

# YOUR RIGHTS AS A CUSTOMER

As a residential customer of Energy Rewards, you are entitled to the consumer protection rules, which were approved by the Public Utility Commission of Texas ("PUCT") for the purchase of electric services in Texas from Retail Electric Providers (each a "REP") (<http://www.puc.state.tx.us/rules/subrules/electric/index.cfm>). Energy Rewards provides electricity service without discrimination as to a customer's race, nationality, color, religion, sex or marital status.

## AVAILABILITY OF INFORMATION IN SPANISH

You can request to receive information from Energy Rewards in Spanish, including: the Terms of Service Agreement, Your Rights as a Customer, bills and bill notices, termination and disconnection notices, information on new electric services, discount programs, promotions, and access to customer assistance (<http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.473/25.473.pdf>).

## UNAUTHORIZED CHANGE OF SERVICE PROVIDER, OR "SLAMMING"

Changing your REP without your authorization is known as "Slamming" and is prohibited by law (<http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.495/25.495.pdf>). If you believe that you were switched to Energy Rewards without your authorization, please contact our Customer Care line so that we may begin an investigation of your complaint. In order for Energy Rewards to conduct an investigation concerning slamming, you will need to provide such information as your name, service address, daytime phone number, billing address, the date you believe you were switched without authorization, your previous energy provider, your account number with that provider, and how long you had service with that provider. Upon completion of the investigation, Energy Rewards will notify you with the results.

Additionally, you may also file a complaint with the PUCT. If you choose to file a complaint with the PUCT you will be returned to your previous REP within three (3) days of Energy Rewards receipt of the complaint from the PUCT. If the Commission determines that a switch was unauthorized, Energy Rewards will: (a) pay all costs associated with returning you to your original REP; (b) pay your original REP the amount it would have received had the unauthorized change not occurred; and (c) cancel all unpaid charges.

## UNAUTHORIZED CHARGES OR "CRAMMING"

The inclusion of charges on your electric service bill for a product or service that you did not authorize is known as "cramming" (<http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.481/25.481.pdf>). Cramming is prohibited by law. If you believe that an unauthorized charge is on your bill, call us immediately and request an investigation of the disputed charge. We will not terminate your service, disconnect your service, or file an unfavorable credit report because you have disputed or refused to pay an unauthorized charge. We will promptly investigate the matter and will complete the investigation no later than forty-five (45) days after you submit your challenge to the disputed charge. If we conclude that you have not authorized the disputed charge, we will remove the charge from your bill, reimburse you for any prior payments relating to the unauthorized charge and will not re-bill you for the unauthorized charge. If we conclude that you authorized the disputed charge, we will provide you with the documentation and evidence upon which we have based our conclusion. If you are dissatisfied with the results reached by our investigation, you may file an informal complaint with the PUCT. You may request all our billing records related to the unauthorized charge within fifteen (15) days after the date the unauthorized charge is removed from your bill.

## BILLING OPTIONS & PAYMENT PLANS

If you cannot pay on time, call Energy Rewards right away, we may allow you to pay an outstanding bill after the due date, but before the due date of the next bill. Contact our Customer Care to inquire about a special payment arrangement. If you have been under-billed by \$50 or more, or your bill comes due during an extreme weather emergency, Energy Rewards will offer a payment plan or alternative payment arrangement. Energy Rewards offers several convenient payment plans to assist you in managing your electricity bills. Please contact our Customer Care for more details about the bill payment assistance program, payment arrangements, or deferred payment plans (<http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.480/25.480.pdf>). Energy Rewards may require an initial payment to initiate these plans. If you have received more than 2 termination/disconnection notices during the past 12 months or you have been a Energy Rewards customer for less than 3 months and do not have sufficient credit or payment history with another REP, you may not be eligible for a deferred payment plan.

#### DISCOUNT FOR QUALIFIED LOW-INCOME CUSTOMERS

A customer who receives food stamps, Medicaid, AFDC or SSI from the Texas Department of Human Services ("TDHS") automatically qualifies for the LITE-UP Texas program ("LITE-UP"). A customer that does not currently receive these benefits but whose household income is not more than 125% of the federal poverty guidelines may apply for the discount. Contact LITE-UP at 1-866-454-8347 for more information. Customers qualified for LITE-UP are eligible to pay a reduced deposit that is greater than \$50 in two (2) installments.

#### SPECIAL PROGRAMS FOR THE CRITICAL CARE AND CHRONIC CONDITION CUSTOMER

If you are a residential customer who has a person permanently residing in our home that relies on the provision of electric power such that any interruption, suspension or other loss of power could cause a dangerous or life-threatening condition, you have the right to apply to your Transmission and Distribution Service Provider ("TDSP") designation as a Critical Care or Chronic Condition Residential Customer. A copy of the application is available in English (<http://www.puc.texas.gov/industry/electric/forms/critical/ccform.pdf>) and Spanish ([http://www.puc.texas.gov/industry/electric/forms/critical/ccform\\_spanish.pdf](http://www.puc.texas.gov/industry/electric/forms/critical/ccform_spanish.pdf)) and includes the fax, e-mail and address for your TDSP. If you have any questions about this program, please contact our Customer Care. For detailed information on how to obtain Critical Care or Chronic Condition Residential Customer status, please review Energy Rewards Terms of Service. (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.497/25.497.pdf>)

#### CANCELLATION OF TERMS OF SERVICE

As an electricity customer that is classified as Residential or Small Commercial in the state of Texas, you have the right to cancel your Terms of Service Agreement for electric service without penalty or fee of any kind, for a period of three (3) federal business days after you have received our Terms of Service Agreement, the Your Rights as a Customer statement and you accept our offer for electric service. You may cancel your service by calling us at 866-687-5503 (toll-free 8AM-7PM Central Time, Monday through Friday) or e-mail us at [support@EnergyRewardsCare.com](mailto:support@EnergyRewardsCare.com). You may also terminate your agreement with Energy Rewards without penalty in the event:

- A. You move to another premise and provide reasonable evidence that you no longer occupy the location specified in the Agreement, and provide a forwarding address or;
- B. Energy Rewards notifies you of a material change in the terms and conditions of service as stipulated in the Terms of Service Agreement.

#### DISCONNECTION OF SERVICE

In Energy Rewards Terms of Service Agreement, we include our disconnection procedures including compliance with PUCT rules on disconnection notice (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.483/25.483.pdf>). If you do not pay your electric bill, Energy Rewards may disconnect your electric service. A disconnection notice will be sent as a separate mailing, which will describe the service disconnection process and provide a specific disconnection date. If you make payment or satisfactory payment arrangements prior to the disconnection date, Energy Rewards will continue serving you under the existing terms and conditions that were in effect prior to the issuance of a disconnection notice. Your service cannot be disconnected for:

- The failure by a previous occupant to pay amounts owed, if that occupant is not of the same household.
- Failure to pay for any charge that is not related to electric service.
- 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.
- Failure to pay charges arising from an under billing, except theft of service, more than six (6) months prior to the current billing.
- Failure to pay disputed charges until your REP or the PUCT has made determination as to the accuracy of the charges and you have been notified of the determination.
- Failure to pay charges arising from an under-billing due to any faulty metering, unless it is the result of you tampering with the meter.
- Failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the TDSP is unable to read the meter due to circumstances beyond its control.

For your safety, comfort and protection, your service will not be disconnected on a holiday or weekend or during an extreme weather emergency, unless you specifically request it. Energy Assistance customers will not be disconnected when a notification is received that an energy assistance provider is forwarding sufficient payment to continue service.

#### PROVIDER OF LAST RESORT (“POLR”) SERVICE

A REP may not abandon electric customers in a service area without approval from the PUCT, and a REP leaving the electric market must give customers thirty (30) days’ advance written notice of their intention to do so. As soon as you receive notification, you are free to shop for another REP without penalty. If your REP stops providing electric service, you will not be without power. If you do not choose a new REP during the 30-day period or your contract is not acquired by another REP, your service will automatically be changed to the POLR in your service area (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.43/25.43.pdf>). The POLR will offer a regulated rate that may be higher than the price you previously paid for electric service. The POLR is also required to provide the same discounts for low-income customers as other REPs.

#### RECONNECTION OF SERVICE

If your service has been disconnected for non-payment, upon satisfactory correction of the reason for disconnection we will notify your TDSP to reconnect your service and continue to serve you under the Terms of Service in effect prior to the disconnection. The PUCT has provided that under certain circumstances (such as unsafe electric line situations), we may authorize disconnection of your service without prior notice to you (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.483/25.483.pdf>). In these instances, we will, upon satisfactory correction of the reasons for the disconnection, notify your TDSP to reconnect your service.

#### PRIVACY RIGHTS

All REPs, including Energy Rewards, are prohibited by law from disclosing or making available for sale any proprietary customer information. Only with your consent will your information be shared with other REPs, aggregators or third parties. This prohibition shall not apply to the release of your information under certain circumstances as required by law, which includes a release of your information to the PUCT, an agent of Energy Rewards, credit reporting agencies, law enforcement agencies and the local Transmission and Distribution Utility (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.472/25.472.pdf>).

#### DO NOT CALL LIST

A “Do Not Call List” is available for customers who do not wish to receive telemarketing calls. If you choose to add your name to this list, you can expect to stop receiving telemarketing calls for consumer goods and services. Your name will remain on the “Do Not Call List” for three (3) years or until you affirmatively request removal from the list, whichever occurs first. There is a registration charge of up to \$5.00 for each number placed on the “Electric No Call List”. You may sign up for the “Do Not Call Lists” by visiting <http://www.texasnocall.com> or by calling toll-free 1-866-TX-NO-CALL (1-866-896-6225) (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.484/25.484.pdf>).

#### METER TESTING

As an electricity customer in the state of Texas, you have the right to request a meter test once every four (4) years at no cost to you. Energy Rewards may make the request to your TDSP on your behalf. If you request additional meter tests within four years, and a meter test is acceptable to standards approved by the PUCT, then you may be charged a fee for the additional meter test pursuant to the approved fee schedule in your local TDSP’s tariff (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.124/25.124.pdf>).

#### OUTAGE REPORTING

To report an outage, please contact the TDSP for your area:

CenterPoint	1-800-332-7143
ONCOR	1-888-313-4747
Texas New Mexico Power	1-888-866-7458
AEP-Central Power & Light	1-866-223-8508
AEP-West Texas Utility	1-866-223-8508
Sharyland Utilities	1-866-354-3335

#### CUSTOMER COMPLAINTS & RESOLUTIONS

Customer Satisfaction is the cornerstone of Energy Rewards’s business strategy. We will continuously monitor the

"Customer Value Chain" to ensure that all 'customer touch' points provide the highest quality service and convenience. Our processes and systems are designed and implemented with the customer at the forefront. If you have any concerns or complaints about your electric service or charges on your bill, you have the right to contact our service representatives toll-free to ask questions. So that we are able to do everything we can to make sure your problem or concern is handled, please call, fax, write or e-mail us at the contact information listed below:

#### ENERGY REWARDS CUSTOMER CARE INFORMATION

E-mail: [support@EnergyRewardsCare.com](mailto:support@EnergyRewardsCare.com)  
Website: <https://www.ComcastEnergyRewards.com>  
Phone: 844-687-5503 (toll-free, 8AM-7PM Central Time, Monday through Friday)  
After Hours: Automated Messaging (24 hours a day, 7 days a week)  
Fax: 727-547-5415  
Address: TriEagle Energy LP d/b/a Energy Rewards (REP Certificate No. 10064)  
2620 Technology Forest Drive  
The Woodlands, Texas 77381

To ensure your entitled quality of service, any complaints submitted to Energy Rewards will be promptly investigated and addressed within twenty-one (21) days. If you are not satisfied with the results of our investigation, you have the right to file an informal or formal complaint with the PUCT. In filing any complaints to the PUCT, please include your name, address, telephone number, name of your Utility Provider, customer account number, detail of complaint, and any other documentation that supports the complaint. The commission will review the complaint and notify you of the result of their investigation (<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.485/25.485.pdf>).

#### PUBLIC UTILITY COMMISSION OF TEXAS CONTACT INFORMATION

E-mail: [customer@puc.texas.gov](mailto:customer@puc.texas.gov)  
Website: <http://www.puc.texas.gov>  
Phone: 1-888-782-8477 (toll free in Texas) or 512-936-7120  
TTY 512-936-7136 and Relay Texas (toll-free) 1-800-735-2989  
Fax: 512-936-7003  
Address: PUCT, Customer Protection Division, P.O. Box 13326, Austin, TX 78711-3326