

TEXAS POWER PAGES

THE PUBLIC UTILITY COMMISSION OF TEXAS



Switching Electric Providers

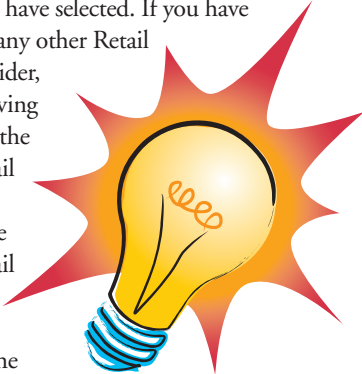
You now have the power to choose a Retail Electric Provider - the company that provides electricity to your home or business. Regardless of your choice, your local wires company will continue to maintain the poles and wires that are used to deliver electricity. The Public Utility Commission of Texas (PUC) continues to enforce customer protections and regulate the delivery of electricity to ensure safe and reliable electric service.



The Switching Process

Once you compare offers from Retail Electric Providers and determine the one best suited for you, simply contact the new Retail Electric Provider and request to be switched.

- You can switch providers at any time.
- To change providers you do not need to contact your current provider, only the Retail Electric Provider you have selected. If you have not selected any other Retail Electric Provider, you are receiving service from the Affiliate Retail Electric Provider. The Affiliate Retail Electric Provider was part of the original electric company that generated and sold electricity in your area.



Now, the Affiliate Retail Electric Provider only sells electricity and provides customer service.

- If you choose a new Retail Electric Provider, your switch will occur at your next scheduled meter reading. You will receive your first electric bill from your new Retail Electric Provider on the following billing cycle.
- There are no fees to switch to a new electric provider unless you request a special meter reading.

- You will receive a Terms of Service Agreement soon after your switch request. This is your contract. Read this document and make sure you understand its provisions.

Canceling A Switch

Following the receipt of your Terms of Service agreement, you have three business days to decline service before your contract begins.

You will also receive verification in the mail confirming your switch request. You have seven business days from receipt of this card to cancel your switch. The verification card will include an expiration date. If you receive verification and you did not request a switch, call the number on the card to cancel the switch, and then contact the Public Utility Commission of Texas to file a complaint.

Steps To Choosing A Retail Electric Provider

For a list of Retail Electric Providers and other helpful information, call toll-free 1-866-797-4839 or visit www.powertochoose.org. Like shopping for other consumer goods, you may want to compare offers by asking for each Retail Electric Provider's Electricity Facts Label.

This provides information on a Retail Electric Provider's prices, Terms of Service, sources of generation and emissions. The Electricity Facts Labels are also available at www.powertochoose.org.

The Public Utility Commission is committed to giving Texans accurate and complete information on a variety of telephone and electric topics. One of the ways the commission does this is through the distribution of this and other fact sheets by the Information and Education section of the PUC's Customer Protection Division. You may request fact sheets by calling us toll free at 1-888-782-8477 or you may find them in the PUC Publications section of the PUC Web site at www.puc.state.tx.us.

Subscribe to free PUC publications online at:

<http://puclist.state.puc.tx.us/scripts/pucsubscribe.asp>

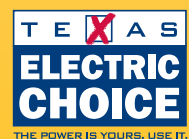
Let Us Assist You

Questions

Call: 1-888-782-8477,
in Austin 512-936-7120
Visit: www.puc.state.tx.us
Email: customer@puc.state.tx.us

Complaints

Call: 1-888-782-8477,
in Austin 512-936-7120
(TTY 512-936-7136)
Write: PUC-Customer Protection
P.O. Box 13326
Austin, TX 78711-3326
Fax: 1-512-936-7003
Online: www.puc.state.tx.us/ocp



www.powertochoose.org