

PLEASE READ – THIS DOCUMENT CONTAINS IMPORTANT INFORMATION REGARDING:

YOUR RIGHTS AS A CUSTOMER

This document summarizes Your Rights as a Customer, and is based on customer protection rules adopted by the Public Utility Commission of Texas (PUCT). These rules apply to all retail electric providers (REPs) and the provider of last resort (POLR), except as otherwise stated. You may view the rules at <http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/Electric.aspx>.

Contact Information

BigEnergy LLC, dba RepCo
PO BOX 123, HOUSTON, TX 77007
REP Certificate No. 222333

REP Customer Service

Toll-Free: 888-555-6666, Mon-Fri 9am-5pm CST
Fax Toll-Free:
Hearing- and Speech-Impaired Toll-Free: 888-555-6666
E-mail Address: customerservice@repco.com
Internet Web Address: demo.lonestarbillpro.com

Public Utility Commission of Texas

Consumer Protection Division
P.O. Box 13326, Austin, TX 78711-3326
Direct: (512) 936-7120
Toll Free: 1-888-782-8477
Fax: (512) 936-7003
E-mail Address: customer@puc.state.tx.us
Internet Web Address: www.puc.state.tx.us

Outages and Emergencies

Toll Free 24 Hours/7 days
Oncor Service Area: 1-888-313-4747
Centerpoint Service Area: 1-800-332-7143
AEP Texas Central Company Service Area: 1-866-223-8508
AEP Texas North Company Service Area: 1-866-223-8508
Texas New Mexico Power Company Service Area: 1-888-866-7456
Sharyland Utilities: (956) 668-9551

Obtaining and Canceling Service

Unauthorized Change of Service Provider or “Slamming”: An REP must obtain your verifiable authorization before switching your electric service. If you believe your electric service has been switched without your authorization, you should contact the unauthorized REP and request that it provide you with a copy of your authorization and verification. The REP must submit this to you within 5 business days of your request. The affected REPs, transmission and distribution service provider (TDSP) and registration agent will work together to return you to your chosen REP in accordance with the market process approved by the PUCT.

Right of Rescission: When requesting a switch in service providers, you may rescind your Terms of Service Agreement with the new REP without any penalty or fee within 3 business days after you receive your Terms of Service Agreement. For details on how to rescind, please see your Terms of Service Agreement. This right of rescission does not apply if you are moving into a new service address.

Billing Issues

Unauthorized Charges or “Cramming”: Before any new charges are included on your electric bill, your REP must inform you of the product or service, all associated charges, how these charges will appear on your electric bill and obtain your consent to accept the product or service. If you believe your electric bill includes unauthorized charges, you may contact your REP to dispute such charges and may file a complaint with the PUCT. Your REP will not seek to terminate your electric service for nonpayment of an unauthorized charge, unless the dispute is ultimately resolved against you. If the charges are determined to be unauthorized, your REP will cease charging you for the unauthorized service or product, remove the unauthorized charge from your bill, and refund or credit all money you paid for any unauthorized charge within 45 days.

Deferred Payment Plans and Other Payment Arrangements: If you do not have the ability to pay all of your bill by the due date, you may be eligible for a deferred payment plan. A deferred payment plan is an agreement between the REP and a customer that allows a customer to pay an outstanding balance in installments that extend beyond the due date of the current bill. If you wish to enter into such arrangement, please call us at the toll free telephone number set forth in this TOS to discuss your eligibility and the payment arrangements available to you. You are eligible for a deferred payment plan automatically upon your request for a bill that becomes due during an extreme weather emergency; as directed by the Public Utility Commission of Texas during a state of disaster as declared by the Governor; or if we have underbilled you by \$50 or more.

During certain summer and winter months, Chronic Condition and Critical Care customers will also be eligible to enroll in a deferred payment plan.

All other customers are eligible for deferred payment plans if: (i) you have not received more than two termination or disconnection notices during the preceding 12 months, or (ii) you have received service from us for more than three months (or you can satisfactorily demonstrate sufficient credit or a satisfactory history of payment for service from a previous utility). Please call us at the toll free number set forth herein to obtain more information about deferred payment plans or assistance programs.

Financial and Energy Assistance: If a customer contacts the REP and indicates an inability to pay, the REP must inform the customer of all applicable payment options and payment assistance programs that are offered by or available from the REP. Contact your REP for more information.

Meter Testing: A customer has the right to request a meter test at no additional cost. If a test is performed more than once in a four-year period and the meter is determined to be functioning properly, then you may be charged a fee for the additional meter test(s) at the rate approved for your TDSP. The TDSP or REP will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter.

Disconnection of Service: A REP or TDSP may, at any time, authorize disconnection of a your electric service without prior notice for any of the following reasons: (i) where a known dangerous condition exists for as long as the condition exists. (ii) where service is connected without authority by a person who has not made application for service;(iii) where service is reconnected without authority after disconnection for nonpayment; (iv) where there has been tampering with the equipment of the TDSP, municipally owned utility, or electric cooperative; or (v) where there is evidence of theft of service.

A REP may authorize the disconnection of your electric service, after proper notice, for any of the following reasons: (i) your failure to pay any bill for electric service owed to your REP or to make deferred payment arrangements by the date of disconnection stated on a disconnection notice sent to you after your bill became past due; (ii) your failure to comply with the terms of a deferred payment agreement; (iii) using service in a manner that interferes with the service of others; (iv) your failure to pay a required deposit; (v) failure of the guarantor to comply with the terms of an agreement to pay on a guaranteed service account. Prior to disconnecting your service, a REP must provide you with a Disconnection Notice. This notice must be mailed to you separately no earlier than the first day after the date your bill is due. The disconnection date must be 10 days (21 days for critical care/chronic condition customers) from the date the notice is issued and may not fall on a holiday or weekend or the day preceding unless their personnel are available to take payments and service can be reconnected.

A REP may not authorize the disconnection of your electric service for any of the following reasons: (i) delinquency in payment for electric service by a previous occupant of the premises; (ii) failure to pay for any charge that is not for electric service; (iii) failure to pay for a different type or class of electric service unless charges for such service were included on that account's bill at the time service was initiated; (iv) failure to pay charges resulting from an underbilling, except theft of service, more than six months prior to the current billing; (v) failure to pay disputed charges, except for the amount not under dispute, until a determination as to the accuracy of the charges has been made by the REP or the PUCT, and you have been notified of this determination; (vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with; or (vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter-reading plan, unless the bill is based on an estimated meter read by the TDSP.

Additionally, a REP may not disconnect your electric service: (i) if it receives notification by the disconnection date that an energy assistance provider will be forwarding sufficient payment on your account; (ii) for non-payment during an extreme weather emergency and, further, the REP must offer customers, upon request by the customer, a deferred payment plan for bills that become due during such extreme weather emergency; or (iii) for non-payment when the customer establishes prior to the stated date of disconnection that disconnection of service will cause some person residing at that residence to become seriously ill or more seriously ill. Each time a customer seeks to avoid disconnection under subclause (iii), the customer must enter into a deferred payment plan with the REP, and have the ill-person's attending physician contact the REP and submit a written statement to the REP. This prohibition of service disconnection due to illness or disability shall last for 63 days from the issuance of the bill for electric service and may be applied for again after the 63 days has expired and the deferred payment plan has been fulfilled.

A REP may not request disconnection of a customer's electric service for nonpayment on a holiday or weekend, or the day immediately preceding a holiday or weekend, unless the REP's personnel are available on those days to take payments, make payment arrangements with the customer, and request reconnection of service. Unless a dangerous condition exists or the customer requests disconnection, a TDSP may not disconnect a customer's electric service on a holiday or weekend, or the day immediately preceding a holiday or weekend, unless the personnel of the TDSP are available to reconnect service on all of those days.

When a bill for electric service is delinquent for a master- metered apartment complex, the REP shall: (i) send a disconnection notice

to the customer; (ii) inform the customer that notice of possible disconnection will be provided to the tenants of the apartment complex; and (iii) if payment is not timely made, post a minimum of five notices in English and Spanish in conspicuous areas in the corridors or other public places of the apartment complex, at least six days after providing notice to the customer and at least four days before disconnecting.

Availability of Provider of Last Resort (POLR): If you are notified that you are subject to termination or disconnection of your electric service, or if your service is terminated or disconnected, you may seek to obtain services from another REP or the POLR. You have the option to request service from the POLR, which offers a basic, standard retail service package. You may call 1-866-PWR-4-TEX or visit www.powertochoose.org for more information about the default POLR in your area.

Restoration of Service: If your service has been disconnected by your REP for non-payment, your REP or the POLR will, upon satisfactory correction of the reasons for the disconnection, notify your TDSP to reconnect your service. If your service was disconnected due to a dangerous situation, your service will be reconnected once you demonstrate to your REP or the POLR that you have corrected the dangerous situation.

Disputes With Your Provider

Complaint Resolution: Please contact your REP if you have specific comments, questions or complaints. Upon receipt of a complaint, your REP must investigate and notify you of the results within 21 days. If you are dissatisfied with the results of the investigation, you may request a supervisory review, if available. Your REP must advise you of the results of the supervisory review within 10 business days of your request. If you are dissatisfied with the results of the investigation or supervisory review, you may file a complaint with the PUCT or the Office of the Attorney General, Consumer Protection Division. Please include your name and account number, as well as an explanation of the facts and the resolution you desire in your complaint.

Reporting Outages: Your REP is responsible for providing you with the telephone number you may use to report outages or other emergencies. This information is included on your bill and is also provided at the beginning of this document for your convenience.

Other Protections

Do Not Call List: The PUCT maintains a "Do Not Call List" of customers who do not want to receive telemarketing calls for electric service. Call toll-free 1-866-TXNOCAL(L) or 1-866- 896-6225, or visit the PUCT website at www.puc.state.tx.us to subscribe to the Do Not Call List.

Language Availability: You may request to receive information from your REP in Spanish, or any language in which you were initially solicited. This includes the Terms of Service Agreement, Electricity Facts Label, bills and bill notices, information on new electric services, discount programs, promotions, and access to customer assistance.

Privacy Rights: Except as described below, REPs may not release your proprietary customer information to any other person without your consent. This includes your name, address, account number, type or classification of service, historical electricity usage, expected patterns of use, types of facilities used in providing service, individual contract terms and conditions, price, current charges or billing records. This prohibition does not apply to the release of your information under certain circumstances as allowed by law.

Special Services: Your REP does not offer special services for hearing-impaired customers and programs for customers with physical disabilities.

Notice to Residential Applicants Concerning Critical Care and Chronic Care Status: Each residential applicant for service is hereby notified of his or her right to apply for Critical Care Residential Customer or Chronic Condition Residential Customer designation. If an interruption or suspension of your electric service will create a dangerous or life-threatening condition, you may qualify as a critical care residential customer. If the interruption or suspension of your electric service will exacerbate or cause a serious deterioration of a medical condition, you may qualify as a Chronic Condition Customer. Upon your request, we will provide you with the PUCT's standardized Critical Care/Chronic Condition Eligibility Determination Form. You shall then return the completed form to us as described in the form. We shall then forward the completed form to your TDSP for review and qualification. If you are qualified, the critical care designation will be valid for one year. We will send you a renewal application prior to expiration of your designation. Qualification as a critical care customer does not relieve you of your obligation to pay for services. Designation as a Critical Care or Chronic Condition customer will not prevent loss of electric service, either planned (as in a disconnection for non-payment) or unplanned. It does, however, provide a longer notice period for disconnections for non-payment (21 days versus the normal 10 day notice) and delivery of such notices to an emergency contact in addition to the primary account holder.

TDSP Procedures for Implementing Involuntary Load Shedding

ERCOT Initiated Load Shedding: The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas customers and must ensure that electricity supply is sufficient to meet customer demand (also called load) at all times. When there is not enough electricity available to serve demand and ERCOT has exhausted all other available solutions, ERCOT will instruct TDSPs to reduce power on the system to avoid uncontrolled blackouts. This systematic reduction of power is known as an “Involuntary Load Shedding” event. During these events, customers may lose power for varying periods of time until ERCOT is able to restore balance to the electric system. For more information, please visit the TDSP sites below:

Oncor Service Area:

<https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf>

Centerpoint Service Area:

<https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf>

AEP Texas Company Service Area:

<https://www.aeptexas.com/outages/load-shed-information>

Texas New Mexico Power Company Service Area:

<https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf>