

Information to Help Constituents Shop for Competitive Electric Service

In areas of the state open to competition, Texas customers have many choices of providers and service offerings. In fact, according to the Public Utility Commission of Texas' (PUC) "Power to Choose" website, Texas' competitive market provides dozens of Retail Electric Providers (REPs) and products for residential customers to choose from. This gives each household the power to choose which REP and products best meet their individual needs and what they are willing to pay for these products and services.

Finding different REPs and their product offerings can be done quickly and efficiently:

1. Visit the PUC's Electric Choice Web site at www.powertochoose.org.
 - In addition, customers can visit other electric shopping sites such as www.whitefence.com and www.chooseenergy.com.
 - If you do not have access to a computer, call the PUC's Electric Choice hotline at 1-866-PWR-4-TEX.
2. Provide your location information to find the offers available to residential customers by a wide array of REPs.
3. Use the information provided to contact the REPs and collect information on different services and offers.
 - Also contact your existing REP for other offers that may be available to you.
 - Ask about contract terms and prices, and be sure to look at the REPs' Electricity Facts Label to help make apples-to-apples comparisons.



Questions to Consider When Choosing Electric Service

Customers should choose a product and REP that best suits their needs and lifestyles. Customers should also contact their existing REP for other competitive offers that may be available. Some questions that customers may want to consider when choosing electric service include:

Do you want your electricity to be from renewable resources?
Do you want a fixed or variable price?
How long will the contract be, and is there a cancellation fee?
Will there be a deposit? How much?
Does the REP offer average or budget billing?
How long has the REP been operating?

How is the REP's customer service?
Does the REP offer sign-up incentives or rewards programs?
Does the REP offer information or tools to help you manage your electricity use?
Does the REP offer additional programs or discounts that you might be eligible for?
Is the REP involved in your community?