



YOUR RIGHTS AS A CUSTOMER

As a first time customer of Affordable Power (AP, LP), you are entitled to the Customer Protection Rights which were approved by the Public Utility Commission of Texas (PUC) for the purchase of electric services in Texas from Retail Electric Providers in Texas. AP, LP provides electricity service without discrimination as to a customer's race, nationality, color, religion, sex or marital status. AP, LP is a Texas Limited Partnership and was issued a REP certification (REP Certificate No. 10105) by the Public Utility Commission of Texas ("PUC") on March 13, 2005 to conduct retail electric business in the entire state of Texas under the name of "AP, LP". Contact information is located at the end of this document.

AVAILABILITY OF INFORMATION IN SPANISH You can request to receive information from AP, LP in Spanish, including: Terms of Service Agreement, "Your Rights as a Customer", bills and bill notices, termination notices, information on new electric services, discount programs, promotions, and access to customer assistance.

UNAUTHORIZED CHANGE OF SERVICE PROVIDER OR SLAMMING Changing your REP without your authorization is known as "Slamming" and is prohibited by law. If you believe that you were switched to AP, LP without your authorization, please contact our Customer Assistance line at (Toll Free) 1877LIGHT57 (18775444857) so that we may begin an investigation of your complaint. In order for AP, LP 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, AP, LP will notify you with the results within five (5) federal business days. Additionally, you may also file a complaint with the PUCT, Customer Protection Division, P.O. Box 13326, Austin, Texas, 787113326, 512. 936.7120 or in Texas (Toll Free) 1.888.782.8477, fax 512.936.7003, Internet website address: www.puc.state.tx.us or email address: customer@puc.state.tx.us, TTY 512. 936.7136 and Relay Texas (Toll Free) 1.800.735.2989. If you choose to file a complaint with the PUCT you will be returned to your previous REP within three days of AP, LP's receipt of the complaint from the PUCT. If the Commission determines that a switch was unauthorized, AP, LP will; pay, within five business days of your request, all costs associated with returning you to your original REP; pay your original REP, within 30 days of its request, the amount it would have received had the unauthorized change not occurred; and cancel all unpaid charges.

CRAMMING The inclusion of charges on your electric service bill for a product or service that you did not authorize is known as "cramming". 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 fortyfive (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 and reimburse you for any prior payments relating to 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.

OBTAINING AND CANCELING SERVICE Discounts for Low Income Customers: A customer who receives food stamps, Medicaid, or SSI from the Texas Department of Human Services (TDHS) may automatically qualify for a 10% discount on electric service through the LITEUP Texas program. Customers who do not receive these benefits, but whose household income is not more than 125% of the federal poverty guidelines may also qualify for the discount. Contact LITE UP Texas toll free at (866) 4LITEUP or (866) 4548387 to apply. Customers qualified for the LITEUP Texas program may be eligible to pay a required deposit in two installments. Please call your REP if you believe you are eligible. The first installment shall be due no earlier than ten days after the issuance of written notification. For the second installment, a written notice regarding the remaining deposit amount will be issued during the 20 days before the due date, but no less than 10 days prior to the due date.

BILLING OPTIONS & PAYMENT PLANS If you cannot pay on time, call AP, LP 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 AP, LP Customer Care at (Toll Free) 1877LIGHT57 (18775444857) to inquire about a special payment arrangement. If you have been underbilled by \$50 or more or your bill comes due during an extreme weather emergency, AP, LP will offer a payment plan or alternative payment arrangement. AP, LP offers several convenient payment plans to assist you in managing your electricity bills. Please contact our Customer Assistance Center at (Toll Free) 1877LIGHT57 (18775444857) for more details about the bill payment assistance program, the leveled payment plan, payment arrangements, or deferred payment plans.

CRITICAL CARE CUSTOMERS A residential customer for whom an interruption or suspension of electric service will create a dangerous or lifethreatening condition is a "critical care residential customer." If you believe you qualify for this designation, please contact our Customer Assistance Center at 1877LIGHT57 (18775444857) and ask for the Critical Care Eligibility form. After filling out and returning the form to your REP, the REP will forward the form to the appropriate Transmission and Distribution Service Provider (TDSP), who will then determine your eligibility. The evaluation and qualification process will not take longer than one month from the date the TDSP receives the Critical Care Eligibility Determination Form. You will be notified by the TDSP of their determination. If you qualify, the qualification is valid for one year. Qualification does not relieve you of the obligation to pay your REP for services; however, a critical care residential customer may qualify for deferral of disconnection.

CANCELLATION OF TERMS OF SERVICE As an electricity customer 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, the "Your Rights as a Customer" statement and you accept our offer for electric service. You may cancel your service by calling us at (Toll Free) 1877LIGHT57 (18775444857) or email us at customer@affordablepowerinc.com. You may also terminate your agreement with AP, LP without penalty in the event; you move to another location; market conditions change and the agreement allows AP, LP to terminate the agreement without penalty in response to changing market conditions or; AP, LP notifies you of a material change in the terms and conditions of service as stipulated in the Agreement.

TERMINATION OF SERVICE In AP, LP's Service Agreement, we include our termination procedures and will engage in full compliance with PUCT Rules on termination notice. If payment of your electric bill is not received by the due date on your bill, AP, LP may terminate your contract, disconnect your service, or transfer you to the Affiliated REP in your area. If you make payment or satisfactory payment arrangements prior to the termination date, AP, LP will continue serving you under the existing terms and conditions that were in effect prior to the issuance of a termination notice. AP, LP will not disconnect you for: 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 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 months prior to the current billing; Failure to pay disputed charges until your retail electric provider or the PUCT has made a determination as to the accuracy of the charges and you have been notified of the determination; Failure to pay charges arising from an underbilling due to any faulty metering, unless it is the result of your 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 agreement will not be terminated on a holiday or weekend or during an extreme weather emergency, unless you specifically request it. Energy Assistance customers will not be terminated when a notification is received that an energy assistance provider is forwarding sufficient payment to continue service.

DISCONNECTION OF SERVICE The PUCT has provided that, under certain circumstances (such as unsafe electric line situations, theft, or fraud), any REP may authorize your TDSP to disconnect your electric service without prior notice to you. Additionally, a REP having disconnection authority, including the POLR, may seek to have your electric service disconnected, after proper notice and not before the first day after the disconnection date in the notice, for any of the following reasons listed: Failure to pay a bill owed to the REP or the POLR, or to make a deferred payment arrangement by the date of disconnection; Failure to comply with the terms of a deferred payment agreement made with the REP or the POLR; Using service in a manner that interferes with the service of others or the operations of nonstandard equipment; Failure to pay a deposit required, or; Failure of the guarantor to pay the amount guaranteed when the REP or the POLR has a written agreement, signed by the guarantor, which allows for disconnection of the guarantor's service. Prior to disconnecting your service, the REP or the POLR must provide you 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 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. The REP having disconnection authority or the POLR may not seek to have your electric service disconnected for any of the reasons listed under the Termination of Service portion of this document. Additionally, the REP or the POLR may not disconnect your electric service: If it receives notification by the disconnection date that an energy assistance provider will be forwarding sufficient payment on your account; For nonpayment during an extreme weather emergency and must offer you a deferred payment plan for bills due during the emergency, or; For nonpayment if you inform the REP or the POLR, prior to the disconnection date stated on the notice, that you or another resident on the premises has a critical need for electric service.

However, to obtain this exemption, you must enter into a deferred payment plan with the REP or the POLR and have the ill person's attending physician contact the REP or the POLR and submit a written statement attesting to the necessity of electric service to support life. This exemption from disconnection due to illness or disability shall be in effect for 63 days and may be applied for again after the 63 days has expired and the deferred payment plan has been fulfilled.

AVAILABILITY OF PROVIDER OF LAST RESORT (POLR) If your electric service is terminated, you may obtain services from another REP or the POLR. If your service is terminated for nonpayment of electric service charges, and you do not obtain service from another REP, your electric service will be transferred to the Affiliated REP in your service area. If your REP terminates your service for any other reason, you may request service from the POLR in your service area. The POLR offers a basic, standard retail service package at a fixed, non-discountable rate. Information about the POLR and other REPs can be obtained from the PUCT or the POLR. You may call 1866PWR4TEX or visit: www.powertochoose.org for more information about the default POLR in your area.



RECONNECTION OF SERVICE 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. In these instances, we will, upon satisfactory correction of the reasons for the disconnection, notify your TDSP to reconnect your service. **PRIVACY RIGHTS** All retail electric providers, including AP, LP, are prohibited by law from disclosing or making available for sale any proprietary customer information. Your information will be shared with other retail electric providers or customer agents only with your consent. This prohibition shall not apply to the release of your information under certain circumstances as required by law, that includes a release of your information to the PUCT, an agent of AP, LP, credit reporting agencies, law enforcement agencies, the Office of the Public Utility Counsel, and the local TDSP.

CONTACT INFORMATION	AFFORDABLE POWER, LP CUSTOMER CARE INFORMATION	PUCT
	Email.....customer@affordablepowerinc.com	Email.....customer@puc.state.tx.us
	Phone.....Toll Free 1877LIGHT57 (18775444857)	Phone.....18887828477, or 5129367120
	Fax.....7133372905	Fax.....5129367003
	Address.....6161 Savoy Dr. Ste 240, Houston, TX 77036	Address.....PUCT, Customer Protection Division, P.O. Box 13326, Austin, TX 787113326

DO NOT CALL LIST Beginning January 1, 2002, a "Do Not Call List" will be available for customers who do not wish to receive telemarketing calls. If you choose to add your name to this list, electric service providers are prohibited from calling you to market their services. There is a registration charge of \$2.55 for each number placed on the "Electric No Call List." Your name will remain on the "Do Not Call List" for five years or until you affirmatively request removal from the list, whichever occurs first. You may register for the "Do Not Call List" in three ways: online at www.texasnocall.com, call Toll Free 1866TXNOCAL(L) (18668966225), or write Texas No Call, P.O. Box 313, E. Walpole, MA 02032.

METER TESTING As an electricity customer in the state of Texas, you have the right to request a meter test once every four years at no cost to you. 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 Utility's tariff.

CUSTOMER COMPLAINTS & RESOLUTIONS Maintaining satisfied customers is a top priority of AP, LP. 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 email us at the contact information listed below. To ensure your entitled quality of service, any complaints submitted to AP, LP will be promptly investigated and addressed within 21 days. If you are not satisfied with the results of our investigation, you have the right to file a formal or informal complaint with the Public Utility Commission of Texas (PUCT). In filing any complaints to the PUCT, please include your name, address, and 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.

OUTAGE REPORTING To report a service outage, contact AP, LP at 1877LIGHT57 (18775444857), 24 hours a day, 7 days a week, or by calling your local TDSP Utility:

ONCOR Electric Delivery (888) 3134747 CenterPoint (800) 3327143 or (713) 2072222 AEPCLWU (866) 2238508 TNMP (888) 8667456