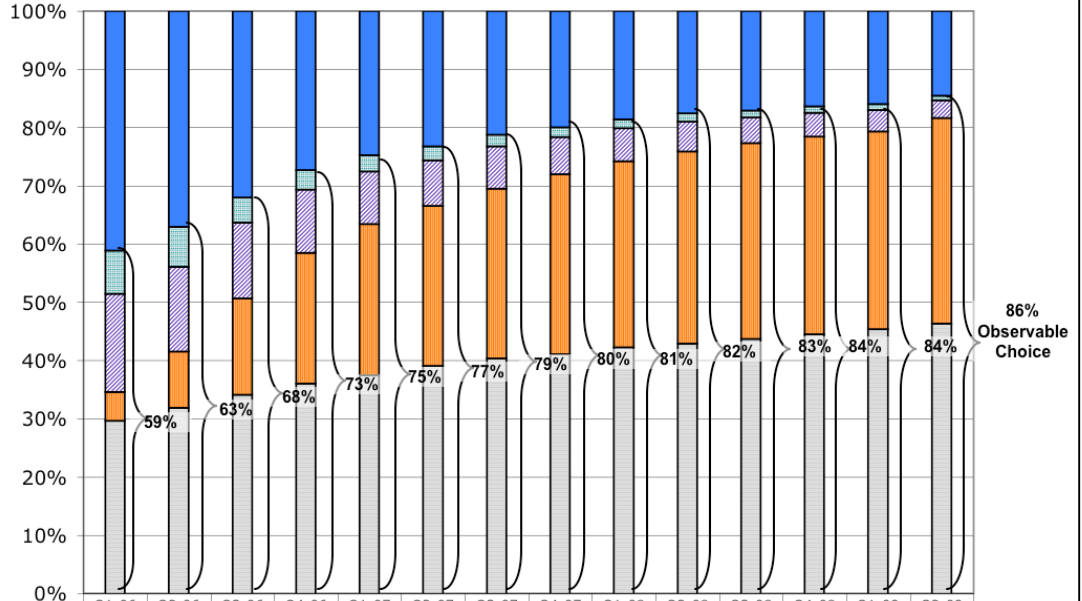


Customers Continue to Shop in the Competitive Electric Market

Residential Customer Choice Trends
Q1 2006 through Q2 2009



Source: Letter from Bret J. Slocum, to Public Utility Commission of Texas, August 5, 2009. Data is through June 30, 2009.

	Q1-06	Q2-06	Q3-06	Q4-06	Q1-07	Q2-07	Q3-07	Q4-07	Q1-08	Q2-08	Q3-08	Q4-08	Q1-09	Q2-09
Customers not observably choosing since 1/1/02	41.1%	37.1%	32.1%	27.3%	24.8%	23.2%	21.2%	20.0%	18.6%	17.6%	17.1%	16.4%	16.0%	14.5%
Companies' Customers choosing PTB via Switch prior to 12/31/06 with no subsequent choice	7.5%	6.8%	4.3%	3.4%	2.8%	2.4%	2.0%	1.7%	1.5%	1.4%	1.2%	1.1%	1.0%	0.8%
Companies' Customers choosing PTB via Move-in prior to 12/31/06 with no subsequent choice	16.8%	14.6%	13.0%	10.8%	9.0%	7.8%	7.3%	6.4%	5.7%	5.1%	4.4%	4.1%	3.7%	3.1%
Companies' Customers choosing non-PTB Product	5.0%	9.6%	16.6%	22.5%	26.0%	27.5%	29.1%	30.9%	31.9%	33.0%	33.6%	33.9%	33.9%	35.3%
Customers choosing CREP products	29.6%	31.9%	34.1%	36.0%	37.5%	39.0%	40.3%	41.1%	42.2%	42.9%	43.7%	44.5%	45.4%	46.3%

Since the start of retail competition, more than four out of five eligible ERCOT customers have chosen a new REP or a new product with their existing REP. Electric plans and programs can include fixed price options, renewable power choices, reward programs and other options.

Competition Works!

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