

Draft Low-Income Discount Guide

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I. LITE-UP Program Overview

A. General Overview

LITE-UP Texas (the Low Income Telephone and Electric Utilities Program) is a program for identifying low-income customers and providing them reduced-rate electric and telephone service. LITE-UP Texas combines the low-income discount program for eligible electric customers and the Lifeline and Link Up programs for eligible telephone customers. The Public Utility Commission of Texas (PUCT) is responsible for managing the LITE-UP Texas program, and it contracts for services from a Low-Income Discount Administrator (LIDA), which administers enrollment in LITE-UP. LIDA informs electric and telephone service providers which customers are eligible for discounts; the service providers, in turn, provide the discounts to the eligible customers.

B. Purpose of Low-income Discount (Guide)

The Guide details the procedures to administer LITE-UP Texas in compliance with all the statutes and rules governing the electric rate reductions, Lifeline and Link Up discounts. Please see list of related rules and statutes below, with full text in Appendix A:

Applicable Statutes and Rules

Public Utility Regulatory Act, TEX. UTIL. CODE ANN. §§ 11.001-64.158

§39.903 System Benefit Fund

§55.015 Lifeline Service

§56.021 Extended Area Service

P.U.C. Substantive Rules, 16 TEX. ADMIN. CODE Chaps. 25, 26

§25.451 Administration of the System Benefit Account

§25.454 Rate Reduction Program

§25.457 Implementation of the System Benefit Fund by the Municipally Owned Utilities and Electric Cooperatives

§26.412 Lifeline Service and Link Up Programs

II. Definitions

Discount factor - The discount an eligible low-income electric customer will be provided from any REP in the customer's area, expressed in cents per kilowatt-hour (kWh).

Discount percentage - The percentage of discount established by the Commission and applied to the lower of the price to beat (PTB) or provider of last resort (POLR) rate in a particular service territory.

Lifeline - A retail local telephone service offering available to qualifying low-income customers. Participating Telephone Service Providers (TSPs) provide qualifying customers with a waiver of the federal subscriber line charge (SLC) and an additional discount up to \$7.00 per monthly bill and are reimbursed from federal and state universal service funds.

Link Up - A reduction in the participating TSP's charge for installation of telephone service for a primary single line connection at the customer's principal place of residence. The reduction is equal to half of the customary charge or \$30, whichever is less.

Low-income electric customer - An electric customer whose household income is not more than 125% of the federal poverty guidelines, or who receives food stamps from the Texas Department of Human Services (TDHS) or medical assistance from a state agency administering a part of the medical assistance program. The customer must live in an area where retail competition has begun.

Low-income telephone customer - A customer with telephone service and an income at or below 125% of the federal poverty guidelines, or receiving benefits from any of the following programs qualifies for Lifeline and Link Up Services: Medicaid, food stamps, Supplemental Security Income (SSI), federal public housing assistance, or Low Income Energy Assistance Program (LIHEAP). The customer may be a subscriber of any telephone company that participates in federal and/or state universal service funding.

Low-income Discount Administrator (LIDA) - A third-party vendor contracted by the Commission, to administer enrollment for the electric rate reduction, Lifeline and Link Up programs.

PURA - Public Utility Regulatory Act, TEX. UTIL. CODE ANN. §§ 11.001-64.158.

Rate reduction - The total low-income discount to be deducted from a customer's electric bill. This reduction is derived from the discount factor and total consumption in accordance with the formula adopted by the Commission under Substantive Rule 25.454(d)(3).

III. Qualification, Enrollment and Re-enrollment

A. Qualification Guidelines

To be eligible for the electric rate reduction, a customer must:

- (a) live in an area where retail competition has begun;
- (b) be personally responsible for paying his or her electric bill; and
- (c) either
 - (1) have a household income of 125% of the federal poverty guidelines or less; or

- (2) receive food stamps from TDHS or medical assistance from a state agency administering a part of the medical assistance program.

To be eligible for Lifeline or Link Up Service, a customer must:

- (a) be personally responsible for paying his or her telephone bill;
- (b) either
 - (1) have a household income of either an income at or below 125% of the federal poverty guidelines; or
 - (2) receive benefits from any of the following programs: Medicaid, food stamps, Supplemental Security Income (SSI), Temporary Assistance to Needy Families (TANF), federal public housing assistance, or Low-Income Energy Assistance Program (LIHEAP).

B. Enrollment

The two methods of enrollment are automatic enrollment and self enrollment. Automatic enrollment is for customers who receive TDHS benefits with comparable eligibility requirements to the LITE-UP programs. Self enrollment is for customers who are eligible due to their income level but do not receive TDHS benefits or who are not successfully enrolled through automatic enrollment.

Automatic Enrollment

TDHS maintains a list of persons who are eligible for LITE-UP. TDHS will send the list monthly to LIDA as a flat file in a triple data encryption standard logarithm consistent with Federal standards for security of information relating to benefit programs. TDHS will provide access passwords to the LIDA; the file will be available solely by use of these access passwords.

Self Enrollment

Self enrollment facilitates enrollment for those persons eligible for LITE-UP by income but who do not receive TDHS benefits and for those persons who receive TDHS benefits but for whom automatic enrollment was not successful. A person whose income is below 125% poverty level, or who qualifies for food stamps, Temporary Assistance for Needy Families (TANF), Qualified Medicare Beneficiary (QMB), Supplemental Security Income (SSI), or Medicaid should complete a self enrollment form (see Appendix B). Self enrollment forms are available, in English and Spanish, from TDHS offices, through various consumer/community organizations, from the LIDA, and from a retail electric provider (REP) or

participating municipal utility or electric cooperative (MUNI/COOP). An application should send the form to the LIDA with a copy of his or her electric bill, telephone bill and proof of income or enrollment in one of the following TDHS programs: food stamps, TANF, SSI, or QMB. Customers who only plan to enroll for Lifeline or Link-up may submit proof of federal housing (section 8) or LIHEAP in place of proof of enrollment in the TDHS programs. The LIDA will evaluate the information on the form, determine eligibility and enter the information for customers into the LITE-UP database.

C. Term of Eligibility and Re-enrollment

Each automatically enrolled customer is eligible for a discount for each month in which the automatic enrollment results in a determination of eligibility, plus a grace period of no more than 60 days, in which the customer may re-enroll through self enrollment. Each self enrolled customer is eligible for seven months.

A customer may apply for re-enrollment of eligibility as follows:

- A self-certified customer is eligible to re-enroll in the sixth month of eligibility.
- An automatically enrolled customer is eligible to re-enroll upon discontinuance of TDHS benefits.
- When the customer is first eligible for to re-enroll, the LIDA shall send the customer a renewal form. The customer must return the form no later than 45 days after receipt, to provide the LIDA adequate processing time to permit uninterrupted eligibility. The additional 15 days of the grace period shall allow for mailing and processing time.
- The LIDA shall process the completed self enrollment form for re-enrollment as soon as possible but in any case no later than seven days after receipt.
- If a customer does not complete and mail the self enrollment form so that it is received by the LIDA within 45 days, the LIDA will discontinue the customer's enrollment.
- A discontinued customer may re-enroll by self enrollment after this time; however, retroactive discounts will not be applied.

IV. Program Discounts

A. Electric Discount Factors

The electric rate reduction will be approximately a 10% reduction in the bill for retail electric service, identified by a line item on the electric bill.

To determine the discount factor for each area, the Commission calculates the average rate for 1,000 kWh for each PTB area, averages the rates for the months of each season, and calculates 10% of each seasonal rate. The average rate is developed using all charges and credits included in the standard PTB rate for the area.

The result is a cent/kWh amount, based on the customer's PTB area to be discounted off each kWh of energy provided by the REP or MUNI/COOP.

Locating Discount Factors

All discount factors are posted on the Commission website as soon as administratively possible after an approved change. In the event of Commission-approved changes to PTB amounts, such as increases in fuel factors, the Commission immediately revises the discount factor. REPs and MUNI/COOPs will have 30 days from the date the order is signed to implement the change in the discount factor. REPs and MUNI/COOPs shall consult the Commission website for new factors resulting from approved changes. Link:

<http://www.puc.state.tx.us/electric/projects/24116/24116.cfm>.

Discount factor amounts will also be included an Appendix C of this guide.

Notification of changes to the discount factors are also made through the LITE-UP email distribution list.

Calculating and Applying the Rate Reduction

Each REP and MUNI/COOP is responsible for applying the electric rate-reduction to their eligible customers' electric bills. Each REP and MUNI/COOP shall apply the discount as a line item on the bill. REPs and MUNIs/COOPs should apply the discount in effect during the billing month in which the bill was rendered. The following Sample Bill is an example of how the rate reduction shall appear to the customer:

Sample Bill:

September 30, 2003	
Electric Service Identifier: 1008901012354810132584	
Service Address: 1100 Texas Parkway Houston, TX 77081	
Meter Number: TX12546	
Current Meter Reading 09/30/03	13000
Previous Meter Reading 08/31/03	12000
Beginning Balance	\$75.00
Payment	-\$75.00
Balance	\$00.00
Customer Charge: \$4.95/month	\$ 4.95
Energy Charge: 1000 kWh @ 7 cents/kWh	\$70.00
LITE-UP Discount: 1000 kWh @ -1.11cents/kWh	<u>-\$11.10</u>
Total Current Charges (pre-tax)	<u>\$63.85</u>

B. Lifeline and Link Up

The Link Up discount applies to installation of new primary residence telephone service, whether an initial installation or as the result of a move to a new location. The discount is either half the customary charge or \$30, whichever is less.

The Lifeline discount is a waiver of the monthly federal subscriber line charge and an additional discount of \$7.00 per monthly bill. For example, if the TSP's prescribed federal subscriber line charge is \$6.50 per month, the total monthly discount will be \$13.50 per month.

Applying Lifeline and Link Up

Link Up: Qualifying low-income customers may receive a deferred schedule for the payment of their installation charges, if requested; any interest fees, late fees, or additional service fees will be waived for connection charges that are subject to the Link Up discount. TSPs shall program billing and order systems to waive fees where necessary and to apply the appropriate discounted amount.

TSPs shall program billing systems to apply the appropriate discount and shall update the systems, when necessary, to account for any increase in the federal subscriber line charge.

V. LITE-UP Information Exchange

A. Utility Service Provider Registration and Set-up

All electric utility service providers must register with the LIDA to obtain a password. The electric utility service providers shall provide to the LIDA and request from the LIDA any information necessary to set up individual systems to send customer information to the LIDA and to download information from the LIDA.

(Detailed information for system set-up will be provided by the selected LIDA, and included in this section of the Guide.)

B. Matching and Notification

Electric utility service providers and TDHS will be responsible for providing customer information to the LIDA on a monthly basis. The LIDA will use the TDHS data and the self enrollment data to identify the qualified customers. This process will match an eligible customer by matching either the social security number, the customer's name, telephone number, or address in a combination that provides reasonable assurance, subject to audit, that only eligible customers are being enrolled. The LIDA will generate a list of enrolled eligible customers for each electric utility service provider on a monthly basis. The appropriate list will be confidentially available to the corresponding electric utility service provider, accessible only by password.

Schedule of Information Transmittal

- 25th of each month: REP, MUNI/COOP, and TSP Customer Information submitted to LIDA
- 1st of each following month: LIDA eligibility lists posted for each service provider

(This information will be refined by the new LIDA, in cooperation with utility service providers and will be included in this section of the Guide.)

TDHS Data

TDHS maintains lists for three different programs that identify persons who, if electric customers, would be automatically eligible for the low-income discount programs. TDHS will generate a single list (in the form of a file) of potentially eligible TDHS clients—who may or may not be the person in a household contracting for utility service—containing a mailing address, a telephone number and social security number for each listed person. The list may include an electric service address or telephone service number.

TDHS plans to provide the data in the file and supplemental files available as a flat file in a triple data encryption standard algorithm consistent with Federal standards. The files will be accessible only with passwords that TDHS will provide to the LIDA.

TDHS Record Layout

FIELD NAME	SIZE	POSITION NUMBERS
-----	-----	-----
PTCO-TELCO-RECORD		001-300
PTCO-ID-NUMBER	ALPHA 09	001-009
PTCO-ACTION	ALPHA 01	010-010
FILLER	ALPHA 02	011-012
PTCO-TDHS-STATUS-MMDDYY	NUMER 08	013-020
PTCO-NAME	ALPHA 22	021-042
PTCO-SSN	NUMER 09	043-051
FILLER	ALPHA 13	052-064
PTCO-MAIL-LINE1	ALPHA 22	065-086
PTCO-MAIL-LINE2	ALPHA 24	087-110
PTCO-MAIL-CITY	ALPHA 16	111-126
PTCO-MAIL-ST	ALPHA 02	127-128
PTCO-MAIL-ZIP	NUMER 05	129-133
PTCO-MAIL-ZIP-PLUS	NUMER 04	134-137
PTCO-RES-STREET	ALPHA 30	138-167
PTCO-RES-CITY	ALPHA 16	168-183
PTCO-RES-ST	ALPHA 02	184-185
PTCO-RES-ZIP	NUMER 05	186-190
PTCO-RES-ZIP-PLUS	NUMER 04	191-194
PTCO-BILL-NAME	ALPHA 22	195-216
PTCO-ACCT-SSN	NUMER 09	217-225
PTCO-CERT-NXX-AC	NUMER 03	226-228
PTCO-CERT-NXX-XCHNG	NUMER 03	229-231
PTCO-CERT-NXX-NR	NUMER 04	232-235
FILLER	ALPHA 23	236-258
PTCO-COUNTY	NUMER 03	259-261

FILLER	ALPHA 09	262-270
PTCO-BIRTH-DATE	NUMER 08	271-278
PTCO-PROGTYPE	ALPHA 03	279-281
PTCO-BASE-PLAN	ALPHA 02	282-283
FILLER	ALPHA 17	284-300

Utility Service Providers

Utility service providers will provide data to the LIDA on a monthly basis in a Comma Delimited ASCII Text File (Zipped) via encrypted FTP Transfer. In a Comma Delimited Text file, each field in each record is separated by a comma. Any field that contains a comma must be surrounded by a double quotation mark (").

The utility service providers' monthly data transfer to the LIDA should contain following fields, if available. (The Commission acknowledges that some utility service providers do not maintain information such as SSN and secondary customer information.)

Standard Customer Fields

<u>Field Name</u>	<u>Example</u>
1. Primary Name - Last	Jones (or Jones III or Jones Jr)
2. Primary Name - First & Middle	Joseph H (or Joe Herman or JH)
3. Primary SSN	012345678
4. Secondary Name - Last	Jones
5. Secondary Name - First & Middle	Mary A (or MA or M Alice)
6. Secondary SSN	876543210
7. Primary Phone Number (10 digit)	5121234567
8. Secondary Phone Number (10 digit)	5127654321
9. Billing Street Address (or PO Box)	123 Main St (or PO Box 123)
10. Billing City	Your town
11. Billing State	TX
12. Billing Zip	78701 (or 78701-1234)
13. Service Street Address	123 Main St
14. Service City	Your town
15. Service State	TX
16. Service Zip	78701 (or 78701-1234)
17. ESI ID*	Up to 36 Characters in length.
18. Service Provider Account Number	123456789
19. Service Provider Name	Big Tex Power

*The ESI ID (Electric Service Identifier) is a Texas-specific unique number assigned to each point-of-service between the electric utility and an end-use Customer. This number, identified on the bill sent by each REP and

MUNI/COOP, remains associated with the electric meter for a premise regardless of which REP or MUNI/COOP provides service.

LIDA Data and Matching

Using the data obtained from TDHS and utility service providers; the LIDA will maintain records for each customer and will match customers to determine eligibility. The LIDA will utilize the standard customer fields to match based on (a) SSN or (b) Name and Premise or Telephone Number. (Further detail will be provided by the selected LIDA at a later date and will be included in this section of the Guide.)

LIDA to Utility Service Providers

Monthly, the LIDA will post a file for each REP and MUNI/COOP containing each eligible customer's address, ESI ID, Eligibility Start Date (From Date), and Eligibility End Date (To Date). Electric utility service providers shall download the appropriate file. This information will be posted on a secure FTP website, accessible only by password. An electric utility service provider will be able to access only its file and not the files of other service providers.

VI. Customer Service and Problem Resolution

Customer service and problem resolution is a joint effort by the utility service providers and the LIDA. Although there are certain questions that only the LIDA can answer, every entity's goal shall be to make this process as customer-friendly as possible. Therefore, whenever possible, the entity receiving a customer's inquiry should make every effort to respond to a customer's concern in the manner which is least confusing and most effective for the customer.

A. Customer Service

The LIDA will be the main contact for LITE-UP customers and will train customer representatives to answer questions regarding LITE-UP, including, but not limited to:

- informing the customer of enrollment procedures and timing, and reasons enrollment may not be successful;
- answering questions about LITE-UP and the discounts provided, including reasons for denial of eligibility;
- resolving to customer concerns; and
- identifying issues that need to be escalated.

REPs and MUNI/COOPs who serve residential customers will train customer representatives about the availability of the low-income discount.

At a minimum, the customer representatives of a REP or MUNI/COOP should be able to:

- tell whether a customer is already enrolled;
- inform customers about the availability of LITE-UP;
- relate the general qualification requirements;
- send a form to the customer upon request;
- tell the customer where to locate the discount on the bill;
- discuss competently the processes and timing of the enrollment process; and
- relate the processes for problem resolution as described in the problem resolution section of this guide.

Each TSP offering Lifeline and Link Up services will train customer representatives to:

- inform customers of enrollment status;
- inform customers of the availability of Link Up and Lifeline;
- advise customers initiating new service, changing service, or moving, that low-income programs are available;
- relate the general qualification requirements;
- send a form to a customer upon request;
- be able to tell the a customer where to locate the Lifeline discount on a bill;
- discuss competently the processes and timing behind the enrollment process; and
- relate the processes for problem resolution as described in the problem resolution section of this guide.

Additionally, each TSP shall develop a system to flag initial service orders and verification bills and to follow-up on a customer inquiry seeking new service or receiving current billing for services.

If a customer expresses an interest in Lifeline or Link Up, the TSP representative shall ask whether the customer is receiving one of the TDHS benefits that qualify them for such discounts. If the customer represents that he or she receives personally one of those benefits, the TSP representative will flag the customer's initial installation order or existing billing to determine whether the customer appears in the LIDA database.

In the case of initial installation, the TSP shall apply the Link Up discount for the customer if the customer appears in the LIDA database.

In the case of existing billing, the TSP representative will advise the customer that an automatic enrollment process takes place and

work with LIDA to determine whether the billing name on the account matches that in the LIDA database.

If the service is billed to a different name and the customer wishes to change the billing name to receive the Lifeline or Link Up discount, the TSP will place an order to do so and waive any order charge.

In the event the customer does not receive TDHS benefits which qualify him or her for the discount programs, the TSP representative will send the customer a self enrollment form. If the customer requests additional details regarding either program, the TSP representative will refer the customer to LIDA's toll-free telephone number for further information.

B. Problem Resolution

The LIDA is the primary contact for LITE-UP Texas customers, but the first priority is to provide responsive customer service. If a customer calls a REP, MUNI/COOP, TSP, or PUC, the receiving party should try to help the customer; if unable to do so, the receiving party may offer to escalate the problem to problem resolution staff, or provide the LIDA's toll-free number.

REP, MUNI/COOP, TSP, and PUC

Step 1: If a customer calls either, the REP, MUNI/COOP, TSP, or PUC, the receiving party should attempt to help the customer.

Step 2: If the customer's concern cannot be resolved during the phone conversation, the receiving party may provide the LIDA's toll-free telephone number to the customer and may inform the customer of the party's ability to investigate the problem and escalate the problem to LIDA.

Step 3: If the customer prefers that the REP, MUNI/COOP, TSP, or PUC address the problem, the party should refer the problem to internal problem resolution, who may investigate further or contact LIDA with a trouble report.

Step 4: The receiving party shall respond to the customer with the resolution.

LIDA Customer Service Representative (CSR)

Step 1: If the LIDA CSR cannot resolve a customer concern, the CSR will create a trouble report.

Step 2: The LIDA will evaluate the concern for possible solutions; if the LIDA cannot resolve the concern internally, the LIDA will send an escalation report to the REP, MUNI/COOP, or TSP, or some combination, as appropriate.

Step 3: LIDA shall call the customer or send a letter notifying the customer of the resolution.

VII. Utility Service Provider Reimbursement

A. REP and MUNI/COOP Reimbursement

REPs are entitled to reimbursement only for the dollar amount of rate reductions actually given to customers. To receive reimbursement, the REP must arrange for reimbursement payments through the comptroller and must submit monthly reports to the PUC. Directions are detailed below.

REPs and MUNI/COOPs

To receive REP Reimbursement payments, each REP or MUNI/COOP must provide information for a Payee Identification Number by completing a form which can be found at

<http://www.cpa.state.tx.us/taxinfo/taxforms/ap-152.pdf>

Each REP or MUNI/COOP must complete a Direct Deposit Authorization form, located at

<http://www.cpa.state.tx.us/comptrol/san/payment/74-176.pdf>

Send each of these completed forms by facsimile to: Public Utility Commission of Texas, Fiscal Services (512) 936-7058.

Receipt by the PUC of the Payee Identification Number form is an absolute prerequisite for processing and paying reimbursement. Each REP or MUNI/COOP may forward the Direct Deposit Authorization at its earliest convenience.

Once the PUC has received this information, the PUC will reimburse monthly based on the amount reported in the monthly request for reimbursements.

B. TSP Reimbursement

The credited amount for either a Link Up or a Lifeline discount will be reimbursed to the TSP from federal and state universal service funds via the national and state administrators of the universal service funds.

VIII. TDSP Payments

Payments to the System Benefit Fund (SBF)

TDSPs are responsible for paying into the SBF at a rate of \$0.65/MWh as determined by the PUC. TDSPs must contact PUC Fiscal Services to arrange for payment into the SBF.

Below are instructions for setting up your company's System Benefit Fund Payments. If you have any questions regarding the information below, please contact Bob Saathoff at (512) 936-7065 or by email at bob.saathoff@puc.state.tx.us

It is extremely important that these directions be followed and all ID numbers be used in order to identify that the payment is for our agency and your company as sending the credit. Please use the number below on every ACH transaction to ensure proper crediting of your monthly payment. If a payment is received without one of these numbers, or if the number is in the wrong position, it will be returned to your company unprocessed.

The following information should be included in the ACH entry: (these instructions may seem confusing, but your financial institution will understand the positions, etc.)

- 1) The COMPANY NAME field (positions 5-20) of the COMPANY/BATCH HEADER RECORD (the "5" record) should contain the name of the business;
- 2) The RECEIVING COMPANY NAME field (positions 55-76) of the ENTRY DETAIL RECORD (the "6" record) should contain one of the following nine digit numbers:

473-65XXX - This number is unique to each individual TDSP

Again, it is important identify that the payment is for our agency and your company as sending the credit. Please use the above number on every ACH transaction to ensure proper crediting of your monthly payment. If a payment is received without one of these numbers, or if the number is in the wrong position, it will be returned to your company unprocessed.

The payment should be sent to:

Bank	JP Morgan Chase Bank
Routing Number:	113000609
Account Name:	Texas Comptroller of Public Accounts
Account Number:	09922788202

IX. Reporting and Auditing Requirements

Internal and External Audit Reports of LITE-UP Texas

The REP and/or TDU will provide copies of audit reports performed by their internal auditors and/or external auditors on the SBF to the PUCT, Financial Review Division upon completion.

Material Corrections and/or Adjustments to LITE-UP Texas

The REP and/or TDU will notify the PUCT Administrator of the SBF by phone or/and in writing when material corrections or adjustment are made to its implementation of LITE-UP Texas. In their notification to the PUCT, the company should state the situation, plan of action, and time frame for correction.

Monitoring by REP on Excess Consumption

On a monthly basis, the REP or MUNI/COOP should monitor their customers to insure that all customers receiving the LIDA rate reduction discount are eligible customers. Any ESI ID with excess consumption equal to or exceeding 3000 KWH should be identified and reviewed to confirm that the customer is a resident and not a business. If the REP or TDSP identifies an ESI ID that is business, the discount should not be given and an adjustment should be obtained. If a business is identified, the REP should notify the LIDA and PUC Staff for appropriate for corrective steps. REPs may request a waiver of this requirement by successfully demonstrating to the commission that their enrollment process and/or computer system has sufficient checks to ensure that only residential customers are reported to LIDA.

Company Name Changes or Bank Changes

All changes made by the REP, LIDA and transmission and distribution service provider (TDSP) for bank accounts, company name changes and mergers etc. should be provided to the LIDA and Staff for appropriate action.

REP Reporting Requirements

Each REP shall file a monthly report on the number and value of rate reductions given. The report is a prerequisite for reimbursement and it is

used for auditing purposes. The report shall demonstrate the REP is applying discounts to qualified customers. The directions for and format of the reports are located in Appendix D.

TSP Reporting Requirements

TSPs will provide the Commission with an annual report of their total Lifeline subscribership, the value of discounts provided, and the number of customers added and deleted over the previous year. In addition, the TSP will provide the total number of Link Ups processed during that year, the value of Link Up discounts, and the number of subscribers dropped from lifeline during that same period. This report will be filed annually in January.

LIDA Reporting Requirements

The LIDA Reports shall be submitted in the form specified in the contract. Reports shall include, at a minimum:

- Number of customers per TSP and REP and total per industry per month;
- Number of calls received weekly and monthly, by language and reason for call;
- Statistics on reasons for calls;
- Statistics for problem resolution efforts;
- Statistics for mail sent and received; and
- Statistics for all processing times.
- Problems with their current system and plan of action to resolve.
- Log of errors and date of complete corrections.

(To be completed and included in this section of the guide once new LIDA is selected and reporting requirements are determined.)

TDSP Reporting Requirements

TDSPs shall file a monthly remittance report. The report and instructions are located in Appendix E of this Guide.

X. LITE-UP Distribution List

Commission staff may send emails to interested market participants regarding:

- pertinent telephone rulemakings;
- pertinent electric rulemakings;
- changes to electric discount factors; and

- general LITE-UP issues

Any individual, who would like to receive emails regarding the topics, should send an email to LITEUP@puc.state.tx.us, with their name, email, phone number, company, and what information you would like to receive. All entities shall be responsible for ensuring that their entity's contacts are up to date.

Please note that emails sent by Staff are not a replacement for market participants' responsibility to follow Open Meetings and docket filings, nor will they serve as a reason for non-compliance of rules and/or orders.

Appendix A: Applicable Statutes and Rules

Statutes

Sec. 39.903. SYSTEM BENEFIT FUND. (As amended by HB 1902)

(a) The system benefit fund is an account in the general revenue fund that may be appropriated only for the purposes provided by this section. Interest earned on the system benefit fund shall be credited to the fund.

(As amended by HB 3088):

(a) *The system benefit fund is created as a trust fund with the comptroller in the state treasury.*

(b) The system benefit fund is financed by a nonbypassable fee set by the commission in an amount not to exceed 65 cents per megawatt hour. The system benefit fund fee is allocated to customers based on the amount of kilowatt hours used.

(c) The nonbypassable fee may not be imposed on the retail electric customers of a municipally owned utility or electric cooperative before the sixth month preceding the date on which the utility or cooperative implements customer choice. Money distributed from the system benefit fund to a municipally owned utility or an electric cooperative shall be proportional to the nonbypassable fee paid by the municipally owned utility or the electric cooperative, subject to the reimbursement provided by Subsection (i). On request by a municipally owned utility or electric cooperative, the commission shall reduce the nonbypassable fee imposed on retail electric customers served by the municipally owned utility or electric cooperative by an amount equal to the amount provided by the municipally owned utility or electric cooperative or its ratepayers for local low-income programs and local programs that educate customers about the retail electric market in a neutral and nonpromotional manner.

(d) The commission shall annually review and approve system benefit fund accounts, projected revenue requirements, and proposed nonbypassable fees. The commission shall report to the electric utility restructuring legislative oversight committee if the system benefit fund fee is insufficient to fund the purposes set forth in Subsection (e) to the extent required by this section.

(e) The system benefit fund shall provide funding solely for the following regulatory purposes and in the following order of priority:

(1) programs to assist low-income electric customers by providing the 10 percent reduced rate prescribed by Subsection (h);

(2) customer education programs, administrative expenses incurred by the commission in implementing and administering this chapter, and expenses incurred by the office under this chapter;

(3) programs to assist low-income electric customers by providing the targeted energy efficiency programs described by Subsection (f)(2);

(4) the school funding loss mechanism provided by Section 39.901; and

(5) programs to assist low-income electric customers by providing the 20 percent reduced rate prescribed by Subsection (h).

(As amended by HB 2156 and 3088):

(e) Money in the system benefit fund may be appropriated to provide funding solely for the following regulatory purposes:

- (1) programs to assist low-income electric customers provided by Subsections (f)-(l);*
- (2) customer education programs;*
- (3) the school funding loss mechanism provided by Section 39.901; and*
- (4) reimbursement to the commission and the Texas Department of Human Services for expenses incurred in the implementation and administration of an integrated eligibility process created under Section 17.007 for customer service discounts relating to retail electric service, including outreach expenses the commission determines are reasonable and necessary.*

(f) Notwithstanding Section 39.106(b), the commission shall adopt rules regarding programs to assist low-income electric customers on the introduction of customer choice. The programs may not be targeted to areas served by municipally owned utilities or electric cooperatives that have not adopted customer choice. The programs shall include:

- (1) reduced electric rates as provided by Subsections (h)-(l); and
- (2) targeted energy efficiency programs to be administered by the Texas Department of Housing and Community Affairs in coordination with existing weatherization programs.

(g) Until customer choice is introduced in a power region, an electric utility may not reduce, in any manner, programs already offered to assist low-income electric customers.

(h) The commission shall adopt rules for a retail electric provider to determine a reduced rate for eligible customers to be discounted off the standard retail service package as approved by the commission under Section 39.106, or the price to beat established by Section 39.202, whichever is lower. Municipally owned utilities and electric cooperatives shall establish a reduced rate for eligible customers to be discounted off the standard retail service package established under Section 40.053 or 41.053, as appropriate. The reduced rate for a retail electric provider shall result in a total charge that is at least 10 percent and, if sufficient money in the system benefit fund is available, up to 20 percent, lower than the amount the customer would otherwise be charged. To the extent the system benefit fund is insufficient to fund the initial 10 percent rate reduction, the commission may increase the fee to an amount not more than 65 cents per megawatt hour, as provided by Subsection (b). For a municipally owned utility or electric cooperative, the reduced rate shall be equal to an amount that can be fully funded by that portion of the nonbypassable fee proceeds paid by the municipally owned utility or electric cooperative that is allocated to the utility or cooperative by the commission under Subsection (e) for programs for low-income customers of the utility or cooperative. The reduced rate for municipally owned utilities and electric cooperatives under this section is in addition to any rate reduction that may result from local programs for low-income customers of the municipally owned utilities or electric cooperatives.

(i) A retail electric provider, municipally owned utility, or electric cooperative seeking reimbursement from the system benefit fund may not charge an eligible low-income customer a rate higher than the appropriate rate determined under Subsection (h). A retail electric provider not subject to the price to beat, or a municipally owned utility or electric cooperative subject to the nonbypassable fee under Subsection (c), shall be reimbursed from the system benefit fund for the difference between the reduced rate and the rate established under Section 39.106 or, as appropriate, the rate established under Section 40.053 or 41.053. A retail electric provider who is subject to the price to beat shall be reimbursed from the system benefit fund for the difference

between the reduced rate and the price to beat. The commission shall adopt rules providing for the reimbursement.

(j) The commission shall adopt rules providing for methods of enrolling customers eligible to receive reduced rates under Subsection (h). The rules must provide for automatic enrollment as one enrollment option. The Texas Department of Human Services, on request of the commission, shall assist in the adoption and implementation of these rules. The commission and the Texas Department of Human Services shall enter into a memorandum of understanding establishing the respective duties of the commission and the department in relation to the automatic enrollment.

(k) A retail electric provider is prohibited from charging the customer a fee for participation in the reduced rate program.

(l) For the purposes of this section, a "low-income electric customer" is an electric customer:

(1) whose household income is not more than 125 percent of the federal poverty guidelines; or

(2) who receives food stamps from the Texas Department of Human Services or medical assistance from a state agency administering a part of the medical assistance program.

(Added by 1999 Amendments: SB 7, § 39) (2001 Amendments: HB 1902, HB 2156 and HB 3088) (HB 1902 amended this section by amending Subsections (a), (b), and (e).) HB 3088 amended this section by amending subsections (a) and (e). HB 2156 amended this subsection by adding subsection (e)(4).)

Sec. 55.015. LIFELINE SERVICE. (Added by SB 560)

(a) The commission shall adopt rules prohibiting a telecommunications provider from discontinuing basic local exchange telephone service to a consumer who receives lifeline service because of nonpayment by the consumer of charges for other services billed by the provider, including long distance service.

(b) The commission shall adopt rules providing for automatic enrollment to receive lifeline service for eligible consumers. The Texas Department of Human Services, on request of the commission, shall assist in the adoption and implementation of those rules. The commission and the Texas Department of Human Services shall enter into a memorandum of understanding establishing the respective duties of the commission and department in relation to the automatic enrollment.

(c) A telecommunications provider may block a lifeline service participant's access to all long distance service except toll-free numbers when the participant owes an outstanding amount for that service. The telecommunications provider shall remove the block without additional cost to the participant on payment of the outstanding amount.

(d) A telecommunications provider shall offer a consumer who applies for or receives lifeline service the option of blocking all toll calls or, if technically capable, placing a limit on the amount of toll calls. The provider may not charge the consumer an administrative charge or other additional amount for the blocking service.

(e) In this section, "lifeline service" means a retail local service offering described by 47 C.F.R. Section 54.401(a), as amended.

(Added by 1999 Amendments: SB 560, § 21)

Sec. 56.021. UNIVERSAL SERVICE FUND ESTABLISHED.

The commission shall adopt and enforce rules requiring local exchange companies to establish a universal service fund to:

- (1) assist telecommunications providers in providing basic local telecommunications service at reasonable rates in high cost rural areas;
- (2) reimburse the telecommunications carrier that provides the statewide telecommunications relay access service under Subchapter D;
- (3) finance the specialized telecommunications assistance program established under Subchapter E;
- (4) reimburse the department, the Texas Commission for the Deaf and Hard of Hearing, and the commission for costs incurred in implementing this chapter and Chapter 57;
- (5) reimburse a telecommunications carrier providing lifeline service as provided by 47 C.F.R. Part 54, Subpart E, as amended; and
- (6) finance the implementation and administration of an integrated eligibility process created under Section 17.007 for customer service discounts relating to telecommunications services, including outreach expenses the commission determines are reasonable and necessary.
- (7) reimburse a designated provider under Subchapter F.

(V.A.C.S. Art. 1446c-0, Sec. 3.608(a).) (1999 Amendments: SB 1368, § 18.08; SB 560, § 23; SB 1441, § 1; HB 1700, § 2) (SB 1368 codifies an amendment to former V.A.C.S. Art. 1446c-0 (now this section) in 1997 that was not codified in the Utilities Code. SB 560 modifies paragraphs (1) and (2) by changing the term “local exchange company” to “telecommunications providers; SB 1441 modifies paragraph (4) by deleting “device” before assistance program; and SB 560 and HB 1700 add paragraph (6) using identical language. Section 5 of HB 1700 provides that it is giving effect to the prior uncodified amendment and that “[t]o the extent of any conflict, this Act prevails over another Act of the 76th Legislature, Regular Session, 1999, relating to nonsubstantive additions and corrections in enacted codes.” Section 9 of SB 1441 also provides that it is giving effect to the prior uncodified amendment and “[t]o the extent of any conflict, this Act prevails over another Act of the 76th Legislature, Regular Session, 1999, relating to nonsubstantive additions to and corrections in enacted codes.”) (2001 Amendments: HB 2156, § 2 and HB 2388, § 2.) (HB 2156 amended this section by deleting paragraph (2) and adding paragraph (6). HB 2388 amended this section by adding paragraph (7).)

Rules

(To be included in this appendix once revised:

P.U.C. Substantive Rules, 16 TEX. ADMIN. CODE Chaps. 25, 26

§25.451 Administration of the System Benefit Account

§25.454 Rate Reduction Program

§25.457 Implementation of the System Benefit Fund by the Municipally Owned Utilities and Electric Cooperatives

§26.412 Lifeline Service and Link Up Programs)

Appendix B: Self Enrollment Form

(This section of the Guide needs be updated with new form when it is completed)

PUBLIC UTILITY COMMISSION OF TEXAS (PUC)
Request for Utility Discount
Self-Certification Form of Eligibility For LITE UP Texas (Low Income Telephone & Electric Utilities Program)

A. Personal Information

First Name	Middle Initial	Last Name
Street Address		Apartment Number
City	TX	ZIP Code

Social Security Number
- -
Telephone Number
() -

The PUC is implementing **discount programs** to reduce the utility bills of eligible households. **This statement is made to verify your eligibility.** If you are eligible, your retail electric provider or telephone carrier, participating in the programs, will discount your bill.

DIRECTIONS: 1) Complete Part A; 2) Complete **Category 1** or **2** of Part B; 3) **Sign and Date this form;** 4) Mail completed application to the LITE-UP address below; please include a **copy of your entire recent electric bill.**

B. Determination of Eligibility (If you can check any of the boxes below, you qualify for the discount.)

Category 1 I receive benefits from one or more of the programs listed below (✓ check each box that applies):

Food Stamps	Medicaid	Temporary Assistance to Needy Families (TANF)
QMB	CEAP	Supplemental Security Income (SSI)

Participating in this program will not affect your eligibility for other benefit programs.

Category 2 If you are not enrolled in any of the above programs, but still think you may qualify, complete the worksheet on the second page.

My total household income before taxes is at or below the amount shown in the Income table as determined by the Income Calculation Worksheet. **(Check this box only after completing the worksheet.)**

Sign Here ►

Customer Signature	Date
By signing this, I certify that the above declaration is true and correct. I understand that the provided information is subject to audit and investigation by the PUC.	

Keep a copy for your records

Have you completed?	
Part A	Part B (Category 1 or 2)
Signed and Dated Form	Included copy of entire recent electric bill

MAIL TO: LITE UP Texas, 1779 Wells Branch Pkwy., Ste. 110B # 357, Austin, TX 78728-7022

24116 Form Issued April 1, 2003

(Do not complete this worksheet if you checked any of the boxes in **Category 1.**)

INCOME CALCULATION WORKSHEET

*Step 1. Fill out the Worksheet (to determine accurately your **household income**, you must include the income of all persons residing in your home from all sources). To determine the amount of income in each category, enter the amount(s) shown on the check or benefit statement.*

<i>Income Source</i>	<i>Amount per week / month / year (circle one)</i>
Wages from full or part-time employment as shown on pay stub or W-2 form	1)
Social Security	2)
Retirement Income	3)
Unemployment or Worker's Compensation	4)
Child Support and/or Alimony	5)
All other earnings	6)
<i>Add up boxes 1 through 6</i>	
TOTAL HOUSEHOLD INCOME	

*Step 2. Compare your total household income to the amount shown in the table below for the number of persons in your household and period. If the result is equal to or lower than the amount shown, you are income eligible. Please check the box next to **Category 2** on the first page, complete the form, sign and date it, and mail to the LITE UP Texas address above, including a copy of your entire recent electric bill for this address.*

Household Size	Income		
	Annual	Month	Week
1	\$11,225	\$935	\$234
2	\$15,150	\$1,263	\$316
3	\$19,075	\$1,590	\$397
4	\$23,000	\$1,917	\$479
5	\$26,925	\$2,244	\$561
6	\$30,850	\$2,571	\$643
7	\$34,775	\$2,898	\$724
8	\$38,700	\$3,225	\$806

For more information or to receive extra forms, contact your utility provider. You may also call toll-free 1-866-454-8387 (4 LITE UP). If, after mailing this form, you do not see a discount on your bill within 60 days, please contact your utility provider.

IMPORTANT NOTICE – PLEASE READ

YOU MUST FILL OUT AND RETURN THIS FORM TO RECEIVE YOUR BENEFITS

**DO NOT SEND ANY PAYMENTS OR UNRELATED CORRESPONDENCE TO LITE UP Texas
IF YOU MOVE, PLEASE NOTIFY LITE UP OF ADDRESS CHANGE**

Appendix C: Discount Factors

8/25/2003	Summary of SBF Discount by Month (cents per kWh)											
	2003				2004							
TDU Service Area	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	July	Aug.
AEP Texas Central	1.13	1.13	1.02	1.02	1.02	1.02	1.02	1.02	1.13	1.13	1.13	1.13
Centerpoint Energy	1.11	1.11	1.05	1.05	1.05	1.05	1.05	1.05	1.11	1.11	1.11	1.11
TXU-SESCO	0.60	0.60	0.57	0.57	0.57	0.57	0.57	0.57	0.60	0.60	0.60	0.60
Texas New Mexico Power Co.	1.08	1.08	1.05	1.05	1.05	1.05	1.05	1.05	1.08	1.08	1.08	1.08
Oncor	1.03	1.03	0.95	0.95	0.95	0.95	0.95	0.95	1.03	1.03	1.03	1.03
AEP Texas North	1.17	1.17	1.08	1.08	1.08	1.08	1.08	1.08	1.17	1.17	1.17	1.17

Appendix D: REP Reimbursement Report

RETAIL ELECTRIC PROVIDER REIMBURSEMENT FOR RATE REDUCTION DISCOUNT SYSTEM BENEFIT FUND MONTHLY REPORT

GENERAL INSTRUCTIONS

The information contained in this report is required pursuant to PUC Substantive Rule §25.451 to implement state law (Utilities Code §39.901 and §39.903) relating to electric service providers. This report also provides information related to rate reduction discounts provided pursuant to PUC Substantive Rule §25.454.

This report is required of retail electric providers requesting reimbursement for discounts offered to low-income customers. The report is due by the 20th day of the month following the month for which reimbursement is requested. Reimbursement of costs related to the rate reduction discount program should occur within six business days of the receipt of this report.

The report shall be sent by electronic mail to: sbfsubmissions@puc.state.tx.us. The certification of the responsible official shall be faxed to: Sandra Hale, at (512) 936-7428. The responsible official who signs the form should be an officer of the retail electric provider.

For questions about the reimbursement for rate reduction discount report, contact Sandra Hale in the Financial Review Division of the PUC at (512) 936-7461. Questions may also be submitted by email to: sandra.hale@puc.state.tx.us.

CONFIDENTIALITY OF INFORMATION

Information provided to the PUC is subject to disclosure as public information unless the response or specific parts of the response can be shown to be exempt from disclosure under Chapter 552 of the Texas Government Code, commonly known as the Public Information Act. Respondents may wish to consult legal counsel regarding the disclosure of information and take appropriate precautions to safeguard trade secrets and any other proprietary information. The PUC assumes no obligation for asserting legal arguments on behalf of any person.

If a Respondent or other person believes that the response to any question is confidential, then the Respondent or other person must specify the information that is believed to be confidential. To assert the

confidentiality of information, a person must conspicuously note that some of the information in a form is believed to be confidential and identify the items that are believed to be confidential. The person must submit in writing specific detailed reasons, including relevant legal authority, stating why the information is believed to be confidential.

A person need not submit the reasons why the material is believed to be confidential in connection with each monthly report, if the person submits a statement:

- Specifically identifying the information;
- Setting out the reasons the information is believed to be confidential; and
- Requesting that the statement be considered in connection with subsequent monthly reports.

SPECIFIC INSTRUCTIONS

The reporting period shown in box 2 must be a calendar month. The amount reported on line 8 is the net total amount of corrected or adjusted discounts provided, as reported on line 19.B and subsequent lines (e.g., lines 20B, 21B, etc.) If no corrections or adjustments are reported for prior reporting periods, the amount entered on line 8 should be zero.

The amount requested for reimbursement on line 9 is the sum of the amounts in lines 7 and 8.

Data should be reported for the various transmission and distribution utility service areas in lines 13 through 18. To report corrected data beginning in lines 19 and 30, additional lines may be added to the form.

PUBLIC UTILITY COMMISSION
RETAIL ELECTRIC PROVIDER
Reimbursement for Rate Reduction Discount
System Benefit Fund Monthly Report

1. Taxpayer Identification Number:	2. Reporting Period ___/___/___ through ___/___/___	3. Report Date: Submission
4. Company Name: Headquarters Address:	5. Contact Name: <i>Telephone number(including area code):</i>	6. REP Certificate Number:

	<i>Fax(including area code</i> : <i>Email:</i> Mailing Address:	
7. Amount of rate discounts provided during the reporting period:		\$
8. Amount of any correction reported on line 19 and subsequent lines.		\$
9. Amount of reimbursement requested for the current reporting period:		\$
10. Number of low-income customer accounts discounted during the reporting period:		
11. Aggregate energy in kilowatt hours billed to low-income customers enrolled in the rate-reduction program during the reporting period		
12. Amount of System Benefit Fees billed to you during the reporting period:		\$
The amounts shown in lines 7, 10, and 11 must be reported by TDU service area in lines 13-18. The sum of rate discounts offered should tie to the amount reported in line 7, the sum of customer accounts should tie to the amount reported in line 10, and the sum of kilowatt hours billed should tie to the amount reported in line 11.		
13.A. TDU Service Area:	CenterPoint Energy (Reliant Energy)	
B. Amount of rate discounts provided in this area during the reporting period:		\$
C. Number of low income customer accounts served in this area under discount during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		
14.A. TDU Service Area:	Oncor (TXU Electric Company)	
B. Amount of rate discounts provided in this area during the reporting period:		\$
C. Number of low income customer accounts served in this area under discount during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		
15.A. TDU Service Area:	Central Power & Light Company	

B. Amount of rate discounts provided in this area during the reporting period:		\$
C. Number of low income customer accounts served in this area under discount during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		
16.A. TDU Service Area:	West Texas Utilities Company	
B. Amount of rate discounts provided in this area during the reporting period:		\$
C. Number of low income customer accounts served in this area under discount during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		
17.A. TDU Service Area:	Texas-New Mexico Power Company	
B. Amount of rate discounts provided in this area during the reporting period:		\$
C. Number of low income customer accounts served in this area under discount during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		
18.A. TDU Service Area:	TXU-SESCO	
B. Amount of rate discounts provided in this area during the reporting period:		\$
C. Number of low income customer accounts served in this area under discount during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		
To report corrections or adjustments to amounts previously reported in a Reimbursement for Rate Reduction Discount form, provide the information requested below separately for each reporting period for which a correction is made. Repeat lines 19.A – E to report corrections for additional reporting periods. Use as many additional lines as needed beginning with 20.A.		
19.A. Reporting Period Corrected: __/__/____ through __/__/____		Original Report
		Corrected Report
B. Amount of rate discounts provided during the reporting period:		\$
		\$

C. Number of low income customer accounts served during the reporting period:		
D. Aggregate energy in kilowatt hours billed to low-income customers during the reporting period:		
E. Amount of System Benefit Fees billed to you during the reporting period:	\$	\$
Provide information below by TDU service area for corrections or adjustments to previous reports. Use as many additional lines as needed beginning with 31.A.		
30.A. TDU Service Area:		
B. Reporting Period Corrected: ___/___/___ through ___/___/___	Original Report	Corrected Report
C. Amount of rate discounts provided in this area during the reporting period:	\$	\$
D. Number of low income customer accounts served in this area under discount during the reporting period:		
E. Aggregate energy in kilowatt hours billed to low income customers in this area during the reporting period:		

Each REP shall monthly report the number and value of rate reductions given. The report is a prerequisite for reimbursement. The report shall demonstrate the REP is applying discounts to qualified customers. The directions for and format of the reports are located in Appendix D of this Guide. Certification of Responsible Official

I certify that I am the responsible official of _____; that I have examined the foregoing report; that to the best of my knowledge, information, and belief, all statements of fact contained in this report are true and this report is a correct statement of the business and affairs of the above-named respondent in respect to each and every matter set forth in this report during the period stated. I also acknowledge that I am aware of the records retention and audit provisions of P.U.C. Substantive Rule 25.451(i).

Date

Responsible Official

Title

Appendix E: TDU Remittance Report

TRANSMISSION & DISTRIBUTION UTILITY SYSTEM BENEFIT FUND MONTHLY REMITTANCE REPORT

GENERAL INSTRUCTIONS

The information contained in this report is required pursuant to PUC Substantive Rule §25.451 to implement state law (Utilities Code §39.901 and §39.903) relating to electric service providers. This report is required of each transmission and distribution utility providing service in the Electric Reliability Council of Texas (ERCOT)). The report is due by the 20th day of the month following the month for which service is rendered.

This report shall be submitted via electronic mail to: sbfsubmissions@puc.state.tx.us. The certification of the responsible official shall be faxed to: Sandra Hale, at (512) 936-7428.

The responsible official who signs the form should be an officer of the utility.

For questions about the remittance report, contact Sandra Hale in the Financial Review Division of the Public Utility Commission at (512) 936-7461. Questions may also be submitted by email to: sandra.hale@puc.state.tx.us.

CONFIDENTIALITY OF INFORMATION

Information provided to the Public Utility Commission (PUC) is subject to disclosure as public information unless the response or specific parts of the response can be shown to be exempt from disclosure under Chapter 552 of the Texas Government Code, commonly known as the Public Information Act. Respondents may wish to consult legal counsel regarding the disclosure of information and take appropriate precautions to safeguard trade secrets and any other proprietary information. The PUC assumes no obligation for asserting legal arguments on behalf of any person.

If a Respondent or other person believes that the response to any question is confidential, then the Respondent or other person must specify the information that is believed to be confidential. To assert the confidentiality of information, a person must conspicuously note that some of the information in a form is believed to be confidential and identify the items that are believed to be confidential. The person must submit in writing specific detailed reasons, including relevant legal authority, stating why the information is believed to be confidential.

A person need not submit the reasons why the material is believed to be confidential in connection with each monthly report, if the person submits a statement:

- Specifically identifying the information;
- Setting out the reasons the information is believed to be confidential; and
- Requesting that the statement be considered in connection with subsequent monthly reports.

SPECIFIC INSTRUCTIONS

The reporting period shown in box 2 must be a calendar month.

PUBLIC UTILITY COMMISSION
TRANSMISSION & DISTRIBUTION UTILITY
System Benefit Fund Fee Remittance Report

1. Taxpayer Identification Number:	2. Reporting Period ___/___/___ through ___/___/___	3. Report Date:	Submission
4. Company Name: Contact Name: <i>Telephone:</i> <i>Fax:</i> <i>Email:</i>	5. Headquarters Address: Mailing Address if different:		
		Reporting Period	YTD
6. Dollar amount of System Benefit Fund fees <u>billed</u>:		\$	\$
7. Total kilowatt hours of electricity metered (attach breakdown by voltage level):		kWh	kWh
8. Dollar amount of System Benefit Fund fees remitted to the Comptroller of Public Accounts: <div style="text-align: right;"> Current Month \$ _____ Total Corrections from Line 10 \$ _____ Total Remittance \$ _____ </div>		\$ \$ _____ \$ \$	\$ \$ _____ \$ \$

9. For each competitive retailer for which you have provided delivery service, provide the System Benefit Fund fees billed during the reporting period and the associated kilowatt hours metered. Insert as many lines as needed. The sum of fees billed, as reported below, should tie to the amount reported in line 6.

i. Name of Retail Electric Provider:	ii. REP Certificate Number:	iii. System Benefit Fund fees billed during the period:	iv. Kilowatt-hours metered for the fees billed:
A.			
B.			
C.			
D.			

To report corrections or adjustments to amounts previously reported in a previous System Benefit Fund Fee Remittance Report, provide the information requested below separately for each reporting period for which a correction is made. Repeat lines 10.A – D to report corrections for additional reporting periods. Use as many additional lines as needed beginning with 11.A-E.

10.A. Reporting Period Corrected: ___/___/___ through ___/___/___	B. Date original report submitted:	Original Report	Corrected Report
F. Dollar amount of System Benefit Fund fees <u>billed</u> during the reporting period		\$	\$
G. Total kilowatt hours of electricity metered during the reporting period			
H. Dollar amount of System Benefit Fund fees remitted to the Comptroller of Public Accounts for the reporting period		\$	\$

Certification of Responsible Official

I certify that I am the responsible official of _____; that I have examined the System Benefit Fund Fee Remittance Report of said company, submitted electronically on this date; that to the best of my knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent in respect to each and every matter set forth therein during the period stated. I also acknowledge that I am aware of the records retention and audit provisions of P.U.C. Substantive Rule 25.451(i).

Date

Responsible Official

Title