

Terms of Service

Typical Fees & Charges

The following table contains typical fees and charges that may be assessed by either the transmission and distribution service provider (TDSP) or Direct Energy ("Company"). Customers may be obligated to pay nonrecurring fees as required or allowed by Public Utility Commission of Texas (PUCT) rules, including, but not limited to, fees and charges for establishing, switching, disconnecting, reconnecting, or maintaining electric service. Charges for required, nonrecurring fees will be listed as separate line items on the customer's monthly bill.

This list does not represent all TDSP or Company fees and charges. For questions about these or any other fees and charges, please contact a Direct Energy Customer Care Representative toll-free at 1-888-305-3828, Monday through Friday, 7:30 a.m. until 8:00 p.m., and Saturday 7:30 a.m. until 4:00 p.m. Central Time.

Fee Name	Fee Description	Amount
Standard Move-In*	Charge assessed to cover both service connection and disconnection during regular TDSP working hours.	Standard Move-In: Self-Contained Meter (existing): \$18.00 Self-Contained Meter (new): \$15.00 CT/Other Meter (existing): \$98.00 CT/Other Meter (new): \$51.00 Priority Move-In: Self-Contained Meter (existing): \$97.00 CT/Other Meter (existing): \$199.00
Disconnect for Non-Pay (DNP)*	Applicable to requests from Competitive Retailer to de-energize service to Retail Customer due to Retail Customer's failure to pay charges billed by its Competitive Retailer or Company.	At Meter: Standard Disconnect: \$8.00 Same Day Disconnect: N/A Premium Location: Standard Disconnect: \$44.00 Same Day Disconnect: N/A
Reconnect After DNP*	Applicable to requests to re-energize service to Retail Customer after Retail Customer has been disconnected for non-payment.	At Meter: Standard Reconnect: \$10.00 Same Day Reconnect: \$89.00 Premium Location: Standard Reconnect: \$54.00 Same Day Reconnect: \$155.00
Re-Reads*	A Special Meter Reading Fee will be charged when a customer requests that a special reading be taken between normal meter reading cycles or that a meter be re-read to verify the accuracy of a routine meter reading. The fee will not be charged if the new reading indicates that the original reading was in error.	\$7.25
Meter Test Charge*	A Meter Test Charge will be charged for each meter tested at the customer's request, or by the Company on behalf of the customer, other than those tests conducted under the frequency guidelines specified by the PUCT. If the results of a test reflect meter accuracy outside the tolerance limits specified by the PUCT, the Meter Test Fee will be waived.	Self-contained Meter: Single Phase: \$23.00 Three Phase: \$44.00 CT/Other Meter: Single Phase: \$71.00 Three Phase: \$94.00
Broken Meter Seal Fee*	A Broken Meter Seal Fee will be charged any time there is an unauthorized breakage of the meter seal.	\$21.00
Service Call Charge*	A Service Call Fee will be charged each time a TDSP employee is dispatched to the customer's premises, at the request of the customer, to investigate a service problem and it is determined that the problem was not the fault of the TDSP's equipment or system.	Business Hours: \$50.00 After Hours: \$50.00 Holiday: \$50.00
Returned Payment Charge	A Returned Payment Charge will be assessed each time a check or electronic funds transfer cannot be processed due to insufficient funds, lack of available credit, or other bank return.	\$25
Late Payment Charge	A Late Payment Charge will be assessed one time on each delinquent electric service bill. This charge does not apply to the of bills of qualified customers receiving the LITE-UP Texas low-income discount.	5% of total current monthly billing amount
Pay Station Vendor Charge	A Pay Station Vendor Charge will be assessed to customers that elect to make payments at the company's authorized walk-in pay station locations. The charge will be assessed for each account that is paid at the authorized agent site.	Varies by pay station

*TDSP pass-through fees and charges

TDSP Normal Business Hours: 8:00 a.m. - 5:00 p.m., Monday through Friday, excluding holidays.

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