



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.

Base Charge – flat fee applied each month regardless of the amount of kilowatt (kWh) used.

Current Charges – the current charges for electric service as disclosed in the customer’s terms of service document, including applicable taxes and fees. If the customer is on a level or average payment plan, the level or average payment due shall be clearly shown in addition to the current charges.

Demand Charge – a charge based on the rate at which electric energy is delivered to or by a system at a given instant, or averaged over a designed period, during the billing cycle.

Energy Charge – a charge based on the electric energy (kWh) consumed.

Meter Charge - a charge assessed to recover a TDU’s charges for metering a customer’s consumption, to the extent that the TDU is a separate charge exclusively for that purpose that is approved by the Public Utility Commission.

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.

Amount Due – balances from the preceding bill, payments made since the preceding bill, 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 provided 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 authorized taxing authorities, such as the state, cities, and special purpose districts.

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

Competition Transition Charge – a charge assessed to recover a TDU’s charges for nonsecuritized costs associated with the transition to competition.

Energy Efficiency Cost Recovery Factor -a charge assessed to recover a TDU’s costs for energy efficiency programs, to the extent that the TDU charge is a separate charge exclusively for that purpose that is approved by the Public Utility Commission.

PUC Assessment - a fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.

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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:

TDU Delivery Charges – charge to cover the cost of moving electricity from the generation plant to your home.

Transmission Distribution Surcharges – one or more TDU surcharge(s) on a customer's bill in any combination. Surcharges include charges billed as tariff riders by the TDU.

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.

Miscellaneous Gross Receipts Tax Reimbursement – a fee assessed to recover the miscellaneous gross receipts tax imposed on retail electric providers operating in an incorporated city or town having a population of more than 1000.

Nuclear Decommissioning 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.

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136) (FAX 512-936-7003)

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) (FAX 512-936-7003)

Write: PUC - Customer Protection Division
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>