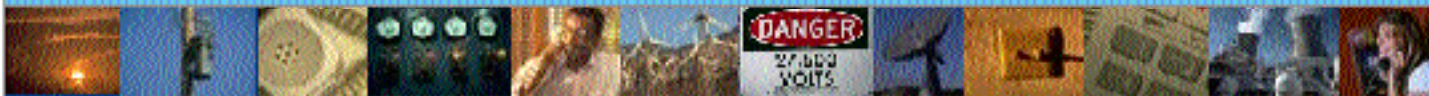




CUSTOMER FACTS



Renewable Energy is a “Natural”

Most of Texas' electricity is generated from plants that burn natural gas or coal, which emit pollutants.

Renewable energy is derived from clean, non-depleting, environmentally-friendly sources such as wind, sun, bio-mass (such as landfill gas), hydro (such as power generated at dams) and geothermal (using the Earth's heat).

There are two clear advantages to using renewable energy:

- It's clean (as opposed to using power plants that burn fossil fuels or use nuclear energy, which leaves radioactive waste), thus encouraging a cleaner, healthier environment.
- It doesn't run out, so it can reduce demand for non-renewable sources of energy such as coal, oil and natural gas.

Texas has the highest level of renewable energy potential in the nation, largely due to its climate and sheer size. The state's wind power potential alone is almost two times as much as its total annual peak electric demand.

As Texas grows, its demand for electricity also grows. Lawmakers in Austin have required Texas electricity generating utilities to increase their power generating capacity from renewable sources, and collectively those utilities are several years ahead of their targets for renewable power generating capacity. By the end of 2004, 2.5 million megawatt hours of electricity were generated in Texas using renewable sources; that's about 3 percent of the state's total power consumption. More than 90 percent of the renewable energy generated was from wind power, which has seen a tremendous boom since the first large commercial wind farm was built in West Texas in 1995.

Generating power from renewable sources is generally more expensive than burning fossil fuels, but increased demand and federal and state tax incentives have brought down the cost of using renewable energy to generate electricity. Electricity from renewable sources should become a more affordable alternative as the cost of fossil fuels rises and technological innovations increase the efficiency of wind farms, landfill gas operations, and solar installations. The cost should also decrease as more power transmission lines are built to carry renewable-produced power to those parts of the state that need it.

Several Texas utilities now offer their customers power produced from renewable sources. It generally costs more than power generated from fossil fuel burning plants, but a growing number of consumers are electing to pay a premium for environmentally-friendly power. An alternative is to buy “green” power, which can include electricity generated from relatively clean natural gas-burning plants. Either way, choosing one of these plans can contribute to a cleaner Texas.

When you choose to buy renewable energy from your electric provider, you are simply telling your utility that you want a certain percentage of your power to come from renewable sources. That percentage of renewable power is then produced or purchased from another power generator and placed in the utility's power supply. The actual electricity that finds its way to your home or business may not have been generated from renewable sources, but by choosing renewable power from your utility you help reduce the amount of non-renewable energy used statewide.

Let Us Assist You

QUESTIONS:

Call: 1-888-782-8477, in Austin (512)-936-7120
(TTY 512-936-7136)

Visit: www.puc.state.tx.us

Email: customer@puc.state.tx.us

COMPLAINTS:

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