

Exclusive Offer Comparison for Mdanderson iDEAL

Details	12 Month Offer		24 Month Offer	
Program	iDEAL	Public	iDEAL	Public
Energy Rate per kWh	7.7 cents	7.7 cents	7.1 cents	7.1 cents
Average price per kWh includes TDU charges	12.1 cents*	12.1 cents	11.5 cents*	11.5 cents
Monthly Bonus ¹	\$10 bill credit	N/A	\$10 bill credit	N/A
Renewal Monthly Bonus ¹	\$10 bill credit	N/A	\$10 bill credit	N/A
Savings depending on usage	10% -15%	N/A	15% - 19%	N/A
Security Deposit may be required ²	\$300 reimbursed after 12 clean bills	\$300 reimbursed after 12 clean bills	\$300 reimbursed after 12 clean bills	\$300 reimbursed after 12 clean bills
Early Termination Fees ³	\$200	\$200	\$200	\$200
Friends & Family eligible	Yes	N/A	Yes	N/A
TDU Maintenance & Infrastructure	Charged by TDU and billed though EE	Charged by TDU and billed though EE	Charged by TDU and billed though EE	Charged by TDU and billed though EE

*average usage 2,000 kWh with bonus. ¹ Bonus is a monthly bill credit. Offer only valid for the Entrust 12, Entrust 24, and Texas Refresh. Credit will not be applied to accounts with an outstanding balance. ² Security Deposit may be required if credit is not approved; may be waived with two current clean bills. ³ Early termination fee applies after the 3-day rescission period. Offer subject to change without notice.

FAQ for MDanderson iDEAL Discount Program

1) What is the potential discount offered to employees?

The Entrust Energy discount program offers 3-5% lower rates plus bonus savings per month.

2) Are there any monthly charges or base fees?

No, unlike our competitors we do not charge any unnecessary fees such as monthly customer fees, sign up fees, fees for low usage, fees to call us and fees to pay online.

3) Are there any termination fees?

Yes, there is a \$200 early termination fee.

4) What if the employees no longer want to be with this energy company?

Customers have the right to rescind during the first 3 days. The early termination fee applies after the 3-day rescission period.

After fulfillment of their plan contract, customers are free to switch to any retail electricity provider (REP).

5) Are there any rules around energy companies? Once you are with one you have a certain amount of time or contract to stay with just one?

Retail Electricity Providers can compete in U.S. deregulated electricity areas. Only customers can give consent to switch providers.

After fulfillment of their plan contract, customers are free to switch to any REP.

6) Do you offer this program to other employers?

Employers may get different exclusive offers.

7) What is the discount offered to the public if any?

Entrust Energy discounts to the public are only offered through promotions.

8) Is this savings more than 10% off of what you offer the general public?

Yes, depending on the term the total savings is 10% to 19%.

9) Is family offered this discount or is it strictly employees?

Yes, friends & family can benefit from this discount.

10) How will they verify employment with a discount code?

No code is necessary as this is an honor program.

11) Is the charge for home services billed in any way to the energy bill?

Transmission and Distribution Utilities (TDU) maintenance & infrastructure charges are billed through Entrust Energy, the REP.

12) What happens during power outages?

Since TDUs maintain the infrastructure that delivers electricity, customers should immediately contact their TDU when they have a power outage.

13) What plans do you offer?

Entrust Energy offers various fixed rate plans (our most popular ones are Entrust 12 and Entrust 24) plus the competitive Texas Refresh electricity plans for customers who are committed to having a positive impact on our planet. This product is sourced with 100% renewable content.