

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



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.



*One company
produces*



*One company
delivers*



*One company
sells*



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>	\$0.104	\$0.104
<i>Variable Products</i>	\$0.084	\$0.139
<i>Fixed Term Products</i>	\$0.099	\$0.141

Shop. Switch. Save.



Visit:

www.powertochoose.org



SHOP. SWITCH. SAVE.

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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.

- [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](#)

[ABOUT ELECTRIC CHOICE](#)
[REASONS TO CONSIDER SWITCHING](#)
[COMPARE YOUR CHOICES](#)

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 see the offers available in your area. Alternately, you can select your Transmission area.

Search By Zip Code

Zip Code Here

Search By TDU Service Companies



Step 1

[Understand your choices](#)

Step 2

[Questions to ask providers](#)

Step 3

[Compare offers now](#)

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Available Offers

Search Criteria

[? Search Help](#)

 Zip Code:

TDU Service Area:

 CENTERPOINT ENERGY

 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

<input type="button" value="Filter"/>	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="button" value="Clear"/>						
<input type="checkbox"/>	Abacus Resources Energy <i>Residential Variable Price Product</i> Terms of Service Facts Label Sign Up Special Terms	8.4¢	\$84.00	Variable	0%	1 \$0.00
<input type="checkbox"/>	Dynowatt <i>Residential Variable Plan</i> Terms of Service Facts Label Sign Up Special Terms	8.4¢	\$84.00	Variable	1%	1 \$0.00
<input type="checkbox"/>	Abacus Resources Energy <i>Residential Green Variable Price Product</i> Terms of Service Facts Label Sign Up Special Terms	8.8¢	\$88.00	Variable	100%	1 \$0.00
<input type="checkbox"/>	Dynowatt <i>Residential Green Variable Plan</i> Terms of Service Facts Label Sign Up Special Terms	8.9¢	\$89.00	Variable	100%	1 \$0.00

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Click the

REP

<input type="button" value="Filter"/>	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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	<input type="checkbox"/> Dynowatt <i>Residential Variable Plan</i> Terms of Service Facts Label Sign Up Special Terms	8.4¢	\$84.00	Variable	1%	1 \$0.00
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Available Offers

PRICE

AVG. COST

Search Criteria

[Search Help](#)

Zip Code:

TDU Service Areas:
 CENTERPOINT ENERGY

Rate Type:

Renewable Content:

Price (cents per kWh):
 From: To:

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RATE TYPE

TERM (Length) & FEES

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:
 CENTERPOINT ENERGY

Rate Type:

Renewable Content:

Price (cents per kWh):
From: To:

Contract Term (months):
From: To:

REP Company:

Or check boxes to compare offers

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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	●●○○○	●●○○○

<u>LEGEND</u>	
●●●●●	Highest Complaint Rate
●●●●○	Higher than Average Rate of Complaints
●●●○○	Average Complaint Rate
●●○○○	Lower than Average Rate of Complaints
●○○○○	Lowest Complaint Rate

Rank	Retail Electric Provider (REP)	Date Licensed	January 2010 Complaint Score (fewer circles indicates lower complaint rate)	Score Last Month
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START DATE

SCORE

1	OnPAC Energy (Pegasus Alliance Corp)	December 2, 2003	●○○○○	●○○○○
2	Kinetic Energy	April 16, 2007	●○○○○	●○○○○
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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 be aware of...

- **Contract end date & potential Early Termination Penalties.**
- **Pre-pay providers.**
- **Variable prices.**
- **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 Harris County, it is Sheltering Arms Senior Services, Inc.**
- Provides energy-related improvements to homes. Call 713-956-1888.**

Energy Efficiency

CenterPoint Home EE Programs

- CenterPoint partners with EE Service Providers to implement energy savings projects for CenterPoint customers.**
- Includes: A/C Residential Program, Agencies in Action Program, City of Houston Weatherization Program, Hard-to-Reach Program, & Rebuilding Together Houston. Contact Customer Service at 713-207-2222 or 800-332-7143.**

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)

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www.puc.state.tx.us

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