usage for missing intervals and the estimates will be used to calculate your monthly bill. When there is a difference between the monthly meter read and the monthly total of the actual or estimated interval data, the usage difference will be allocated based on your usage profile for that billing period. If less than 50% of the interval data is received from the TDSP or is estimated by Reliant, the usage difference between the monthly meter read and monthly total of the actual or estimated interval data will be applied as 32% at the Free Days Energy Charge and 68% at the Energy Charge.

Other Key Terms and questions	*See Terms of Service statement for full listing of fees, deposit policy, and other terms.*	
Disclosure Chart	Type of Product	Fixed
	Contract Term	24 months
	Do I have a termination fee or any fees associated with terminating service?	Yes. $295. Applies through the end of the contract term. This fee does not apply if the customer moves, and provides a forwarding address and other evidence that may be requested to verify that the customer moved.
	Can my price change during the contract period?	Yes
	If my price can change, how will it change and by how much?	Your price may change only to reflect actual changes in TDSP charges, changes to the Electric Reliability Council of Texas or Texas Regional Entity administrative fees charged to loads, or changes resulting from federal, state or local laws or regulatory actions that impose new or modified fees or costs on us that are beyond our control.
	What other fees may I be charged?	For other fees, please reference these paragraphs in the Terms of Service. Pricing, Billing, Payment and Payment Arrangement, Customer Care, Alternate Billing and Payment Options
	Is this a pre-pay or pay in advance product?	No
	Does Reliant purchase excess distributed renewable generation?	Yes; customers interested in participating in Reliant's distributed renewable generation buy-back program will need to sign up for a Reliant renewable energy Payback product.
	Renewable Content	This product is 100% renewable.
	What is the statewide average for renewable content?	The statewide average for renewable content is: 37%.
	Reliant, PO Box 3765, Houston, TX, 77253 www.reliant.com, e-mail: service@reliant.com, phone: 1-866-RELIANT, 24 hours a day / 7 days a week PUCT Certificate Number #10007	