

## **Your Rights as a Customer of STAT Energy**

This summary of Your Rights as a Customer is based on the customer protection rules adopted by the Public Utility Commission of Texas (“PUC”). These rules apply to all retail electric providers (“REPs”) and the provider of last resort (“POLR”), unless otherwise noted. You may read the PUC’s rules at [www.puc.state.tx.us/rules/subrules/electric](http://www.puc.state.tx.us/rules/subrules/electric).

**1. Reporting a Power Outage:** To report a power outage, please contact your Transmission and Distribution Service Provider’s (“TDSP’s”) 24 hour service line from the list below:

- CenterPoint (Houston and surrounding areas): 1-800-332-7143
- Oncor Electric Delivery (DFW and West Texas): 1-888-313-4747
- AEP Central (CP&L Area): 1-866-223-8508
- AEP North (WTU Area): 1-866-223-8508
- Texas-New Mexico Power Company (First Choice): 1-888-866-7456

**2. Availability of Provider of Last Resort:** If you are notified that you are subject to termination or disconnection of your electric service, 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 standard retail service package. Information about the POLR and other REPs can be obtained from the PUC or the POLR.

**3. Restoration of Service:** If your service has been disconnected by your REP for non-payment, you must, before service is reinstated, pay all amounts due to the REP, and reestablish credit, including payment of any applicable deposit. Upon payment of all amounts due and reestablishment of credit, your REP or the POLR will 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.

**4. Cancellation:** You may cancel the STAT Energy Customer Agreement without penalty within 3 business days of receiving the terms and conditions of service. Cancellation must be received by STAT Energy by midnight on the 3<sup>rd</sup> business day after your receipt of the terms of service. Cancellation may be requested by phone, fax or email. STAT Energy’s contact information is listed below.

**5. Meter Reading and Testing:** If you prefer to read your own meter, please contact the TDSP in your area for instructions on how to read your meter. If you feel your meter is not operating correctly, you may contact the REP to request a meter test. You have the right to request a meter test once every 4 years at no cost to you. If you request your meter to be tested more than once every 4 years, and the meter is determined to function correctly, then you may be charged a fee for the additional meter test(s) pursuant to the TDSPs’ tariffs.

**6. Special Services:** Your REP may offer special services for hearing-impaired customers and programs for customers with physical disabilities. If you have a physical disability or require special assistance regarding your electric account, please contact your REP to inquire about the process to become qualified for any of these special services.

**7. Financial and Energy Assistance Programs for Low Income Discounts:** Residential customers who are in need of financial or energy assistance may qualify for programs sponsored by the Texas Department of Housing and Community Affairs (“TDHCA”), which can be contacted at [info@tdhca.state.tx.us](mailto:info@tdhca.state.tx.us), calling 1-800-525-0657, faxing 1-800-733-5120 or writing to TDHCA, P.O. Box 13941, Austin, TX 78711-3941. The PUCT also makes funds available for electricity discounts for qualified low income customers during certain months of the year through the Low-Income Telephone & Electric Utilities Texas Program (“LITE UP”). Customers who receive benefits from the Texas Health and Human Services Commission are automatically enrolled in the discount program. Additionally, you may also self-enroll if you meet the eligibility requirements.

**8. Unauthorized Change of Service Provider or “Slamming”:** Slamming is the term used for switching your electric service without your permission, and is unlawful. If you feel your service has been switched without your authorization, call the PUCT Consumer Hotline toll-free at 1-888-782-8477. Your service provider should not change without your consent to the change, and STAT Energy is committed to work with the PUCT, TDSP, and any other affected REP to resolve the issue.

**9. Unauthorized Charges or “Cramming”:** Cramming is the term used for adding charges to your electric bill for services other than your electricity without your permission. Before any new charges are included on your electric bill, STAT Energy or any REP must inform you of the product or service, all associated charges, and how these charges will be billed before they appear on your electric bill and obtain your consent for the product or service. You have the right to dispute any charges you think were not authorized. If you see any charges on your bill that you don’t understand, please contact STAT Energy immediately. STAT Energy will review the charge in question and resolve any charge that isn’t appropriate.

**10. Disconnection of Service:** The PUCT has provided that under certain dangerous circumstances (such as unsafe electric line situations) any REP, including the POLR, may authorize your TDSP to disconnect your electric service without prior notice to you. Your REP or TDSP may also, at any time, authorize disconnection of your electric service without prior notice for any of the following reasons:

- Where a known dangerous condition exists for as long as the condition exists;
- Where service is connected without authority by a person who has not applied for service;
- Where service is reconnected without authority after disconnection for nonpayment;
- Where there has been tampering with the equipment of the TDSP; or
- Where there is evidence of theft of service.

Additionally, your REP may be allowed to seek to have your electric service disconnected for any of the reasons listed below:

- Failure to pay a bill owed to the REP or to make a deferred payment arrangement by the date of disconnection stated on the disconnection notice;
- Failure to comply with the terms of a deferred payment arrangement or other payment agreement made with the REP;

- Using service in a manner that interferes with the service of others or the operation of nonstandard equipment;
- Failure to pay a deposit required by the REP; or
- Failure of a guarantor to pay the amount guaranteed when the REP has a written agreement, signed by the guarantor, which allows for disconnection of the guarantor's service.

Your service cannot be disconnected for any of the following reasons:

- Failure to pay for electric service by a previous occupant of the premise if that occupant is not of the same household;
- Failure to pay any charge unrelated to electric service;
- Failure to pay a different type or class of electric service not included on the account's bill when service was initiated;
- Failure to pay under-billed charges that occurred for more than 6 months (except theft of service);
- Failure to pay any disputed charges until the REP or the PUCT determines the accuracy of the charges and you have been notified of this determination;
- Failure to pay charges arising from an under-billing due to any faulty metering, unless the meter has been tampered with;
- Failure to pay an estimated bill unless the estimated bill is part of a pre-approved meter-reading program or in the event your TDSP is unable to read the meter due to circumstances beyond its control;
- If your REP receives notification by the final due date stated on your disconnection notice that an energy assistance provider will be forwarding sufficient payment on your account, and you have paid or made payment arrangements to pay any outstanding debt not covered by the energy assistance provider's payment;
- For non-payment during an extreme weather emergency, and upon request, your REP must offer you a deferred payment plan for bills due during the emergency; or
- For non-payment if you inform your REP, prior to the disconnection date stated on the notice, that you or another resident on the premises has a critical medical need for electric service. However, to obtain this exemption, you must enter into a deferred payment plan and meet specific qualifications.

Prior to disconnecting your service, your REP must provide you with a written Disconnect Notice. This notice must be mailed to you separately (or hand-delivered), or sent to you by email, if your REP has offered and you have agreed to receive disconnection notices from the REP by email, no earlier than the 1<sup>st</sup> day after the date your bill is due. The disconnection date must be 10 days from the date the notice is issued (or 21 days from the date the notice is issued for a Critical Care Residential Customer or a Chronic Condition Residential Customer) and may not fall on a holiday or weekend (or the day preceding) unless the REP's personnel are available to take payments and service can be reconnected. For Critical Care Residential Customers and Chronic Condition Residential Customers, your REP must send the notice to the residential customer and the customer's designated secondary contact.

**11. 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](http://www.puc.state.tx.us) to subscribe to the Do Not Call List.

**12. Complaint Resolution:** STAT Energy provides a toll-free telephone number and an address you may use to resolve any billing dispute or to ask questions. Please contact STAT Energy if you have specific comments, questions or complaints. Upon receipt of a complaint, STAT Energy will investigate and respond within 21 days. If you are dissatisfied with the results of the initial investigation, you may request a supervisory review. STAT Energy will 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. For a complaint involving a disputed bill, your REP may not initiate collection activities or termination or disconnection activities or report the delinquency to a consumer reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, your REP may disconnect your service for non-payment of any undisputed portion of the bill. STAT Energy and the PUCT may be contacted as follows:

STAT Contact info:

Phone: 1-855-207-7828

Email: [CustomerService@StatEnergyTexas.com](mailto:CustomerService@StatEnergyTexas.com)

US Mail: STAT Energy

Attn: Customer Service Manager  
740 E. Campbell Rd.  
Suite 840  
Richardson, Texas 75081

Hours: Monday - Friday: 9AM - 6PM (CT)

PUCT No.: 10202

PUCT Contact info:

1-888-782-8477 (tty 800-735-2988)

[customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)

Public Utility Commission

Attn: Customer Protection Division  
1701 N. Congress Ave.  
P.O. Box 13326  
Austin, TX 78711-3326

Monday - Friday: 8AM - 5PM (CT)

**13. Privacy Rights:** Except as provided below, a REP may not release your proprietary customer information to any other person without your consent. Proprietary customer information 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.

A REP may release your proprietary customer information to:

- The PUCT pursuant to its regulatory oversight over the REP or the investigation and resolution of customer complaints;
- The Office of the Public Utility Counsel;
- The TDSP within whose geographic service area the customer is located;
- Local, state and federal law enforcement agencies;
- A consumer reporting agency as defined by the Federal Trade Commission;
- An agent, vendor, partner or affiliate of the REP engaged to perform any services for or functions on behalf of the REP;

- An energy assistance agency in order to allow the customer to qualify for or obtain financial assistance provided by that agency;
- The registration agent or a TDSP in order to enable the customer's move-in, transfer or switch.

**14: TDU's Procedures for Implementing Involuntary Load Shedding:**

A REP must provide information the REP has received from the TDU pursuant to PURA §17.003(e) regarding the TDU's procedures for implementing involuntary load shedding initiated by the independent organization certified under PURA §39.151 for the ERCOT power region. You can find this information and, if applicable, any additional details regarding those procedures or relevant updates at the TDU address below:

CenterPoint	<a href="https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf">https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf</a>
Oncor	<a href="https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf">https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf</a>
AEP	<a href="http://www.aeptexas.com/outages/load-shed-information">www.aeptexas.com/outages/load-shed-information</a>
TNMP	<a href="https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf">https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf</a>