



CUSTOMER FACTS



Charges on Your Electric Bill

With the onset of retail electric competition in Texas, the format of electric bills may have changed. The following are some of the charges most likely to appear on your electric bill.

City owned utilities, rural cooperatives, or other areas that have not entered the competitive electric market may not reflect the same charges outlined in this fact sheet.

Customer Charges – flat fee applied each month regardless of the amount of kilowatt (kWh) used. Fee covers meter reading, equipment, and customer service.

Recurring Charges – identifies and itemizes any recurring charges other than for electric service.

Non-Recurring Charges – identifies and itemizes any non-recurring charges such as late fees, returned check fees, restoration of service fees, or other fees disclosed in the Retail Electric Provider's terms of service contract provided to the customer.

Total Current Charges – balances from the preceding bill, payments made since the preceding bill, total amount due and a checkbox for the customer to voluntarily donate money to the bill payment assistance program.

New Services or Products – notice of any new products or services being pro-

vided to the customer since the previous bill.

Changes in Rates – any change in the customer's rates or charges due to the variable rate feature of the Terms of Service contract.

Late Payment Penalty – a one-time penalty of not more than 5% may be charged on a delinquent bill. Outstanding delinquent balances cannot be re-penalized. Penalty does not apply to residential or small commercial customers of the Provider of Last Resort (POLR).

City Sales Tax – sales tax collected by your city.

Advanced Metering Systems Surcharge – a PUC-authorized surcharge for electric delivery companies to recover the costs for their Advanced Metering Systems. This surcharge will be shared among all electricity users who receive an Advanced Meter. Your monthly surcharge will be added to your electric bill for the next several years. For more information, contact your Retail Electric Provider.

REP Charges

Retail Electric Providers may bundle all charges associated with your electric service into the price per kWh or they may separate the charges using the following:

Transmission and Distribution Service – charge to cover the cost of moving electricity from the generation plant to your home.

Generation Service Cost – costs (including fuel costs) associated with producing electricity at the generation plant.

Transition Charge – utilities are allowed to securitize or refinance their regulatory assets and/or stranded costs (assets that become uneconomical as a result of deregulation) as long as it benefits ratepayers. Securitizing debt provides funding at a lower cost than traditional utility funding. Utilities are also allowed to recover the transaction costs of securitization through this fee.

System Benefit Fund – a non by-passable charge set by the PUC, not to exceed 65 cents per megawatt hour. Pays for energy efficiency and customer education programs.

Nuclear Decommission Fund Fee – fee that covers the cost of safely removing a nuclear generation facility from service, reducing residual radioactivity to a level that permits release of the property for unrestricted use and termination of license. Only the local wires company or transmission and distribution utility can assess this fee to any company that uses its wires to deliver electricity to consumers.

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:

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 6/09