

**True Commodities, LLC dba True Power  
Your Rights As a Customer  
PUCT# 10287**

This document explains "Your Rights as a Customer" for the purchase of electricity between True Commodities, LLC dba True Power, PUCT# 10287, ("True Power", "we" and "us") and you, the customer ("you", "your" and "Customer").

**Important Contact Details:**

True Power Commodities, LLC dba True Power PUCT#10287  
Toll-free telephone: 888-642-8783  
Monday-Friday 9 am - 6 pm CST  
Website: [www.truepower.com](http://www.truepower.com)  
Email: [customerservice@truepower.com](mailto:customerservice@truepower.com)  
Fax: 832-917-0701  
Send correspondence to:  
True Power  
2900 Wilcrest Dr. Suite 450  
Houston, Texas 77042

**Report an Outage & Emergency Repairs**

In case of an emergency or to report an outage, please contact your TDSP directly. See contact information below.

**Outages or Emergencies:**

CenterPoint: 1-800-332-7143  
Oncor: 1-888-313-4747  
Texas New Mexico Power: 1-888-866-7456  
AEP Central: 1-866-223-8508  
AEP North: 1-866-223-8508

**Unauthorized Charges or "Cramming"**

True Power 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. If you believe that your bill includes a charge or charges for a product or service that you have not authorized, please contact True Power at the telephone number or address shown below. You may request all billing records under True Power's control related to any unauthorized charge after the date the

unauthorized charge is removed from your bill.

**Unauthorized Switch of Service or "Slamming"**

True Power must obtain your authorization before switching your electric service. If you believe that True Power or some other entity has switched your electric service to another provider without your permission, please contact True Power or you may also file a complaint with the PUCT. If an unauthorized switch has occurred, we will work with you to remedy to situation.

**Meter Testing**

You may request 1 (one) meter test every 4 (four) years at no cost to you by contacting your TDSP. If you request more than 1 (one) test every 4 (four) years and the meter is functioning properly, then you may be charged for the additional meter test at the rate set by the TDSP. The TDSP will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter.

**Disconnection & Termination of Service**

True Power has the right to terminate our Agreement disconnect your service if you fail to pay for the service provided to you. Before we can disconnect your service, you have the right to be provided with a disconnection and/or termination notice that will inform you of the reasons for the disconnection/termination with steps you must take to avoid disconnection. If your service has been disconnected for nonpayment or another reason, please contact True Power immediately.

## Protections of Service

True Power will not disconnect your electric service or terminate the Agreement for the following reasons:

- Delinquency of payment by a previous occupant.
- Failure to pay charges not related to electric service.
- Withholding pay for a different class of electric service.
- Failure to pay under-billing that is more than six (6) months old (except for theft of service).
- Failure to pay any disputed charges until a determination by True Power or PUCT as to the accuracy is made.
- Failure to pay an under billing due to faulty metering unless there has been meter tampering.
- Failure to pay estimated bills as requested when actual meter read data is not available.

Furthermore, True Power will not disconnect your service or terminate our Agreement with you during an extreme weather emergency, or on a holiday or weekend. If you are receiving energy assistance, True Power will not disconnect service or terminate its Agreement with you for nonpayment if it receives a pledge, letter of intent, purchase order, or other notification that an energy assistance provider is forwarding sufficient payment to continue service. Additionally, if disconnection of electric service would cause some person residing at your residence to become seriously ill please contact True Power for assistance. See Special Needs for Electric Service.

## Restoration

If your service has been disconnected for non-payment, True Power reserves the right to notify your TDSP to reconnect your service once payment or arrangement is deemed satisfied. True Power has the right to continue to serve you under the Terms of

Service in effect prior to issuance of the Disconnection Notice. If your service was disconnected due to a dangerous situation, your service will be restored once you notify True Power that you have dangerous situation has been resolved and deemed safe.

## Special Needs for Electric Service

You may qualify as for the following as Special Needs:

- Chronic Condition Residential Customer - if you or another person residing in your home has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling could cause a life-threatening condition. If the serious medical condition is diagnosed by a physician as being a life-long condition, then this designation is effective for the shorter of one year or until such time as the person with the medical condition no longer resides in the home; otherwise, the Chronic Condition Residential Customer designation is effective for 90 days.
- Critical Care Residential Customer - if you or another permanent resident of your home has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life. The Critical Care Residential Customer designation is effective for two years. Upon your request, we will provide you with the PUCT approved application form for Critical Care Residential Customer and Chronic Condition Residential Customer designation, which your physician must complete and return to your TDU.

## Special Services

True Power does not offer special services for hearing impaired customers and

programs for customers with physical disabilities.

### **Customer Complaints & Disputes**

You may submit a complaint in person, by letter, facsimile, e-mail or telephone to True Power. True Power will promptly investigate and advise you of the results within 21 days.

You have the right to file an informal or formal complaint with the PUCT. While a complaint with the PUCT is pending regarding a disputed bill, True Power will not initiate collection activities with respect to the disputed portion of the bill. However, after appropriate notice, True Power may send a disconnect notice for non-payment of any undisputed portion of the bill. If you wish to contact the PUCT, address is below:

#### **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  
TTY (512) 936-7136  
Relay Texas (toll-free) 1-800-735-2989  
E-mail: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)  
Website: [www.puc.state.tx.us](http://www.puc.state.tx.us)

### **Customer Information & Privacy Rights**

True Power will not release proprietary information except as authorized under law. True Power will not sell or share this information to any other entities without first obtaining your consent. However, we must comply if the PUCT has authorized release of proprietary information to law enforcement agencies, energy assistance agencies, collection, and credit reporting agencies, your TDSP, the registration agent, the Office of the Public Utility Counsel, the PUCT and agents, vendors, partners or affiliates of True Power.

### **Language**

You may elect to receive information from communications in Spanish, or any language in which you were solicited with True Power. This includes the Terms of Service, bills and bill notices, information on new electric services, discount programs, promotions, and access to customer assistance. Your Rights as a Customer and disconnection notices are dual language and will be provided in both English and Spanish.

### **Payment Assistant Program**

In inability to make payment, you must contact True Power and we shall inform you of all applicable payment options, and payment assistance programs such as a payment arrangement, deferred payment plan, average/balance billing or low-income energy assistance programs. Additionally, you may be qualified for financial and energy assistance programs. Contact True Power for more information on available energy assistance programs. Residential customers who need 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@dhca.state.tx.us](mailto:info@dhca.state.tx.us), calling 800-525-0657, or fax 800-733-5120, visiting <http://www.tdhca.state.tx.us/ea/index.htm>, or writing to TDHCA, P.O. BOX 13941, Austin, TX 78711-3941.

### **Do Not Call List**

Customers may register their name, address, and telephone number to the "Do Not Call List," which will help limit telemarketing calls to your residence or business. You may register for the "Do Not Call List" in three ways:

- i. Online at [www.texasnocall.com](http://www.texasnocall.com).
- ii. Call toll-free 1-866-TXNOCAL(L) or 1-866-896-6225.
- iii. Write Texas No Call, P.O. Box 313, E. Walpole, MA 02032.