

# 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.*

### THE SWITCHING PROCESS

The Affiliate Retail Electric Provider (A-REP) was part of the original electric company that generated and sold electricity in your area. Under competition, your local “wires company” delivers electricity over poles and wires, which they maintain. The Affiliate Retail Electric Provider only sells electricity and provides customer service, and it competes against other providers for your business. Competing Retail Electric Providers (REPs) may offer lower rates, or other products and services. Before enrolling you as a new customer, REPs must follow proper authorization, verification and marketing rules established by the Public Utility Commission (PUC). The PUC has created these rules and regulations to protect your rights as an electric customer.

### CANCELING A SWITCH

Once you have compared the offers of Retail Electric Providers and determined the best one for you, simply contact your chosen REP and request to be switched. You may change providers at any time. Your switch should occur on your regularly scheduled meter reading date, and you will receive your first electric bill from your new Retail Electric Provider on your next billing cycle. There is

no charge to switch unless you request an early meter reading and you do not need to contact your local wires company to change providers. Electric competition does not require you to switch providers; if you did not select a new Retail Electric Provider, your electric service is being provided by the A-REP.



### STEPS TO CHOOSING A RETAIL ELECTRIC PROVIDER

When planning a move, here are the steps you should take to set up service at your new residence or business:

1. Review the Retail Electric Providers you are interested in and ask each one for a copy of its Electricity Facts Label. This Electricity Facts Label will help you compare offers in a standardized format.

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](http://www.puc.state.tx.us).

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



**Texas Electric Choice**  
EDUCATION PROGRAM

[PowerToChoose.org](http://PowerToChoose.org)  
1-866-797-4839

2. Contact the Retail Electric Provider of your choice at least seven working days before the date you wish to begin service.

If you need a list of REPs in your area, visit [www.PowerToChoose.org](http://www.PowerToChoose.org).

3. If you are moving to a location that has never had electric service, contact the Retail Electric Provider of your choice, giving as much notice as possible to order new service.



## ADDITIONAL INFORMATION

### Retail Electric Providers

- Check your retail electric provider's Web site or call their customer service number for additional information on energy conservation and saving on your electric bill. Visit the [Power to Choose](http://www.PowerToChoose.org) Web site to learn more about [Retail Electric Providers](#) and your options.

### Texas Energy Efficiency

- The investor-owned utilities of Texas are required to meet energy efficiency levels. Service providers receive incentives from the utilities which lead to savings on energy efficiency improvements for their customers. [Texas Energy Efficiency](#) provides links to information about these programs.

### Energy Star

- This program requires that a product meet strict energy efficiency guidelines set by the [US Environmental Protection Agency](#) and the [US Department of Energy](#). Visit the [Energy Star](#) Web site for information regarding utility savings associated with Energy Star appliances and complete the [Home Energy Analysis](#) for individualized information concerning your household energy consumption.

## Other Helpful Links

- [Office of Energy Efficiency and Renewable Energy:](#)  
Tips on Saving Energy and Money at Home
- [Federal Trade Commission:](#)  
Cooling Your Home & Keeping Costs Low
- [EPA's Home Energy Saver:](#)  
Online Energy Audit Tool

## LET US ASSIST YOU

### Questions

Call:

1-888-782-8477

Visit:

[www.puc.state.tx.us](http://www.puc.state.tx.us)

Email:

[customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)

### Complaints

Call:

1-888-782-8477, (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](http://www.puc.state.tx.us/ocp)

