

TEXAS POWER PAGES

THE PUBLIC UTILITY COMMISSION OF TEXAS



Your Electric Bill In Competition

Electric competition gives you the power to choose a Retail Electric Provider (REP). Retail Electric Providers will compete to sell electricity to your home or business. Your REP will be responsible for customer service functions such as billing. The Public Utility Commission of Texas (PUC) has established rules requiring REPs to provide you with a standardized and easy to read bill format.



Receiving Your Information

- Your bill is issued monthly.
- You will receive a paper bill via U.S. mail.
- You have the choice of receiving your bill electronically, if both you and your Retail Electric Provider agree.

Bill Contact Information

- The name and address of your REP.
- Toll-free telephone number you can call during business hours with questions or complaints.
- A toll-free telephone number you can call 24 hours a day, seven days a week, to report power outages and concerns about safety of the electric power system.

Content of Your Bill

- Your account number.
- The service period the bill covers.
- The date that the bill was issued.
- Your payment due date and, if different, the date your bill must be received by the Retail Electric Provider to avoid a late charge or other collection action.
- An itemization or listing of any other non-recurring charges such as a late fee, returned check fee, restoration of service fee, or other fees disclosed in the Retail Electric Provider's Terms of Service agreement.

- Your total current charges, balance from your preceding bill, payments credited to your account since your last bill and the total amount due.

- A checkbox for you to voluntarily donate money to a payment assistance program.

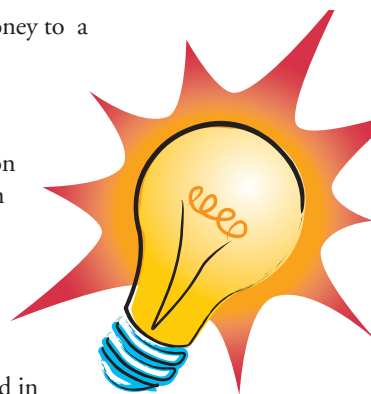
- Information taken from your most recent meter reading and other factors used in determining your bill.

- A notice of any new services or products that have been added since the previous bill.

- A notification of any changes in your rates or charges.

- Your bill may include a bundled rate or itemized charges for transmission and distribution service, generation service, SystemBenefit Fund, transition charge where applicable and nuclear decommissioning fee.

- A Retail Electric Provider must provide you with further itemization or listing of electric service charges at your request.



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

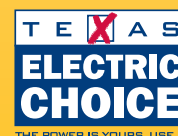
Complaints

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