

Price, Terms, and Conditions



Green Flex is Green-e Energy certified, and meets the environmental and consumer-protection standards set forth by the nonprofit Center for Resource Solutions. Learn more at www.green-e.org. You may cancel or change your participation at any time. You may adjust your agreement to purchase **Green Flex** from TVA by calling the customer service number or writing to the billing address listed below.

Company:

Tennessee Valley Authority

Whom should I contact for more information?

Contact your local power company or TVA's **Green Flex** staff at renewables@tva.gov, or visit www.tvagreen.com. You may also write to **Green Flex**, 1101 Market Street BR 5B-C, Chattanooga, TN 37402, or call 1-866-673-4340.

How will I be billed?

A line item for participation in **Green Flex** will appear on your monthly power bill from your local power company.

How will my electricity bill be calculated?

For each 1 MWh of **Green Flex**, you will be charged an additional \$1.50. This purchase is in addition to charges by your electric utility. The cost of this product will be added to your electric bill unless you agree to a different payment arrangement.

How much will be total electricity service cost, including utility charges?

Your bill will vary based on how much electricity you use and how much **Green Flex** you purchase. There is a minimum purchase of 2,000 MWh annually; therefore, a minimum purchase would represent an additional \$3,000 per year.

Will my electricity rates change over time?

TVA may alter, amend or end **Green Flex** at any time. Participating consumers will be notified by mail one month in advance of any one month in advance of any rate changes.

What sources will be used in my certified product?

Green Flex is expected to be made up of the following resources in 2020:

Wind	100%	IA, IL, or KS
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If I want to terminate this agreement/contract, what is the early termination fee?

You must commit to purchasing **Green Flex** for at least one year at a time. There are no termination fees.