

Public Utility Commission of Texas

1701 N. Congress, P.O. Box 13326, Austin, TX 78711-3326

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Contact: Terry Hadley 512-936-7135
Pager: 512-322-1457

Electricity Shopping Made Easier **Independent Power-to-Choose Web Site Improved**

Significant improvements and new features at www.powertochoose.org make it easier for residential electric customers to select the electricity service that is right for them in Texas areas with electric competition.

Shopping for electricity is an essential part of the Texas retail electric market because residential prices and terms can vary significantly. Some customers have saved up to 30 percent by switching providers. Powertochoose.org is maintained by the Public Utility Commission of Texas (PUC) and allows electric customers to shop for electricity providers by price, length of contract and fuel source.

“Powertochoose.org is better than ever,” said PUC Chairman Barry Smitherman. “It’s an important tool in managing your household budget.”

Customers can find several dozen available offers by connecting to powertochoose.org and entering their zip code or wires company. The Web site now lets customers sort and narrow offers down to a handful. After reviewing available products, customers can simplify their options based on price, fixed or variable rate, renewable energy products, contract length, and individual provider offers.

“The PUC monitors powertochoose.org to ensure its accuracy,” said Commissioner Julie Parsley. “It gives customers the information they need to save money and choose a provider that offers the services they need.”

The Web site also includes links to an Electricity Facts Label for each offer to allow for direct comparisons among providers. There are also links to a Terms of Service document for each offer. The Terms of Service contain important information regarding deposit policies, cancellation fees and other contract terms that can affect overall cost. If customers are interested in a particular offer, direct links are provided to sign-up pages to start the enrollment process.

“Customers should be diligent shoppers,” said Commissioner Paul Hudson. “If you are confused, ask questions. If the answers you get are unsatisfactory, shop elsewhere.”

Retail electric providers (REP) are required by law to provide accurate and current information to customers. They are now expected to honor prices and terms posted on www.powertochoose.org. Customers who believe a REP is not honoring an offer on the site or is posting misleading information can file a complaint with the PUC at www.puc.state.tx.us or by calling 1-888-782-8477 (1-888-PUC-TIPS) toll-free.

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