

Power to Choose: Save Money Through Electric Choice



Donna L. Nelson,
Commissioner
Public Utility Commission
of Texas



Office of Public Utility Counsel

Sheri Givens,
Public Counsel
Office of Public Utility
Counsel

Everyone is trying to save money in today's economy.



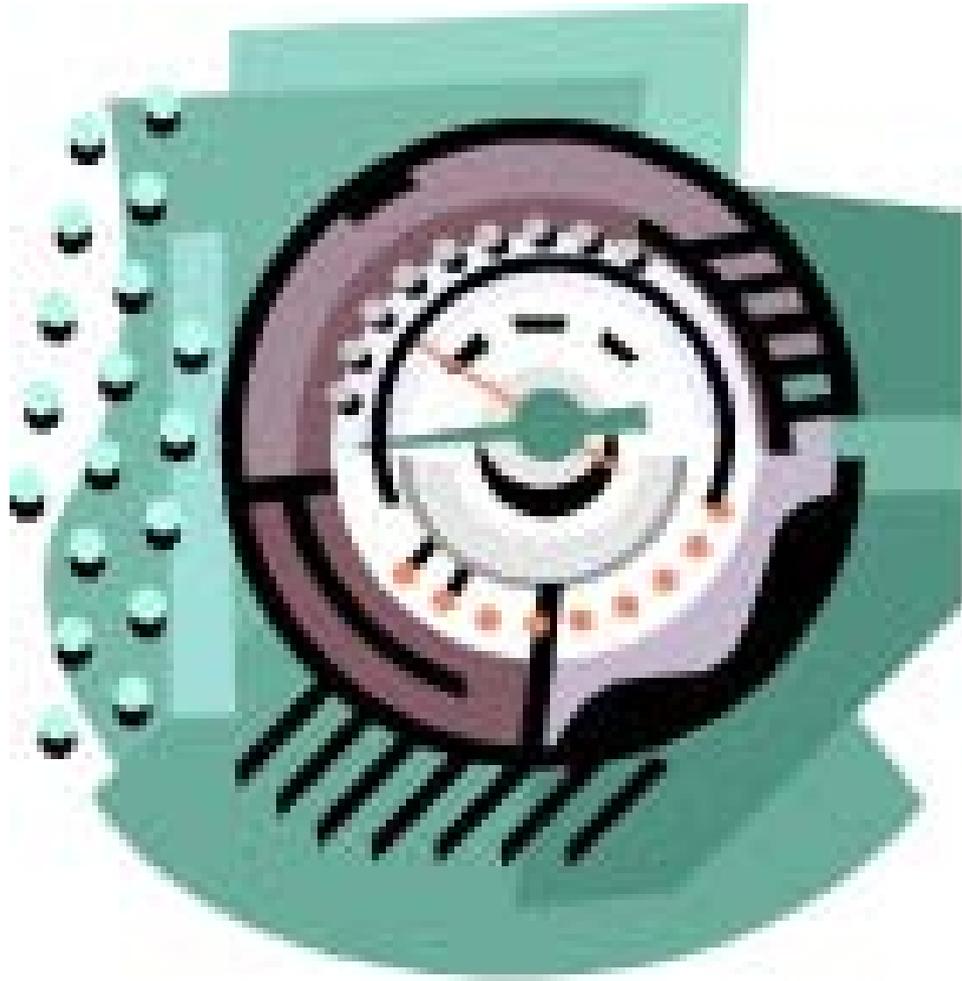
Wait for a Sale



Clip Coupons



Use Less Electricity



CoolClips.com

Where Do You Shop?

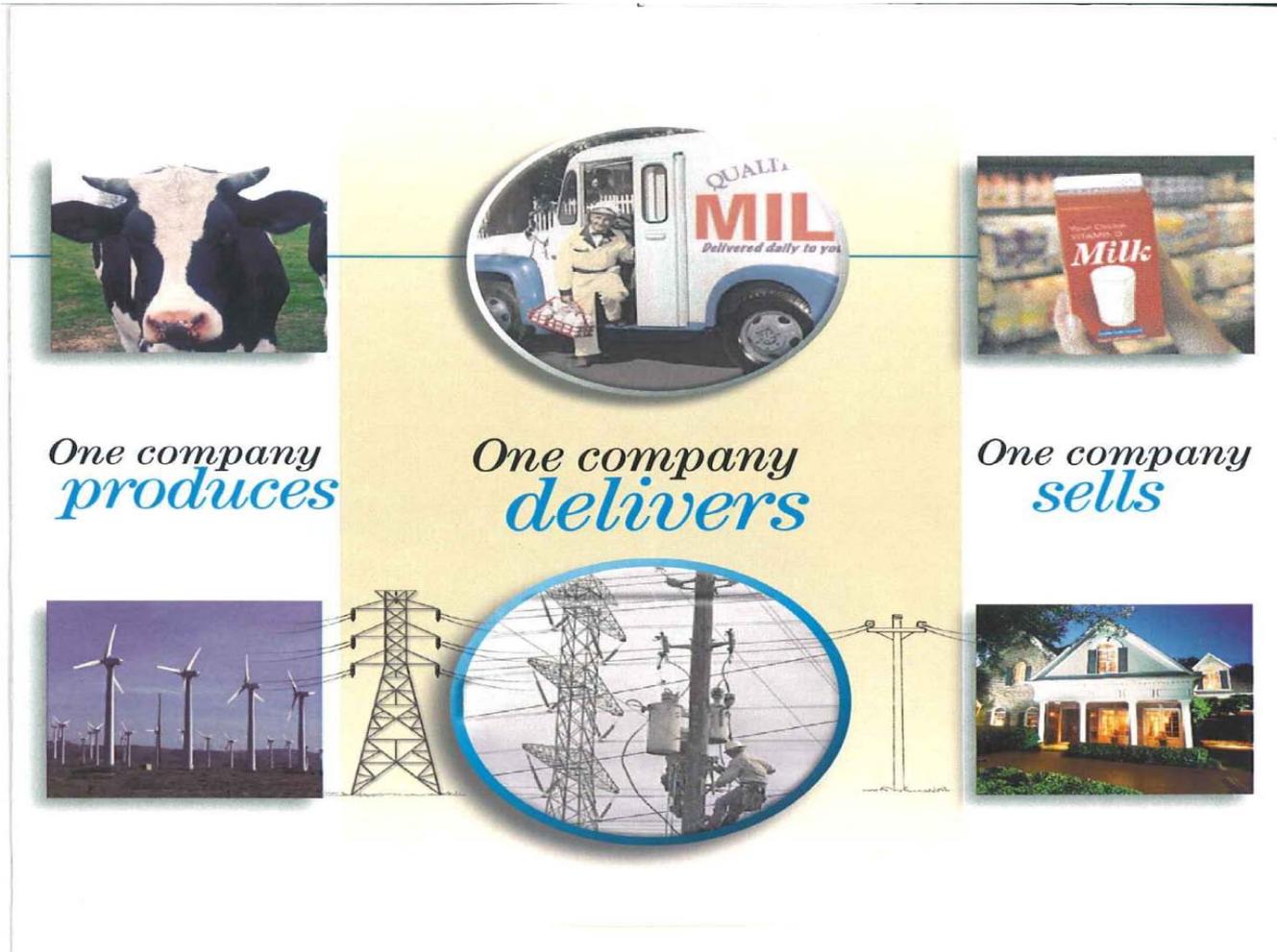
Neiman Marcus

Walmart 
Save money. Live better.

**Did you know you can
save money by shopping
for a different electricity
product or provider?**



The electrons travel the same wires.



The lines are repaired by the same people, in the same timeframe.

So, Where Do You Buy Electricity?



Range of Rates

Rate Type	Lowest	Highest
<i>2001 Regulated Rate</i>	\$0.097	\$0.097
<i>Variable Products</i>	\$0.082	\$0.133
<i>Fixed Term Products</i>	\$0.094	\$0.142

Shop. Switch. Save.

Power to Choose - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Print Preview Print and Send People

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HOME / TEXT ONLY

 **Texas Electric Choice**
EDUCATION PROGRAM

SHOP. SWITCH. SAVE.

ABOUT ELECTRIC CHOICE	REASONS TO CONSIDER SWITCHING	COMPARE YOUR CHOICES
		

The Official Electric Choice Web site of the Public Utility Commission of Texas

Welcome to the Texas Electric Choice Web site, where you can learn about electric competition in Texas and obtain information to help you make informed decisions about your electricity service and Retail Electric Provider. Select from the categories above to learn about electric choice and the options available for you in the marketplace.

[Click Here](#)

[Go Directly To Offers](#)

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<http://www.powertochoose.org/index.asp> Internet

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[REASONS TO CONSIDER SWITCHING](#)

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Compare Offers Now

Available Offers

The offer information on the following pages is provided by the Retail Electric Providers. While the PUC does not warranty that the information is a complete list of all offers in the marketplace, REPs are required to honor prices listed here as a condition of posting their offers on this site. If you see a REP or product that you are interested in, click on the provided links to see more detailed information and contract terms regarding their service. Make sure you understand all the terms and conditions of services before you sign up. All REPs must be certified by the PUC before they can offer service. The PUC does not endorse or recommend any particular REP.

Enter a Zip code in the box below and click the Submit button to view offers available in your area. Alternately, you can select your Transmission Service Area.

Search By Zip Code

Enter a Zip Code:

Search By TDU Service Companies



Step 1

Understand your choices

Step 2

Questions to ask providers

Step 3

Compare offers now

Zip Code Here

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[COMPARE YOUR CHOICES](#)

Available Offers

Search Criteria

[Search Help](#)

Zip Code:

TDU Service Areas:

ONCOR ELECTRIC DELIVERY COMPANY

Rate Type:

Renewable Content:

Price (cents per kWh):
 From: ¢ To: ¢

Contract Term (months):
 From: To:

REP Company:

Or check boxes to compare offers

Click the column headings to sort offers

List of electric offers

	Retail Electric Provider	Avg. Price/kWh (1,000 kWh) ▲	Cost per 1,000 kWh	Rate Type	Renewable Energy Content	Term (Mo.) Cancellation Fee
<input type="checkbox"/>	Abacus Resources Energy <i>Residential Variable Price Product</i> Terms of Service Facts Label Sign Up Special Terms	8.2¢	\$82.00	Variable	5%	1 \$0.00
<input type="checkbox"/>	Dynowatt <i>Residential Variable Plan</i> Terms of Service Facts Label Sign Up Special Terms	8.3¢	\$83.00	Variable	1%	1 \$0.00
<input type="checkbox"/>	MXenergy <i>Residential variable</i> Terms of Service Facts Label Sign Up Special Terms	8.3¢	\$83.00	Variable	10%	0 \$0.00
<input type="checkbox"/>	Southwest Power & Light <i>Texas Independence</i>	8.5¢	\$85.00	Variable	5%	0 \$0.00

[Print search results](#) 
[Export offers to XML*](#) 
[Export offers to CSV \(Excel\)](#) 

- Filtering does not apply to the exported XML results.
- To view the file in Excel (2003 or newer), left-click on the **Export Offers** link and save the XML file to your hard disk. Launch Excel and browse to the saved XML file by selecting the **File > Open** menu option in the application. Choose to open file **As an XML List** when prompted.

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Available Offers


 REP

Search Criteria		Click the						
Search Help Zip Code: <input type="text" value="78664"/> TDU Service Areas: <input checked="" type="radio"/> ONCOR ELECTRIC DELIVERY COMPANY Rate Type: <input type="text" value="All"/> Renewable Content: <input type="text" value="All"/> Price (cents per kWh): From: <input type="text"/> ¢ To: <input type="text"/> ¢ Contract Term (months): From: <input type="text"/> To: <input type="text"/> REP Company: <input type="text" value="ALL"/> Or check boxes to compare offers <input type="button" value="Submit"/>		<input type="button" value="Filter"/> <input type="button" value="Clear"/>	Retail Electric Provider	Avg. Price/kWh (1,000 kWh) ▲	Cost per 1,000 kWh	Rate Type	Renewable Energy Content	Term (Mo.) Cancellation Fee
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Available Offers **PRICE** **AVG. COST**

Search Criteria

[Search Help](#)

Zip Code:

TDU Service Areas:
 ONCOR ELECTRIC DELIVERY COMPANY

Rate Type:

Renewable Content:

Price (cents per kWh):
 From: ¢ To: ¢

Contract Term (months):
 From: To:

REP Company:

Or check boxes to compare offers

Click the column headings to sort offers

List of electric offers

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Available Offers

Search Criteria

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Zip Code:

TDU Service Areas:
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RATE TYPE

**TERM
(Length)**

&

FEES

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Rate Type Differences

Term Products

- **Fixed length – at least 3 mos.**
- **Cost of energy does not change**
- **Notice before contract expires**
- **Often include early termination fees**
- **May require deposit**

Variable Products

- **Month-to-month product**
- **Rate can change each month**
- **No contract period; can leave at any time**
- **No early termination fees**
- **May require deposit**

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**%
RENEWABLE**

Available Offers

Search Criteria

[Search Help](#)

Zip Code:

TDU Service Areas:
 ONCOR ELECTRIC DELIVERY COMPANY

Rate Type:

Renewable Content:

Price (cents per kWh):
 From: ¢ To: ¢

Contract Term (months):
 From: To:

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- Retail Electric Provider Information
- What To Do If Your REP Goes Out Of Business
- Customer Complaint Statistics
- LITE-UP Texas Discount Application

[Click Here](#)

[Go Directly To Offers](#)

PDF files require the use of the Adobe Acrobat Reader. Download a free copy of Acrobat here.



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Customer Complaint Statistics

Complaint Scorecards

Because the PUC is legally prohibited from releasing the number of customers that each REP serves, the PUC has converted complaint information into an easy to read graphical scoring system in order to provide customers with information concerning the rate at which customers lodge complaints concerning particular REPs with the PUC. You can review the [methodology](#) used to develop the scorecard.

- [Residential Retail Electric Provider Complaint Scorecard - July 1, 2009 through December 31, 2009](#)
- [Residential Retail Electric Provider Complaint Scorecard - June 1, 2009 through November 30, 2009](#)
- [Residential Retail Electric Provider Complaint Scorecard - May 1, 2009 through October 31, 2009](#)
- [Residential Retail Electric Provider Complaint Scorecard - April 1, 2009 through September 30, 2009](#)
- [Residential Retail Electric Provider Complaint Scorecard - March 1, 2009 through August 31, 2009](#)
- [Residential Retail Electric Provider Complaint Scorecard - February 1, 2009 through July 31, 2009](#)

[Click Here](#)

Complaint Summary

By selecting the REP Complaint Summary link below, you can see the total number and type of complaints received for each of the last 6 months in order to see the trend and nature of complaints that the PUC receives for each REP. Keep in mind that large companies will naturally have a greater total number of complaints because of their size.

- [REP Complaint Summary](#)

Rank	Retail Electric Provider (REP)	Date Licensed	January 2010 Complaint Score (fewer circles indicates lower complaint rate)	Score Last Month
1	OnPAC Energy (Pegasus Alliance Corp)	December 2, 2003	●○○○○	●○○○○
2	Kinetic Energy	April 16, 2007	●○○○○	●○○○○
3	APNA Energy	August 21, 2006	●○○○○	●●●●○
4	Nueces Electric Coop	August 1, 2004	●○○○○	●○○○○
5	CPL Retail Energy	May 13, 2001	●○○○○	●○○○○
6	Reliant Energy	January 5, 2001	●○○○○	●○○○○
7	WTU Retail	May 30, 2001	●○○○○	●○○○○
8	Mega Energy	July 25, 2007	●○○○○	●○○○○
9	Green Mountain Energy	January 29, 2001	●●○○○	●●○○○
10	Gexa Energy	August 2, 2001	●●○○○	●●○○○
11	Tara Energy	March 12, 2002	●●○○○	●●○○○
12	Cirro Energy	October 30, 2001	●●○○○	●●○○○
13	Direct Energy	December 4, 2001	●●○○○	●●○○○
14	Champion Energy	September 16, 2004	●●○○○	●●○○○
15	Gateway Power	January 28, 2004	●●○○○	●●●○○
16	Liberty Power	January 21, 2003	●●○○○	●●●○○
17	Texas Power	March 10, 2003	●●●○○	●●●○○
18	StarTex Power (Star Electricity)	August 23, 2004	●●●○○	●●○○○
19	Spark Energy	April 22, 2002	●●●○○	●●○○○
20	Simple Power (Chain Lakes Power, LLC)	October 22, 2007	●●●○○	●●○○○
21	First Choice Power	January 16, 2001	●●●○○	●●●○○
22	TXU Energy	January 2, 2001	●●●○○	●●●○○
23	Ambit Energy	October 28, 2005	●●●○○	●●●○○
24	Stream Energy	January 21, 2005	●●●○○	●●●○○
25	Hudson Energy Services	September 14, 2004	●●●○○	●●●○○
26	Texpo Energy (Y.E.P Energy)	June 13, 2006	●●●○○	●●●○○
27	Brilliant Energy	July 13, 2007	●●●○○	●○○○○
28	Dynowatt (Accent Energy)	January 15, 2004	●●●○○	●●●○○
29	MX Energy	May 26, 2005	●●●○○	●●●○○
30	U.S. Energy Savings Corp (Just Energy)	August 14, 2002	●●●○○	●●●○○
31	Affordable Power	April 25, 2005	●●●○○	●●●○○
32	Amigo Energy (Fulcrum Energy)	January 30, 2004	●●●○○	●●●○○
33	TexREP1 (Epcot Electric)	June 18, 2008	●●●○○	●●●○○
34	DPI Energy	October 27, 2006	●●●○○	●●●○○
35	Bounce	February 2, 2007	●●●○○	●●●○○
36	PenStar Power (formerly Freedom)	May 6, 2004	●●●○○	●●●○○

LEGEND	
●●●●●	Highest Complaint Rate
●●●●○	Higher than Average Rate of Complaints
●●●○○	Average Complaint Rate
●●○○○	Lower than Average Rate of Complaints
●○○○○	Lowest Complaint Rate

Disclaimer: REPs are scored into five groupings of approximately equal size based on a 6-month rolling average of complaint rates per 1,000 customer relative to other companies. Significant changes in the complaint score may occur from month-to-month for smaller REPs based on only a few complaints. This complaint scorecard should be viewed as only one measure of the customer service provided by REPs. Please note the complaint score is based on a rolling 6-month average of the total number of informal complaints investigated, irrespective of whether or not the company was determined to be at fault or adequately resolved the customer's complaint. In many cases, the PUC's informal complaint process adequately addresses the customer complaints with quick resolution by the REP. You may wish to also review other resources regarding a REP's customer service such as your local Better Business Bureau.

Questions to Consider

- What type of contract do you want?
- What price are you willing to pay?
- What is the deposit amount?
- What generation source do you want?
- What is the REPs customer complaint history?



Handout: A Proposal for Home

	Current Product	Product A	Product B
1. Name of Provider			
2. Your Usage (kw/h/month)			
3. Rate (Current or Proposed)			
4. Bill Amount (Usage x Rate)			
5. Rate Type? Fixed or Variable			
a. If variable, how can rate change and when will I be notified?			
b. If fixed, contract period?			
c. If fixed, termination penalty?			
6. Deposit required? Amount?			
7. Score on Complaint Scorecard			
8. Any other features?			

Office of Public Utility Counsel

- **Independent state agency.**
- **Representing residential and small business electric and telecom customers since 1983.**

Available Electric Assistance

From Your REP:

- Critical Care Status
- Ill & Disabled Status
- Balanced/Levelized Billing
- Deferred Payment Plan
- 65 + Deposit Waiver

Available Electric Assistance

Outside Assistance:

- **LITE-UP Discount Program (through PUC)**
- **CEAP Low-Income Utility Assistance (through TDHCA)**
- **Extreme Weather Temporary Disconnection Moratorium (through TDU)**
- **2-1-1 (Provides Local Contacts for Utility Assistance)**

When choosing a new REP, customers beware of...

- **Pre-pay providers.**
- **Variable prices.**
- **Early-termination penalties.**
- **Late-payment penalties.**
- **Electricity Facts Labels & Terms of Service (Read the fine print).**

Smart Meters

- **What are they?**
- **Why now?**
- **When will I get one?**
- **What will it do for me?**
- **What are “in-home devices,” and how can I get one?**

Electromechanical v. Smart Meter



Sample In-Home Device



Energy Efficiency

TDHCA Low-Income Weatherization Assistance Program

- Federally-funded, locally administered. Administered through subcontractors of TDHCA.
- In Williamson County, it is Hill Country Community Action Assoc.
- Provides energy-related improvements to homes. Call 888-606-8889.

Energy Efficiency

Oncor Home EE Programs

- Oncor incentivizes EE Service Providers to implement energy savings projects for Oncor customers.**
- Program funds for 2009 were exhausted, so call now: 866-728-3674.**

Easy Ways to Reduce Your Bill

- **Lights.**
- **Thermostat.**
- **Weatherization.**
 - **Filters.**



Power to Choose

www.powertochoose.org

Toll Free Number

1-866-PWR-4-TEX (1-866-797-4839)

Public Utility Commission of Texas

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