



RENEWABLES

Investor Update

May 2023



Safe Harbor Statement

This presentation contains forward-looking statements that are subject to a number of risks and uncertainties, many of which are beyond our control. These forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended (the "Securities Act") and Section 21E of the Securities Exchange Act of 1934, as amended (the "Exchange Act"), can be identified by the use of forward-looking terminology including "may," "should," "could," "likely," "will," "believe," "expect," "anticipate," "estimate," "continue," "plan," "intend," "project," or other similar words. Forward-looking statements appear in a number of places in this presentation. All statements, other than statements of historical fact included in this presentation are forward-looking statements. The forward-looking statements include statements regarding the impacts of 2021 severe weather event, cash flow generation and liquidity, business strategy, prospects for growth and acquisitions, outcomes of legal proceedings, the timing, availability, ability to pay and implied amount of cash dividends and distributions on our Class A Common Stock and Series A Preferred Stock, future operations, financial position, estimated revenues and losses, projected costs, prospects, plans, objectives, beliefs of management, availability and terms of capital, competition, government regulation and general economic conditions. Although we believe that the expectations reflected in such forward-looking statements are reasonable, we cannot give any assurance that such expectations will prove correct.

The forward-looking statements in this presentation are subject to risks and uncertainties. Important factors that could cause actual results to materially differ from those projected in the forward-looking statements include, but are not limited to:

- our ability to remediate the material weakness in our internal control over financial reporting, the identification of any additional material weakness in the future or otherwise failing to maintain an effective system of internal controls;
- the ultimate impact of the 2021 severe weather event, including future benefits or costs related to ERCOT market securitization efforts, and any corrective action by the State of Texas, ERCOT, the Railroad Commission of Texas, or the Public Utility Commission of Texas;
- changes in commodity prices, the margins we achieve, and interest rates;
- the sufficiency of risk management and hedging policies and practices;
- the impact of extreme and unpredictable weather conditions, including hurricanes and other natural disasters;
- federal, state and local regulations, including the industry's ability to address or adapt to potentially restrictive new regulations that may be enacted by public utility commissions;
- our ability to borrow funds and access credit markets;
- restrictions and covenants in our debt agreements and collateral requirements;
- credit risk with respect to suppliers and customers;
- our ability to acquire customers and actual attrition rates;
- changes in costs to acquire customers;
- accuracy of billing systems;
- our ability to successfully identify, complete, and efficiently integrate acquisitions into our operations;
- significant changes in, or new changes by, the independent system operators ("ISOs") in the regions we operate;
- competition; and
- the "Risk Factors" in our Annual Report on Form 10-K for the year ended December 31, 2022, and in our Quarterly Report on Form 10-Q for the quarter ending March 31, 2023, and in our other public filings and press releases.

You should review the Risk Factors and other factors noted throughout or incorporated by reference in this presentation that could cause our actual results to differ materially from those contained in any forward-looking statement. All forward-looking statements speak only as of the date of this presentation. Unless required by law, we disclaim any obligation to publicly update or revise these statements whether as a result of new information, future events or otherwise. It is not possible for us to predict all risks, nor can we assess the impact of all factors on the business or the extent to which any factor, or combination of factors, may cause actual results to differ materially from those contained in any forward-looking statements.

In this presentation, we refer to Retail Gross Margin, EBITDA and Adjusted EBITDA, which are non-GAAP financial measures the Company believes are helpful in evaluating the performance of its business. Reconciliations of such non-GAAP measures to the relevant GAAP measures can be found in the Appendix.

Investors are advised that the Company does not furnish investor presentations on a Current Report on Form 8-K. Investors should consult the Company's website at viarenewables.com to review subsequent investor presentations.

Via Renewables at a Glance

Via Renewables, Inc.

Independent Retail Energy Services Provider

Current Price	\$10.47
52-Week Price Range	\$10.24 - \$45.45
Class A Shares Outstanding	3.2 MM
Avg. Daily Vol. (30 day)	58 K
Market Capitalization	\$75.2 MM
Net Debt*	\$80.8 MM
Preferred Stock	\$87.9 MM
Enterprise Value	\$244.0 MM



More than 20 Years of Dedicated Service to the Deregulated Energy Markets

Market Data as of April 25, 2023; Debt as of March 31, 2023

*Net Debt is Debt of \$126 MM minus Cash of \$45.2 MM

How Via Renewables Serves its Customers

Delivering Electricity



GENERATION

TRANSMISSION

Delivering Natural Gas



PRODUCTION

TRANSPORTATION

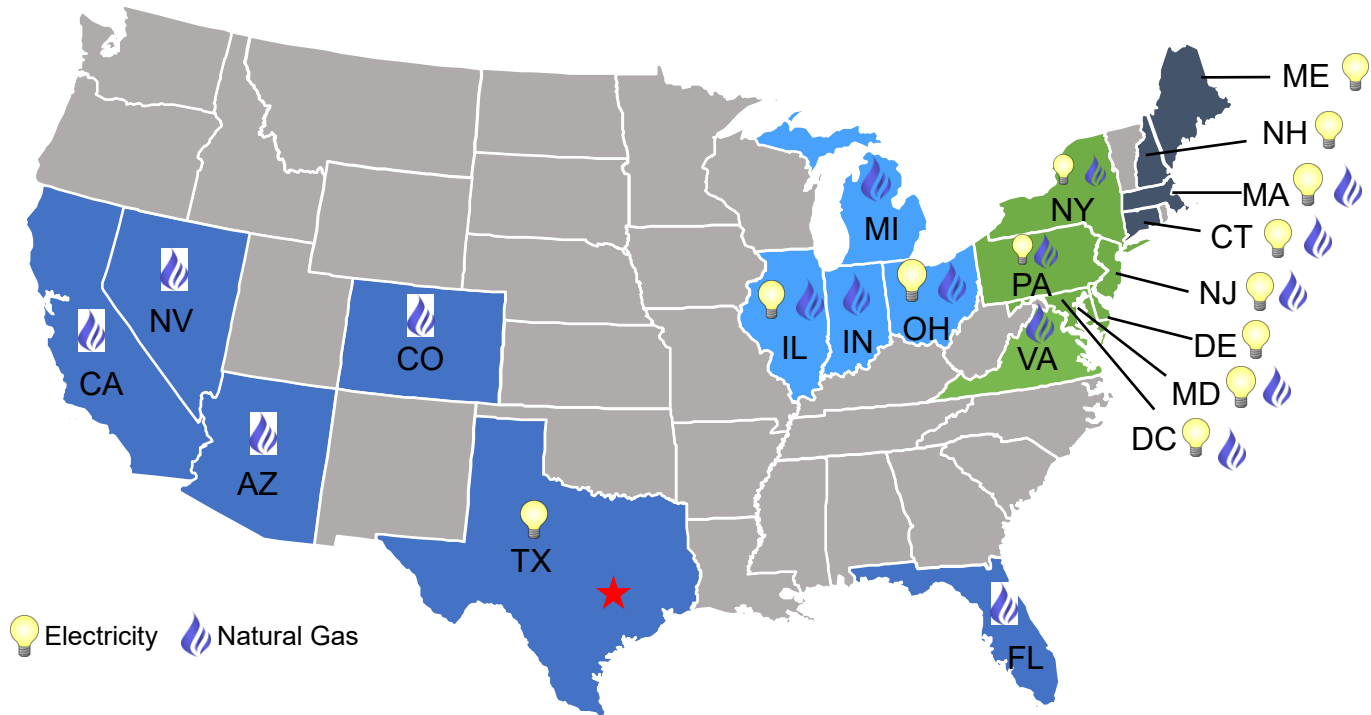
Our Value Proposition to the Customer

Stable and Predictable
Energy Costs

Potential Cost
Savings

Green and Renewable
Products

Via's Geographical Diversity: 20 States and 103 Utility Service Territories



Residential Customer Equivalents (RCEs) as of March 31, 2023

(In thousands)	Electricity	Percent	Natural Gas	Percent	Total	Percent
New England	59	28%	13	10%	72	21%
Mid-Atlantic	83	39%	55	43%	138	41%
Midwest	20	9%	20	16%	40	12%
Southwest	50	24%	39	31%	89	26%
Total	212	100%	127	100%	339	100%

Via Renewables Recent Developments

- First Quarter Results
 - Achieved \$18.8MM in Adjusted EBITDA ¹ which was 74% higher than 1Q 2022 of \$10.8MM
- On April 19th 2023 the Board elected to suspend the common stock dividend for the following reasons:
 - Enhance financial flexibility
 - Better manage market volatility
 - Strengthen balance sheet
 - Benefits to cash flow management
- Reinstating the dividend will be evaluated continuously by the board. We continue to believe in the future of the company and our ability to enhance long term shareholder value.



¹Adjusted EBITDA is a non-GAAP measure. Please refer to table A-1 for a reconciliation of Adjusted EBITDA

Cost Savings in Competitive Markets vs. Monopoly Markets

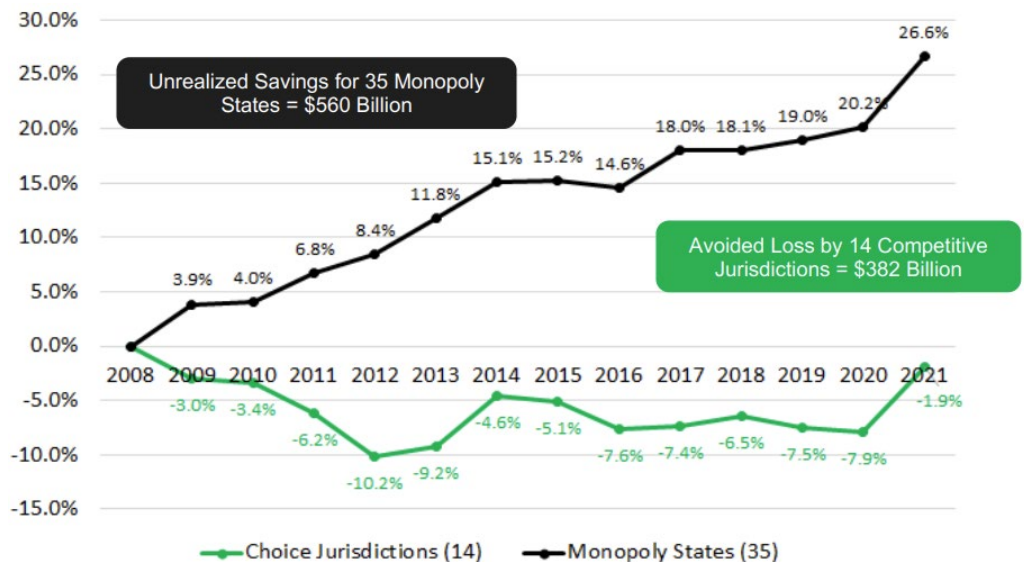
The Retail Energy Supply Association (RESA) 2021 data report highlighted the impact of cost savings that competitive power markets have realized.

- Monopoly states experienced cost increases of 28.5% more than their counterparts in the competitive states from 2008 through 2021.
- Customers in the monopoly states could have saved more than \$560 billion if they had experienced the same price trajectory as the competitive states during this time period.
- The competitive states saved an estimated \$382 billion compared to the monopoly states' price trajectory.

All-Sector Weighted Average Percentage Price Change, Choice vs. Monopoly States, 2008-2021

% Price Change – 28.5% Spread

Source: EIA-861M



Source: U.S. Energy Information Administration (EIA)
The Retail Energy Supply Association (RESA)

Customer Lifetime Value Strategy

Sophisticated Customer Acquisition Model

- Multi-channel sales provide access to various customer target markets
- Diverse sales geography
- Leverage analytics to determine market entry and product tailoring
- Contracted revenue model with subscription-like flow

Increase Lifetime Value

- Analyze historical usage and attrition data to optimize customer profitability
- Customer retention team focused on product selection, renewal, and cross-sell opportunities
- Win-back strategy leverages customers across multiple brands
- Provide high-quality service

Create Long-Tenure, High Value Customers

- Attractive Adjusted EBITDA margin and cash flow conversion
- Targeted payback period is 12 months
- Long-standing customer relationships

Actively Managed Customer Base Drives Profitability

Managing Commodity Price Risk

Seasoned, in-house supply team provides a strong competitive advantage relative to our peers while providing risk mitigation

- Proven hedging strategy that has been refined over Via Renewables' 20 plus year history
- Demonstrated ability to manage through up-and-down commodity markets, extreme weather events, and down economies
- Disciplined risk management supports business strategy
 - Virtually all fixed price exposure is hedged
 - Variable hedging policy is based on individual market characteristics
 - Hedging policy is monitored closely by CFO and Risk Committee
- Risk management policy approved by syndicate banks and Board of Directors
- Over \$312MM in available credit with wholesale suppliers¹

¹As of March 31, 2023

Conservative Capitalization Minimizes Risk

- \$195 million syndicated credit facility
- \$25 million subordinated debt - affiliate
- \$126 million drawn¹
- Low cost of capital

Leverage Ratio	
Net Debt ²	\$80.8 MM
TTM Adjusted EBITDA ³	\$59.8 MM
Leverage Ratio	1.35x

¹As of March 31, 2023

²Net Debt is Debt of \$126 MM Minus Cash of \$45.2 MM

³Adjusted EBITDA is a non-GAAP measure. Please refer to table A-1 for a reconciliation of Adjusted EBITDA

Portfolio Optimization

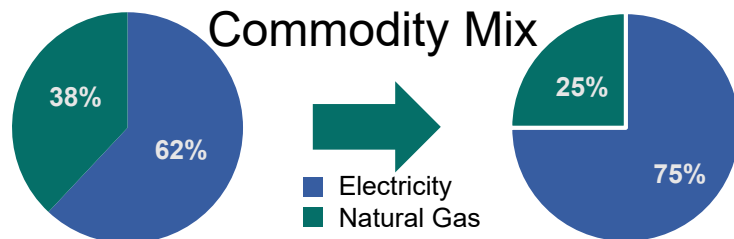
Via is focusing on high-value customers to increase cash flow diversification and stability

As of March 31, 2023

Future Target

TTM at March 31, 2023

Future Target



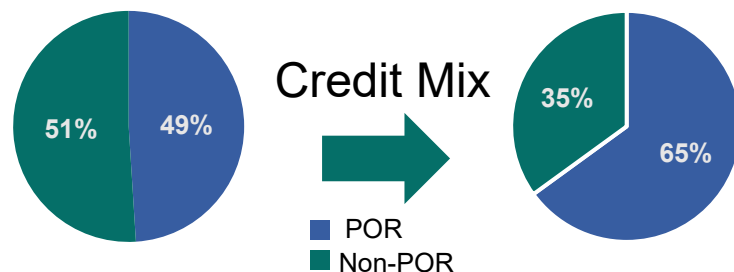
Electricity Unit Margin

\$39.02 / MWh¹ → \$27.00 - \$39.00 / MWh



Natural Gas Unit Margin

\$3.52 / MMBtu¹ → \$3.50 - \$4.00 / MMBtu



G&A² / Gross Margin

41.9% → 40-45%

¹Please refer to table A-3 for a reconciliation

²Excludes un-capitalized CAC and Non Cash Compensation

Investor Relations Contact Information

Investor Relations

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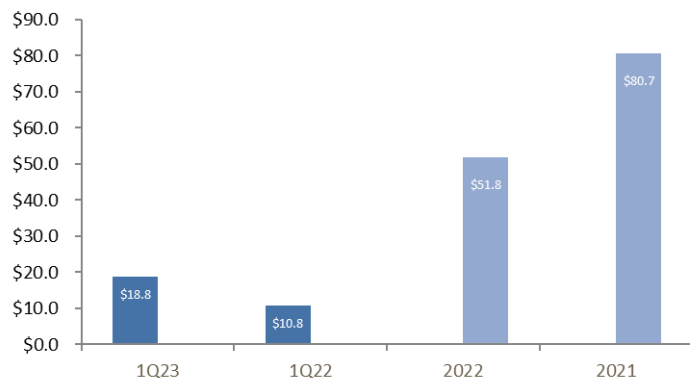
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Appendix

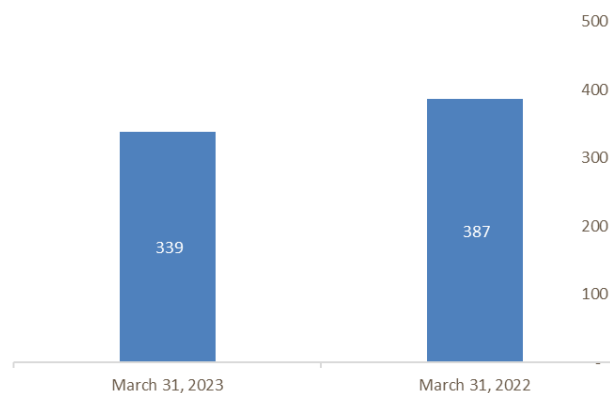


Via Renewables by the Numbers

Adjusted EBITDA¹ (\$MM)



Residential Customer Equivalents (000s)



(\$ in millions)

	1Q23	1Q22	2022	2021
Revenue	\$131.9	\$127.2	\$460.5	\$393.5
Retail Gross Margin ²	\$40.3	\$28.8	\$114.8	\$132.5
Adjusted EBITDA ¹	\$18.8	\$10.8	\$51.8	\$80.7
Customer Acq. Costs	\$1.8	\$1.2	\$5.9	\$1.4

RCEs (000s)

	1Q2023	1Q2022
RCEs (000s)	339	387
Average Monthly RCE Attrition	3.9%	3.7%
Electricity Volume (MWh)	456,277	685,152
Natural Gas Volume (MMBtu)	4,547,826	4,657,118
Electricity Unit Margin (\$/MWh) ³	\$44.86	\$25.08
Natural Gas Unit Margin (\$/MMBtu) ³	\$4.37	\$2.48

¹Adjusted EBITDA is a non-GAAP measure. Please refer to table A-1 and A-2 for reconciliation of Adjusted EBITDA

²Retail Gross Margin is a non-GAAP measure. Please refer to table A-3 for reconciliation of Retail Gross Margin

³Please refer to table A-3 for a reconciliation

Proven Leadership

Senior Management has over 50 Years of Retail Energy Experience



W. Keith Maxwell III • Chief Executive Officer & Chairman of the Board

- Served as Chairman of the Board of Directors since IPO in 2014
- Prior to founding the predecessor to Via Renewables in 1999, was a founding partner in Wickford Energy, an oil and natural gas services company, and partner in Polaris Pipeline, a natural gas producer, services and midstream company
- Extensive energy industry background, leadership experience, and strategic planning including several executive positions



Paul Konikowski • Chief Operating Officer

- Extensive retail energy experience spanning 20+ years including sales, operations, risk and IT
- Wide-ranging M&A experience including more than 20 transactions in retail energy
- Prior roles including SVP and General Manager of National Gas & Electric, COO of Glacial Energy, and CIO of Via Renewables



Mike Barajas • Chief Financial Officer

- Extensive finance, accounting and retail energy experience
- Experienced in M&A and integration of retail energy companies
- Certified Public Accountant

Board of Directors

W. Keith Maxwell III • Chairman of the Board of Directors

Mr. Maxwell serves as CEO and Chairman of the Board of Directors. Prior to founding the predecessor of Via Renewables in 1999, Mr. Maxwell was a founding partner in Wickford Energy, an oil and natural gas services company, in 1994. Wickford Energy was sold to Black Hills Utilities in 1997. Prior to Wickford Energy, Mr. Maxwell was a partner in Polaris Pipeline, a natural gas producer services and midstream company sold to TECO Pipeline in 1994. In 2010, Mr. Maxwell was named Ernst & Young Entrepreneur of the Year in the Energy, Chemicals and Mining category. A native of Houston, Texas, Mr. Maxwell earned a Bachelor's Degree in Economics from the University of Texas at Austin in 1987. Mr. Maxwell has several philanthropic interests, including the Special Olympics, Child Advocates, Salvation Army, Star of Hope and Helping a Hero. We believe that Mr. Maxwell's extensive energy industry background, leadership experience developed while serving in several executive positions and strategic planning and oversight brings important experience and skill to our board of directors.

Nick W. Evans, Jr. • Independent Director

Mr. Evans was appointed to our Board of Directors in May 2016. He is currently the majority partner of ECP Benefits after having worked in the broadcast and communication industry for over twenty-five years. He began his broadcast career at WAGT-TV in Augusta, GA. Prior to that he was with the Georgia Railroad Bank. He served as President and CEO of Spartan Communications Inc., headquartered at the time in Spartanburg, S.C. He was responsible for the operation of thirteen television stations in seven states. He has served on the boards of many broadcast industry organizations including the Georgia Association of Broadcasters, South Carolina Broadcasters Association, National Association of Broadcasters, and was Chairman of the Television Operators Caucus. He also served on numerous civic, community, and non-profit boards and organizations. While a Rotarian, he was selected a Paul Harris fellow. He has served on advisory boards for Wachovia Bank of SC, Wells Fargo Bank – Augusta, Azalea Capital and currently Coca Cola Bottling Company United. He holds a BBA degree from Augusta University. Mr. Evans was selected to serve as a director because of his leadership and management expertise.

Board of Directors

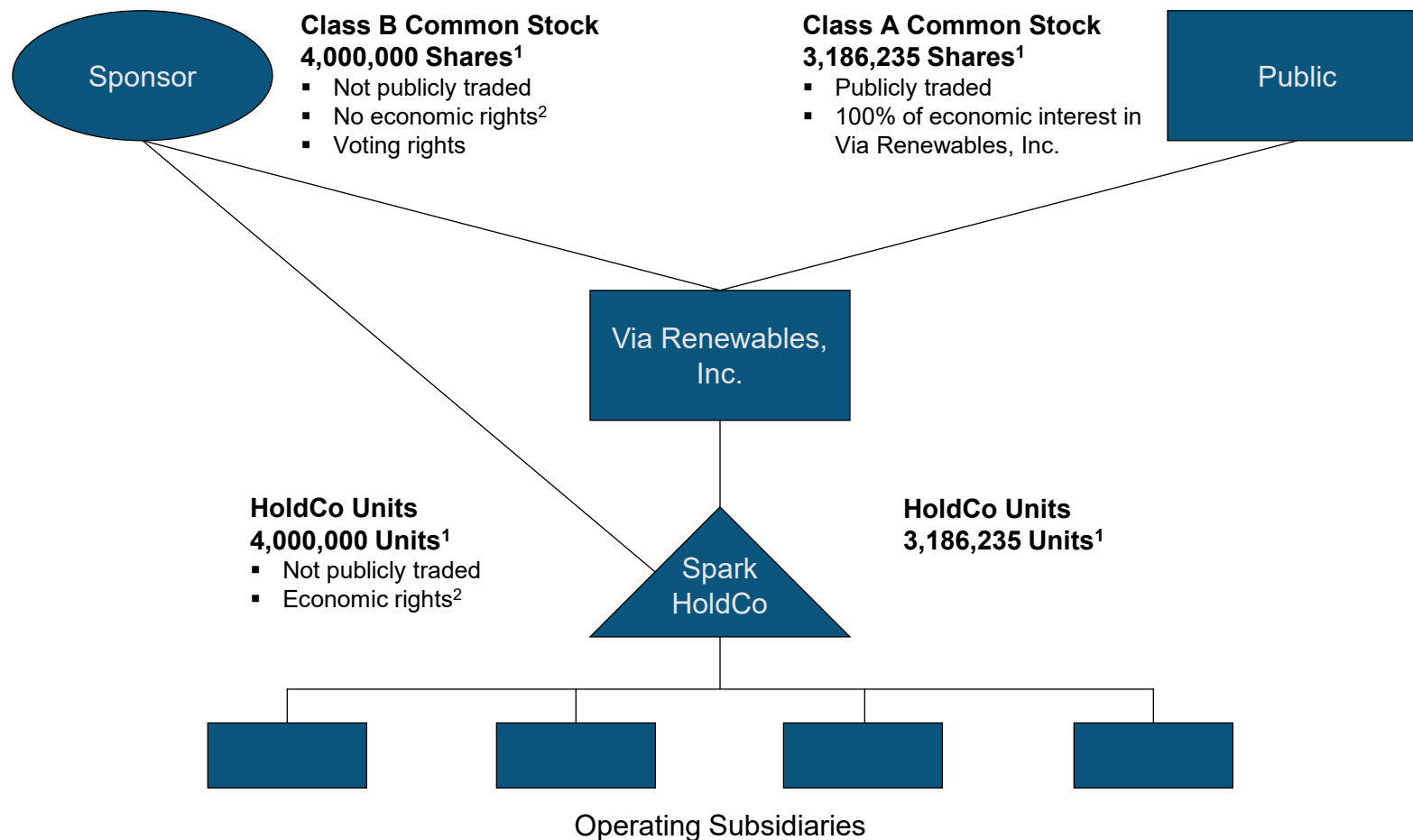
Kenneth M. Hartwick • Independent Director

Mr. Hartwick was appointed to our Board of Directors in August 2014. Mr. Hartwick currently serves as President and Chief Executive Officer of Ontario Power Generation, Inc., an electricity producer, a position he has held since April 2019. Previously, Mr. Hartwick served as Senior Vice President and Chief Financial Officer of Ontario Power Generation, Inc. from March 2016 to April 2019. Mr. Hartwick also serves as a director of MYR Group, Inc. Mr. Hartwick served as the Chief Financial Officer of Wellspring Financial Corporation from February 2015 until March 2016. Mr. Hartwick also served as the interim Chief Executive Officer of Atlantic Power Corporation from September 2014 until January 2015 and as a director from October 2004 until March 2016. He has served in various roles for Just Energy Group Inc., most recently serving as President and Chief Executive Officer from 2006 to February 2014. Mr. Hartwick served as the Chief Financial Officer of Hydro One, Inc., an energy distribution company, from 2002 to 2004. Mr. Hartwick holds an Honours of Business Administration degree from Trent University. Mr. Hartwick was selected to serve as a director because of his extensive knowledge of the retail natural gas and electricity business and his leadership and management expertise.

Amanda Bush • Independent Director

Ms. Bush was appointed to our Board of Directors in August 2019. Ms. Bush is the Chief Financial Officer of Azure Midstream Energy, LLC. Prior to joining Azure Midstream, Ms. Bush was the Chief Financial Officer at Marlin Midstream Partners, LP, leading their successful IPO in 2013. Prior to being the CFO of Marlin Midstream, Ms. Bush held various finance and accounting roles within the energy industry. Ms. Bush began her career in public accounting with PwC auditing Fortune 500 companies. Ms. Bush has a master's degree in accounting from the University of Houston and is a Texas certified public accountant. Ms. Bush joined the Audit Committee, the Compensation Committee, and the Nominating and Corporate Governance Committee. Ms. Bush serves as Chair of the Audit Committee. Ms. Bush was selected to serve as a director because of her substantial knowledge of the retail electricity and natural gas industry as well as her financial expertise and experienced background in auditing.

Up-C Structure



¹Shares/Units Outstanding as of March 31, 2023

²Sponsor receives distributions through direct interest in Spark HoldCo

Proven Track Record of Acquisitions and Integration

Prior Transactions

 ~65,000 RCEs 13 New Markets July 2015	 ~40,000 RCEs 7 New Markets July 2015	 ~121,000 RCEs 9 New Markets August 2016	 ~220,000 RCEs 15 New Markets August 2016	 ~60,000 RCEs 1 New State & Market April 2017	 ~145,000 RCEs 3 New Markets July 2017
 ~29,000 RCEs N.E. / Mid-Atlantic / Midwest March 2018	 ~50,000 RCEs N.E. / Mid-Atlantic / Midwest April 2018	 ~60,000 RCEs Mid-Atlantic / Midwest October 2018	Four Agreements ~57,000 RCEs Mid-Atlantic / Midwest May 2021	 ~50,000 RCEs Mid-Atlantic July 2021	 ~18,700 RCEs Southwest August 2022



RENEWABLES

Appendix: Reg. G



Reg. G

Appendix Table A-1: Adjusted EBITDA Reconciliation

The following table presents a reconciliation of Adjusted EBITDA to net income (loss) for each of the periods indicated.

(\$ in thousands)	1Q23	1Q22	2022	2021	TTM
Net (loss) income	\$ (6,771)	\$ 31,025	\$ 11,203	\$ (5,413)	\$ (26,593)
Depreciation and amortization	3,336	5,184	16,703	21,578	14,855
Interest expense	2,697	1,307	7,204	4,926	8,594
Income tax (benefit) expense	(1,996)	6,044	6,483	5,266	(1,557)
EBITDA	(2,734)	43,560	41,593	26,357	(4,701)
Less:					
Net, (loss) gain on derivative instruments	(42,770)	45,063	17,821	21,200	(70,012)
Net, cash settlements on derivative instruments	20,137	(13,136)	(35,801)	(15,692)	(2,528)
Customer acquisition costs	1,773	1,196	5,870	1,415	6,447
Plus:					
Non-cash compensation expense	685	351	3,252	3,448	3,586
Non-recurring event - winter storm Uri	-	-	(5,162)	60,000	(5,162)
Non-recurring legal and regulatory settlements	-	-	-	(2,225)	-
Adjusted EBITDA	\$ 18,811	\$ 10,788	\$ 51,793	\$ 80,657	\$ 59,816

Reg. G

Appendix Table A-2: Adjusted EBITDA Reconciliation

The following table presents a reconciliation of Adjusted EBITDA to net cash provided by operating activities for each of the periods indicated.

(\$ in thousands)	1Q23	1Q22	2022	2021	TTM
Net cash provided by operating activities	\$ 13,060	\$ 4,583	\$ 16,207	\$ 12,702	\$ 24,684
Amortization of deferred financing costs	(206)	(245)	(1,125)	(997)	(1,086)
Bad debt expense	(955)	(1,024)	(6,865)	(445)	(6,796)
Interest expense	2,697	1,307	7,204	4,926	8,594
Income tax (benefit) expense	(1,996)	6,044	6,483	5,266	(1,557)
Non-recurring event - winter storm Uri	-	-	(5,162)	60,000	(5,162)
Non-recurring legal settlement	-	-	-	(2,225)	-
Changes in operating working capital					
Accounts receivable, prepaids, current assets	(14,075)	555	34,731	(5,117)	20,101
Inventory	(3,849)	(1,874)	2,423	486	448
Accounts payable and accrued liabilities	21,587	5,577	(884)	11,253	15,126
Other	2,548	(4,135)	(1,219)	(5,192)	5,464
Adjusted EBITDA	\$ 18,811	\$10,788	\$ 51,793	\$ 80,657	\$ 59,816
Net cash provided by operating activities	\$ 13,060	\$ 4,583	\$ 16,207	\$ 12,702	\$ 24,684
Net cash used in investing activities	\$ (374)	\$ (3,598)	\$ (6,871)	\$ (6,510)	\$ (3,647)
Net cash used in financing activities	\$ (2,875)	\$ (22,525)	\$ (49,305)	\$ (2,556)	\$ (29,655)

Appendix Table A-3: Retail Gross Margin Reconciliation

The following table presents a reconciliation of Retail Gross Margin to gross profit for each of the periods indicated.

(\$ in thousands)

	1Q23	1Q22	2022	2021	TTM
Reconciliation of Retail Gross Margin to Gross Profit					
Total Revenue	\$131,852	\$ 127,154	\$ 460,493	\$ 393,485	\$ 465,191
Less:					
Retail cost of revenues	117,441	68,707	357,096	323,219	405,830
Gross Profit	\$ 14,411	\$ 58,447	\$ 103,397	\$ 70,266	\$ 59,361
Less:					
Net asset optimization expense	(3,273)	(904)	(2,322)	(4,243)	(4,691)
Net, (loss) gain on non-trading derivative instruments	(42,769)	43,916	17,305	22,130	(69,380)
Net, cash settlements on non-trading derivative instruments	20,123	(13,320)	(35,966)	(15,752)	(2,523)
Non-recurring event - winter storm Uri	-	-	9,565	(64,403)	9,565
Retail Gross Margin	\$ 40,330	\$ 28,755	\$ 114,815	\$ 132,534	\$ 126,390
Retail Gross Margin – Retail Electricity Segment ⁽¹⁾⁽²⁾	\$20,469	\$ 17,186	\$ 82,749	\$ 96,009	\$ 86,032
Volumes - Electricity (MWhs) ⁽⁴⁾	456,277	685,152	2,433,906	2,677,681	2,205,031
Retail Gross Margin - Electricity per MWh ⁽³⁾⁽⁵⁾	\$ 44.86	\$ 25.08	\$ 34.00	\$ 35.86	\$ 39.02
Retail Gross Margin – Retail Natural Gas Segment	\$19,861	\$ 11,569	\$ 32,066	\$ 36,525	\$ 40,358
Volumes - Natural Gas (MMBtus)	4,547,826	4,657,118	11,558,952	8,611,285	11,449,660
Retail Gross Margin - Natural Gas per MMBtu ⁽³⁾	\$ 4.37	\$ 2.48	\$ 2.77	\$ 4.24	\$ 3.52

(1) Retail Gross Margin for the year ended December 31, 2021 includes a \$0.5 million reduction related to the winter storm Uri credit settlements received and includes a \$64.4 million add back related to winter storm Uri.

(2) Retail Gross Margin for year ended December 31, 2022 includes a deduction of \$9.6 million related to proceeds received under an ERCOT (winter storm Uri) securitization mechanism in June 2022.

(3) Reflects the Retail Gross Margin for the Retail Electricity Segment or Retail Natural Gas Segment, as applicable, divided by the total volumes in MWh or MMBtu, respectively.

(4) Excludes Volumes (8,402 MWhs) related to Winter Storm Uri impact for the year ended December 31, 2021.

(5) Retail Gross Margin - Electricity per MWh excludes Winter Storm Uri impact.

Reg. G

Adjusted EBITDA

We define “Adjusted EBITDA” as EBITDA less (i) customer acquisition costs incurred in the current period, plus or minus (ii) net (loss) gain on derivative instruments, and (iii) net current period cash settlements on derivative instruments, plus (iv) non-cash compensation expense, and (v) other non-cash and non-recurring operating items. EBITDA is defined as net income (loss) before the provision for income taxes, interest expense and depreciation and amortization. This conforms to the calculation of Adjusted EBITDA in our Senior Credit Facility. We deduct all current period customer acquisition costs (representing spending for organic customer acquisitions) in the Adjusted EBITDA calculation because such costs reflect a cash outlay in the period in which they are incurred, even though we capitalize and amortize such costs over two years. We do not deduct the cost of customer acquisitions through acquisitions of businesses or portfolios of customers in calculating Adjusted EBITDA. We deduct our net gains (losses) on derivative instruments, excluding current period cash settlements, from the Adjusted EBITDA calculation in order to remove the non-cash impact of net gains and losses on these instruments. We also deduct non-cash compensation expense that results from the issuance of restricted stock units under our long-term incentive plan due to the non-cash nature of the expense. We adjust from time to time other non-cash or unusual and/or infrequent charges due to either their non-cash nature or their infrequency. We have historically included the financial impact of weather variability in the calculation of Adjusted EBITDA.

The GAAP measures most directly comparable to Adjusted EBITDA are net income (loss) and net cash provided by (used in) operating activities. We believe that the presentation of Adjusted EBITDA provides information useful to investors in assessing our liquidity and financial condition and results of operations and that Adjusted EBITDA is also useful to investors as a financial indicator of our ability to incur and service debt, pay dividends and fund capital expenditures. Adjusted EBITDA is a supplemental financial measure that management and external users of our consolidated financial statements, such as industry analysts, investors, commercial banks and rating agencies, use to assess the following:

- our operating performance as compared to other publicly traded companies in the retail energy industry, without regard to financing methods, capital structure, historical cost basis and specific items not reflective of ongoing operations;
- the ability of our assets to generate earnings sufficient to support our proposed cash dividends;
- our ability to fund capital expenditures (including customer acquisition costs) and incur and service debt; and
- our compliance with financial debt covenants in our Senior Credit Facility.

Reg. G Cont'd

Retail Gross Margin

We define retail gross margin as gross profit less (i) net asset optimization revenues (expenses), (ii) net gains (losses) on non-trading derivative instruments, (iii) net current period cash settlements on non-trading derivative instruments and (iv) gains (losses) from non-recurring events (including non-recurring market volatility). Retail gross margin is included as a supplemental disclosure because it is a primary performance measure used by our management to determine the performance of our retail natural gas and electricity segments as a result of recurring operations. As an indicator of our retail energy business's operating performance, retail gross margin should not be considered an alternative to, or more meaningful than, gross profit, its most directly comparable financial measure calculated and presented in accordance with GAAP.

We believe retail gross margin provides information useful to investors as an indicator of our retail energy business's operating performance.

The GAAP measure most directly comparable to Retail Gross Margin is gross profit. Our non-GAAP financial measures of Adjusted EBITDA and Retail Gross Margin should not be considered as alternatives to net income (loss), net cash provided by (used in) operating activities, or gross profit. Adjusted EBITDA and Retail Gross Margin are not presentations made in accordance with GAAP and have limitations as analytical tools. You should not consider Adjusted EBITDA or Retail Gross Margin in isolation or as a substitute for analysis of our results as reported under GAAP. Because Adjusted EBITDA and Retail Gross Margin exclude some, but not all, items that affect net income (loss), net cash provided by (used in) operating activities, and gross profit, and are defined differently by different companies in our industry, our definition of Adjusted EBITDA and Retail Gross Margin may not be comparable to similarly titled measures of other companies.

Management compensates for the limitations of Adjusted EBITDA and Retail Gross Margin as analytical tools by reviewing the comparable GAAP measures, understanding the differences between the measures and incorporating these data points into management's decision-making process.



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Thank You!

