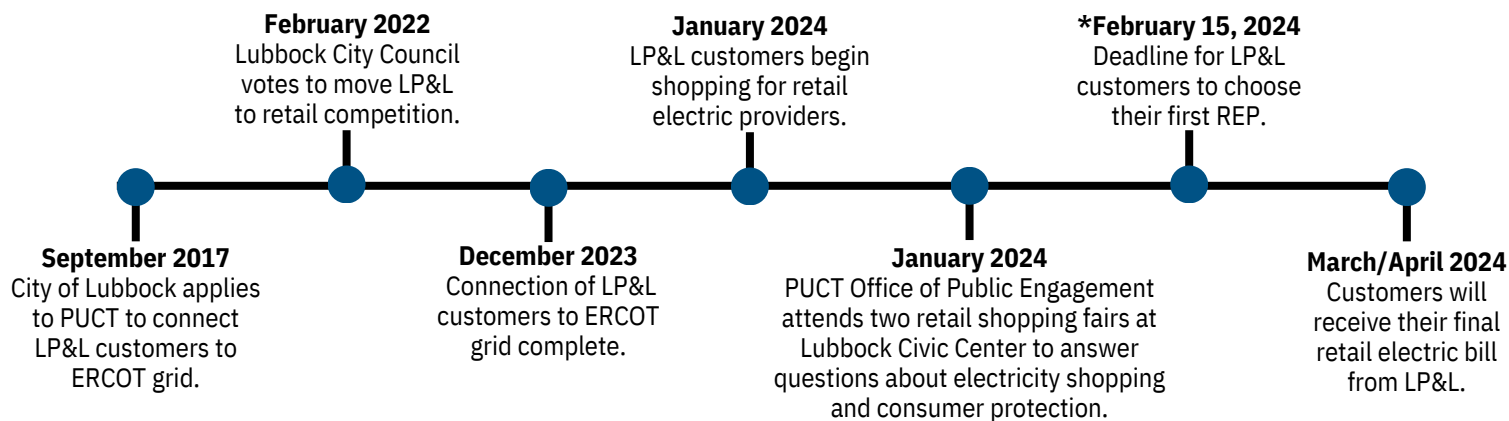




Lubbock Power and Light (LP&L) Transition to Competition



**Customers who have not yet chosen will be assigned one of three providers: Octopus Energy, Reliant, or TXU Energy. These customers can choose a different REP any time.*

PUCT's role

PUCT regulates Retail Electric Providers (REPs)

REPs must:

- Be certified by the PUCT.
- Have financial, managerial, and technical resources to engage in the business of buying and selling electricity and serving customers.
- Follow all PUCT consumer protection rules and provide related information so consumers can make informed decisions.
- Disclose pricing and key contract terms before the customer commits to switch.

PUCT Consumer Assistance

- Consumers should always contact their REP first with questions or complaints.
- Consumers who do not get satisfactory resolution from their REP can contact PUCT Consumer Protection Division with questions or to file a complaint.
- Consumers can contact the PUCT by phone, email, the PUCT website, mail, or fax, in English or Spanish.
- Upon receiving a customer complaint, PUCT staff will contact the retail electric provider.
- The REP must respond to the specific complaint within 15 days.
- PUCT staff investigator evaluates the REP response and can recommend consumer refunds or other actions to resolve complaints.

Contact Us

PUCT Online Complaint Form: <https://www.puc.texas.gov/consumer/complaint/complaint.aspx>

Email: consumer@puc.texas.gov

Phone: 1-888-782-8477

Fax: 1-512-936-7003

TTY: 1-800-735-2988

Questions consumers might have:

- **What is a TDU charge?**
 - A transmission distribution utility (TDU) charge pays for the poles, wires, substations, and all the equipment that delivers the electricity to you. The TDU charge is part of your electricity bill.
- **I didn't choose this plan, how did this happen?**
 - If you did not choose a retail electric provider before the February 15 deadline, you were assigned one of the three default electric providers.
 - If you chose a plan, but are being billed by another company or at a different rate, first contact the retail electric provider on your bill. If you can't resolve your issue, you can file a complaint with the PUCT Consumer Protection Division.
- **Is it too late to choose the plan I want?**
 - If you are with one of the default plans, you can shop and sign up for a plan at any point. You do not have to stay with the default retail electric provider.
- **Are the default plans comparable to the other plans?**
 - The default plans are in the middle of the range of market prices for electricity. By shopping for your own plan you may find a better rate. The default plans are month-to-month, so the prices can change every month. Signing a contract with a provider will lock your price in for the length of that contract.
- **Who can I talk to if I want to change plans?**
 - To switch from the default retail electric providers, you need to shop and find a retail electric provider and a plan that suits you. When you sign up for the retail electric provider of your choice, you will automatically be removed from the default plan.
- **Will my rate stay the same, if I change?**
 - If you sign up for a fixed price plan, then your rate will stay the same for your entire contract. If you sign up for a month-to-month plan or a prepaid plan, then your rate can change.
- **Why do I have to choose a plan?**
 - Since the city decided to move to retail electric competition, LP&L will no longer sell electricity directly to customers. LP&L is not a retail electric provider, so you must choose a new provider.