

# Shopping For Power

## New Law Gives Customers The Power To Choose The Company That Provides Their Electricity

(NAPSA)—Thanks to a new state law, Texans now have the power to choose the company that provides their electricity, just as they do other products and services.

The law was created to give people more control over their purchase of electricity. While the law applies to most customers of Texas' investor-owned electric utilities; lawmakers gave cities that own their electric systems, as well as electric cooperatives, the option of allowing competition, or keeping things the way they are today.

Simply put, most residential and business customers in Texas can now choose from a list of Retail Electric Providers (REPs) serving their area. Customers can shop for electricity based on what matters most to them, whether it's price, renewable energy, or a name they know. Customers' current electric utilities will continue to be responsible for maintaining the poles and wires, and for responding to power outages, just as they do today.

The Public Utility Commission of Texas (PUC) has created the *Texas Electric Choice* campaign to provide Texans with neutral, unbiased information about their new power to choose, and to make the transition to a competitive marketplace as easy as possible.

When shopping for a REP, customers should follow the three C's:

1. **Call/Click:** Call the *Texas Electric Choice* Answer Center at 1-866-PWR-4-TEX (1-866-797-4839), or click on [www.powertochoose.org](http://www.powertochoose.org) for a list of REPs offering service in their area. The Web site also includes background information on electric choice and additional shopping tips.

2. **Compare:** Contact one or more REPs to obtain information on electric rates and services offered. Customers should have their latest electric bill available, and ask each REP for an *Electricity Facts Label*. The *Electricity Facts Label* allows customers to make an apples-to-apples comparison of REPs based upon electricity price, contract terms,



Shop  
for a REP

Shopping for a Retail Electric Provider (REP) should be easy. To help make a decision that fits your needs and is right for you, have your recent electric bill handy. Contact individual REPs to obtain the following information:

### Comparing REPs

Name of REP

What is the total price per kilowatt hour?

Is the price fixed, or does it change?

Is the price per kilowatt-hour affected by how much electricity I use or when I use it?

Will I be required to sign a contract? If so, for how long?

Will there be a switching or meter reading fee?

Is there a membership fee or any other fee?

Is there a cancellation fee if I change my mind?

Is there a customer incentive for signing up?

Are any other services offered in addition to electrical service?

What happens when my contract expires?

Is there an average payment plan? 

sources of power generation, and emissions.

3. **Choose:** After comparing offers, customers can sign up with the REP they have selected. Customers should contact the REP directly for a service contract. They do not need to contact their current utility to inform them of their choice.

Once customers have signed a contract with their new REP, they will receive a verification card in the mail notifying them of their selection.

Beginning January 1, 2002, customers who have not selected a new REP will be provided electric service by the REP affiliated with their current electric utility.

*Texas Electric Choice* encourages customers to learn about their electric choices now, so they can make an informed decision that is right for their family or business.