

## **YOUR RIGHTS AS A CUSTOMER**

As a residential customer of TriEagle Energy, 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 (<http://www.puc.state.tx.us/rules/subrules/electric/index.cfm>). TriEagle Energy provides electricity service without discrimination as to a customer's race, nationality, color, religion, sex or marital status. For purposes of this Agreement, a small commercial customer is defined as having a monthly aggregate peak demand for all ESI-IDs listed on the Agreement of less than 50kW. This is determined by the average monthly kW over a 12 month calendar period from January through December.

### **Availability of Information in Spanish**

You can request to receive information from TriEagle Energy 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 (<http://www.puc.texas.gov/agency/rulesnlaws/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/rulesnlaws/subrules/electric/25.495/25.495.pdf>). If you believe that you were switched to TriEagle Energy without your authorization, please contact our Customer Care line at **877-93-EAGLE [32453] (toll-free 8AM-7PM Central Time, Monday through Friday)** so that we may begin an investigation of your complaint. In order for TriEagle Energy 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, TriEagle Energy will notify you with the results within five (5) federal business days.

Additionally, you may also file a complaint with the Public Utility Commission of Texas, Customer Protection Division, P.O. Box 13326, Austin, Texas, 78711-3326, 512-936-7120 or in Texas (toll-free) 1-888-782-8477, fax 512-936-7003, Internet website address: <http://www.puc.texas.gov> or e-mail address: [customer@puc.texas.gov](mailto:customer@puc.texas.gov), 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 (3) three days of TriEagle Energy's receipt of the complaint from the PUCT. If the Commission determines that a switch was unauthorized, TriEagle Energy will: (a) pay, within five (5) business days of your request, all costs associated with returning you to your original REP; (b) pay your original REP, within thirty (30) days of its request, 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/rulesnlaws/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 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 Public Utility Commission of Texas.

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### Billing Options & Payment Plans

If you cannot pay on time, call TriEagle Energy 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 TriEagle Energy Customer Care at **877-93-EAGLE [32453] (toll-free 8AM-7PM Central Time, Monday through Friday)** 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, TriEagle Energy will offer a payment plan or alternative payment arrangement. TriEagle Energy offers several convenient payment plans to assist you in managing your electricity bills. Please contact our Customer Care Center at **877-93-EAGLE [32453] (toll-free 8AM-7PM Central Time, Monday through Friday)** for more details about the bill payment assistance program, payment arrangements, or deferred payment plans

(<http://www.puc.texas.gov/agency/rulesnlaws/subrules/electric/25.480/25.480.pdf>). TriEagle 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 TriEagle 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

Qualified low-income customers are eligible for rate discounts, energy efficiency programs, or other forms of financial assistance from state and federal agencies. For more information you can visit:

([http://www.powertochoose.org/content/resources/low\\_income.asp](http://www.powertochoose.org/content/resources/low_income.asp)) and (<http://www.tdhca.state.tx.us/community-affairs/index.htm>)

### Special Programs for the Critical Care and Chronic Condition Customer

If you are a customer who 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, your physician may submit an application to your applicable TDSP. 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 Center at **877-93-EAGLE [32453] (toll-free 8AM-7PM Central Time, Monday through Friday)**.

For detailed information on how to obtain Critical Care or Chronic Condition Residential Customer status, please review Section 6.1 of TriEagle's 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 **877-93-EAGLE [32453] (toll-free 8AM-7PM Central Time, Monday through Friday)** or e-mail us at [customercare@trieagleenergy.com](mailto:customercare@trieagleenergy.com). You may also terminate your agreement with TriEagle Energy 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) TriEagle Energy 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 TriEagle Energy's 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, TriEagle Energy 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, TriEagle Energy will continue serving

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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 Retail Electric Provider or the Public Utility Commission of Texas 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 Transmission and Distribution Service Provider 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.

### **POLR Service**

A REP may not abandon electric customers in a service area without approval from the Public Utility Commission (PUC), 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 Provider of Last Resort (POLR) in your service area (<http://www.puc.texas.gov/agency/ruleslaws/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**

The Public Utility Commission of Texas 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/ruleslaws/subrules/electric/25.483/25.483.pdf>). In these instances, we will, upon satisfactory correction of the reasons for the disconnection, notify your Transmission and Distribution Service Provider to reconnect your service.

### **Privacy Rights**

All retail electric providers, including TriEagle Energy, 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 retail electric providers or customer agents. 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 Public Utility Commission of Texas, an agent of TriEagle Energy, credit reporting agencies, law enforcement agencies and the local Transmission and Distribution Utility (<http://www.puc.texas.gov/agency/ruleslaws/subrules/electric/25.472/25.472.pdf>).

### **Do Not Call List**

A "Do Not Call List" is available for both residential and commercial 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. Your name will remain on the "Do Not Call List" for five (5) years

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or until you affirmatively request removal from the list, whichever occurs first. There is a registration charge of \$2.55 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. 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 Transmission and Distribution Utility'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 Transmission and Distribution Utility for your area:

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

### Customer Complaints & Resolutions

Customer Satisfaction is the cornerstone of TriEagle Energy'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:

### TriEagle Energy Customer Care Information

<b>E-mail:</b>	<a href="mailto:customercare@trieagleenergy.com">customercare@trieagleenergy.com</a>
<b>Website:</b>	<a href="https://www.trieagleenergy.com">https://www.trieagleenergy.com</a>
<b>Phone:</b>	<b>(877) 933-2453 (toll-free, 8AM-7PM Central Time, Monday through Friday)</b>
<b>Corp Hours:</b>	<b>8AM-5PM Central Time, Monday through Friday</b>
<b>After Hours:</b>	<b>Automated Messaging (24 hours a day, 7 days a week Central Time)</b>
<b>Fax:</b>	<b>(866) 434-2314</b>
<b>Address:</b>	<b>TriEagle Energy, L.P., P.O. BOX 131615, The Woodlands, Texas 77393-1615</b>

To ensure your entitled quality of service, any complaints submitted to TriEagle Energy 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 Public Utility Commission of Texas (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> ).

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### **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