

PLEASE READ
THIS DOCUMENT CONTAINS IMPORTANT INFORMATION
REGARDING

YOUR RIGHTS AS A CUSTOMER

Por favor refiérase a la parte interior de este documento para leer esta información en español.

This document summarizes Your Rights as a Customer and is based on customer protection rules adopted by the Public Utility Commission of Texas (“**PUCT**”). These rules apply to all retail electric providers (“**REPs**”) and the provider of last resort (“**POLR**”) unless otherwise noted. You may view the PUCT’s complete set of electric rules (the “**PUCT Rules**”) at <http://www.puc.state.tx.us/rules/subrules/electric>. For your convenience, contact information is located at the end of this document.

1. OBTAINING SERVICE

- a. **Unauthorized Change of Service Provider or “Slamming”**: A REP must obtain your verifiable authorization before switching your electric service. If you believe your electric service has been switched without your authorization, which is called “slamming,” you should contact your chosen REP and request assistance. You also may contact the REP you believe is unauthorized to service your account and request that the REP provide you with a copy of your authorization and verification. The REP must submit that copy to you within five (5) business days of your request. If you are not satisfied with this response, you may file a complaint with the PUCT at the address provided herein. If a complaint is filed with the PUCT, the REP must (i) respond within twenty-one (21) days of its receipt of the complaint, providing all documentation relied upon by the REP related to the authorization to switch, and any corrective actions taken to date; and (ii) cease any collection activity related to the alleged unauthorized switch or move-in until the complaint has been resolved by the PUCT. If a REP is servicing your account without proper authorization, the affected REPs, applicable TDSP and registration agent will work together to return you to your chosen REP in accordance with the market process approved by the PUCT.

2. BILLING ISSUES

- a. **Unauthorized Charges or “Cramming”**: Before any new charges are included on your electric bill, your 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, as well as obtain your consent for the product or service. If you believe your bill includes unauthorized charges, which is called “cramming,” you may contact your REP to dispute such charges and file a complaint with the PUCT. Your REP cannot seek to disconnect your electric service for non-payment of an unauthorized charge or file an unfavorable credit report against you for disputed unpaid charges that are alleged to be unauthorized, unless the dispute is ultimately resolved against you. If the charges are determined to be unauthorized, your REP will cease charging you for the unauthorized service or product remove the unauthorized charge from your bill, and refund or credit all money you paid for any unauthorized charge within forty-five (45) days.

If charges are not refunded or credited within three (3) billing cycles, interest shall be paid to you at an annual rate established by the PUCT on the amount of any unauthorized charge until it is refunded or credited. You may request all billing records under the REP’s control related to any unauthorized charge within fifteen (15) days after the date the unauthorized charge is removed from your bill. Your REP will not re-bill you for any charges determined to be unauthorized.

- b. **Deferred Payment Plans and Other Payment Arrangements**: If you cannot pay your bill, please call your REP immediately. Your REP may offer you a short-term payment arrangement that allows you to pay your bill after your due date, but before your next bill is due. In addition, you may qualify for a “deferred payment plan.” A deferred payment plan allows you to pay an outstanding bill in installments that extend beyond the due date of your current bill. Your REP must offer you a deferred payment plan unless you (i) have been issued more than two (2) disconnection notices during the preceding twelve (12) months; or (ii) have received service from us for less than three (3) months from your REP, and you lack (a) sufficient credit; or (b) a satisfactory payment history of payment for electric service from a previous REP (or a predecessor electric utility). All REPs must offer

deferred payment plans to customers upon request for bills that are due during an extreme weather emergency and to customers who have been under-billed in the amount of \$50.00 or more (unless due to theft of service).

A deferred payment plan may include a five percent (5%) penalty for late payment; however, a POLR may not charge a late fee to customers with an annual peak demand of less than 50 kWh. If you do not fulfill the terms of your REP's deferred payment plan or other payment arrangement, then your REP may terminate or disconnect service as discussed herein. For details on these programs, please see your Terms of Service or contact your REP for further information.

- c. **Discount for Low-Income Customers (LITE-UP Program):** If you are a residential customer and receive food stamps or medical assistance (such as Medicaid) from the Texas Health and Human Services Commission ("THHSC"), or if your combined household income does not exceed one hundred twenty-five percent (125%) of federal poverty guidelines, you may qualify for the Low-Income Telephone & Electric Utilities Texas Program (the "**LITE-UP Program**"). If you qualify under the LITE-UP Program, your REP will provide you with a low-income discount rate, subject to funding approved by the Texas Legislature. Residential customers qualified for the LITE-UP Program are eligible to pay a required deposit that is greater than \$50.00 in two equal installments.

More information regarding the LITE-UP Program, including enrollment guidelines, may be found in Section 25.454 of the PUCT Rules (see Section 25.454 at <http://www.puc.state.tx.us/rules/subrules/electric>). You may also contact your REP for more information regarding these discounts and eligibility requirements.

- d. **Level or Average Payment Plan:** REPs must offer level or average payment plans to customers who are not currently delinquent in payment to the REP. If you do not fulfill the terms of the level or average payment plan, your REP may disconnect your service as discussed herein. For additional details on these programs, please see your Terms of Service or contact your REP for further information.
- e. **Payment Assistance:** If you contact your REP and indicate your inability to pay, the REP must inform you of all applicable payment options and payment assistance programs that are offered by or available from the REP. If you are a residential customer and receive food stamps, Medicaid, Temporary Assistance for Needy Families ("TANF") or Supplemental Security Income ("SSI") from the THHSC, or if your combined household income does not exceed one hundred twenty-five percent (125%) of federal poverty guidelines, you may qualify for energy assistance from the Texas Department of Housing and Community Affairs ("TDHCA"). For more information, you may contact TDHCA by email at info@tdhca.state.tx.us, by phone at 1-800-525-0657, by fax at 1-800-733-5120, or by mail at TDHCA, P.O. Box 13941, Austin, Texas, 78711-3941.

3. METER TESTING

Please contact your REP for information about how to read your meter. You also have the right to request a meter test. Your REP may make this request to your TDSP on your behalf. If a test is performed more than once in a four-year period, and the meter is determined to be functioning properly, then you may be charged a fee for the additional meter test(s) at the rate approved for your TDSP. The TDSP provides test results, including the test date, testing person and, if applicable, the removal date of the meter.

4. DISCONNECTION OF ELECTRIC SERVICE

- a. **Disconnection of Service:** If you do not pay your electric bill by the due date, your REP may request that the TDSP disconnect your electric service upon the expiration of a required ten (10) day notice period. The ten (10) day notice period begins once your REP issues to you a written Disconnection Notice. This notice must be mailed to you separately (or hand-delivered) no earlier than the first day after your bill is due. The disconnection date must be ten (10) days or more from the date the notice is issued and may not fall on a holiday or weekend (or the day preceding) unless the REP's personnel are available to take payments, make payment arrangements and request the TDSP to reconnect service.

In addition to disconnection of service due to your failure to pay a bill when due, your REP may be allowed to authorize disconnection for any of the following reasons:

- Failure 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;
- Using service in a manner that interferes with the service of others or the operations of non-standard equipment;
- Failure to pay a deposit required by the REP; or
- Failure of the 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.

Under certain dangerous circumstances (such as unsafe electric line situations), theft of service, unauthorized service, or equipment tampering, the PUCT allows your REP to authorize your TDSP to disconnect your electric service without prior notice to you.

Your REP may not authorize disconnection of your electric service by your TDSP 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 six (6) months (except theft of service);
- Failure to pay any disputed charges until your 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 faulty metering (unless the meter was tampered with); or
- Failure to pay an estimated bill other than a bill rendered as part of a pre-approved meter-reading program (unless the bill is based on an estimated meter read by your TDSP).

Additionally, your REP may not authorize disconnection of your electric service:

- If you are a residential customer delinquent on your payments, and your REP receives notification by the disconnection date that an energy assistance provider will be forwarding sufficient payment on your account, and you have made 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 with respect to residential customers, the REP must offer you a deferred payment plan for bills due during the emergency; or
- With respect to residential customers, for non-payment if you inform the REP, prior to the disconnection date stated on the Disconnection 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 and have the ill-person's attending physician contact the REP 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 sixty-three (63) days (or a shorter period agreed upon by you or your doctor and the REP) and may be applied for again after the initial sixty-three (63) day period has expired and the deferred payment plan has been fulfilled.

- b. **Restoration of Service:** If your service has been disconnected by the REP for non-payment, the REP will, upon satisfactory correction of the reasons for the disconnection, notify your TDSP to reconnect your service. The REP will 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 reconnected once you demonstrate to the TDSP that you have corrected the dangerous situation.

5. DISPUTES WITH YOUR PROVIDER

- a. **Complaint Resolution:** Please contact your REP if you have specific comments, questions or complaints. Upon receipt of a complaint, your REP must investigate and notify you of the results within twenty-one (21) days. If you are dissatisfied with the results of the investigation, you may request a supervisory review (if available). Your REP must advise you of the results of the supervisory review within ten (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 and the Office of Attorney General, Consumer Protection Division. For a PUCT complaint, you must include sufficient information to identify you and the REP about which the complaint is made and describe the issue specifically. The following information should be included in the complaint: (i) the account holder's name, billing and service addresses; (ii) the name of the REP or aggregator; (iii) the account number or electric service identifier (ESI ID); (iv) an explanation of the facts relevant to the complaint; (v) your requested resolution; and (vi) any documentation that supports the complaint, including copies of bills or Terms of Service documents. For a complaint involving a disputed bill, your REP may not initiate collection activities, termination or disconnection activities or report the delinquency to a credit 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.

6. OTHER PROTECTIONS

a. **Do Not Call Lists:**

- i. **Texas No-Call List:** If you are a residential customer, you may register your name, address and telephone number for the state-sponsored "Texas No-Call List," which is intended to limit the number of telemarketing calls relating to consumer goods and services in general, including electric service. Once you register to be included on the "Texas No-Call List," you can expect to stop receiving telemarketing calls within sixty (60) days of the date your information is published on the list. If you continue to receive telemarketing calls after the sixtieth (60th) day, contact the PUCT at 1-888-782-8477 (TTY 1-800-735-2988).

You may register for the "Texas No-Call List" in three ways: (i) online at www.texasnocall.com; (ii) call toll-free 1-866-TXNOCAL(L) (1-866-896-6225); or (iii) write Texas No Call, P.O. Box 313, E. Walpole, MA 02032. Online registration is free. If you register by phone or mail, you may be required to pay a charge not to exceed \$3.00 to register your telephone number. If you register by phone, you must pay the registration fee with a credit card. If you register by mail, you must pay the registration fee with a money order, check or credit card.

Your number will remain on the list for three (3) years from the date your number is first published, and lists are updated and published on a quarterly basis.

Even if you register for the "Texas No-Call List," you still may continue to receive calls from telemarketers (i) if they have an established business relationship with you; (ii) if you request contact with them; (iii) to collect a debt; (iv) on behalf of a nonprofit organization or charity if the call does not otherwise meet the definition of a "telephone solicitation" by attempting to make a sale or gather information that will lead to a sale; or (v) if the telemarketer is a state licensee (for example, insurance, real estate or insurance agent), and (a) the call is not made by an automated device; (b) the solicited transaction is not completed without a face-to-face transaction and payment; and (c) the customer has not previously told the licensee that they would not like to be called.

- ii. **Electric No-Call List:** If you are a nonresidential customer, you may register your name, address and telephone number for the state-sponsored "Electric No-Call List," which is intended to limit the number of telemarketing calls you receive relating to your choice of REP. Once you register to be included on the "Electric No-Call List," you can expect to stop receiving telemarketing calls on behalf of a REP within sixty (60) days of the date your information is published on the list. If you continue to receive telemarketing calls on behalf of REPs after the sixtieth (60th) day, contact the contact the PUCT at 1-888-782-8477 (TTY 1-800-735-2988).

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Your number will remain on the list for five (5) years from the date your number is first published, and lists are updated and published on a quarterly basis.

Even if you register for the “Electric No-Call List,” you still may receive calls from telemarketers (i) if you contact the REP in response to general media advertising that complies with federal and state laws; (ii) if the REP has an established business relationship with you; (iii) if an established business relationship has ended, but the call is made before the later of (a) the date on which your telephone number is published in the “Electric No-Call List”; or (b) one (1) year after termination of the business relationship; or (iv) to collect a debt. To limit telemarketing calls to your residential telephone number, you may also consider registering for the statewide “Texas No-Call List” intended to limit telemarketing calls regarding consumers goods and services (as described above).

- b. **Language Availability:** Your REP is required to provide the following documents to you in both English and Spanish: (i) this Your Rights as a Customer disclosure; (ii) the enrollment notification notice provided by the registration agent pursuant to Section 25.474(l) of the PUCT Rules (*see* Section 25.474(l) at <http://www.puc.state.tx.us/rules/subrules/electric>); and (iii) disconnection notices. Additionally, your REP will provide the following information to you in English, Spanish or any language in which the REP initially marketed its services, as designated by you: (i) the Terms of Service Agreement; (ii) the Electricity Facts Label; (iii) your bills and bill notices; (iv) access to customer service; and (v) information on new electric services, discount programs, and promotions.
- c. **Privacy Rights:** Except as described below, REPs may not release your proprietary customer information to any other person without your consent. This 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. This prohibition does not apply to the release of your information under certain circumstances as required by law, including a release of your information to the PUCT, an agent of your REP, credit reporting agencies, law enforcement agencies or your TDSP. A REP may also share this information with a third party for the purpose of marketing such party’s products or services to you after you are provided an opportunity to opt-out of the release of your information. IN addition, this prohibition does not apply to the release of prior historical usage upon request and authorization of a current customer or applicant of a premise. Industrial and commercial customers may contact their REP or TDSP and designate that their prior historical usage is competitively sensitive in order to prevent the release of this information.
- d. **Critical Care Customers:** If an interruption or suspension of your electric service will create a dangerous or life-threatening condition, you may qualify as a “Critical Care Residential Customer.” Upon your request, your REP will provide to you a standardized Critical Care Eligibility Determination Form, which you must complete and return to your REP. The critical care request is evaluated and approved by your TDSP; *provided*, you may appeal such determination to the TDSP. If you are not satisfied with the results of such appeal, you may file a complaint with the PUCT. If approved, the designation is valid for one (1) year, and your REP will send you a renewal application prior to the expiration of your designation. Qualification as a Critical Care Residential Customer does not relieve you of the obligation to pay your REP for electric services provided. However, a Critical Care Residential Customer that needs payment assistance should contact their REP immediately regarding possible deferred payment options and other assistance that may be offered.

7. REPORTING OUTAGES

Your REP is responsible for providing you with the telephone number you may use to report outages or other emergencies. If you need to report a power outage, please call the applicable phone number for your Transmission and Distribution Service Provider (“**TDSP**”) specified below. You also may call Hino Electric Power Company (“**Hino**”) 24 hours a day, 7 days a week at 1-866-446-6797. Your TDSP maintains responsibility for the reliability of electricity supply, as set forth in

the TDSP tariffs approved by the PUCT. The TDSP also is responsible for distribution lines, meters and meter data, and the quality of power entering your Service Address.

- AEP Texas Central Company (“*AEP Central*”): 1-866-237-7722
- AEP Texas North Company (“*AEP North*”): 1-866-223-8508
- CenterPoint Energy (“*CenterPoint*”): (713) 207-7777 or 1-800-332-7143
- Oncor Electric Delivery Company (“*Oncor*”): 1-888-313-4747
- Texas New Mexico Power (“*TNMP*”): 1-888-866-7456
- Sharyland Utilities, LP (“*Sharyland*”): (956) 668-9551

8. CONTACT INFORMATION

REP WEBSITE:	www.hinoelectric.com
REP EMAIL:	info@hinoelectric.com
REP MAILING ADDRESS:	Hino Electric Power Company, P.O. Box 2307, Harlingen, Texas, 78551-2307
REP OFFICE LOCATIONS:	3911 N. 10 th Street, Suite D, McAllen, Texas 78501 2759 W. Bus. 83, Harlingen, Texas 78552
REP TELEPHONE NUMBERS:	Our customer service representatives are available by phone at (956) 661-9955 or (956) 428-2800 or Toll Free at 1-877-HINOPWR (or 1-866-446-6797). Representatives are available Monday through Friday from 8:00 a.m. – 5:00 p.m. Central Standard Time.
REP FAX NUMBERS:	(956) 661-9956 or (956) 428-8877
PUCT INFORMATION	Direct: (512) 936-7120; Toll Free 1-888-782-8477; TTY: 1-800-735-2988 Fax: (512) 936-7003 Website: www.puc.state.tx.us Email: customer@puc.state.tx.us Mailing Address: Customer Protection Division, P.O. Box 13326, Austin, Texas 78711-3326

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- Failure to pay under-billed charges that occurred for more than six (6) months (except theft of service);
- Failure to pay any disputed charges until your 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 faulty metering (unless the meter was tampered with); or
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- For non-payment during an extreme weather emergency, and with respect to residential customers, the REP must offer you a deferred payment plan for bills due during the emergency; or
- With respect to residential customers, for non-payment if you inform the REP, prior to the disconnection date stated on the Disconnection 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 and have the ill-person's attending physician contact the REP 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 sixty-three (63) days (or a shorter period agreed upon by you or your doctor and the REP) and may be applied for again after the initial sixty-three (63) day period has expired and the deferred payment plan has been fulfilled.

- b. **Restoration of Service:** If your service has been disconnected by the REP for non-payment, the REP will, upon satisfactory correction of the reasons for the disconnection, notify your TDSP to reconnect your service. The REP will 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 reconnected once you demonstrate to the TDSP that you have corrected the dangerous situation.

13. DISPUTES WITH YOUR PROVIDER

- a. **Complaint Resolution:** Please contact your REP if you have specific comments, questions or complaints. Upon receipt of a complaint, your REP must investigate and notify you of the results within twenty-one (21) days. If you are dissatisfied with the results of the investigation, you may request a supervisory review (if available). Your REP must advise you of the results of the supervisory review within ten (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 and the Office of Attorney General, Consumer Protection Division. For a PUCT complaint, you must include sufficient information to identify you and the REP about which the complaint is made and describe the issue specifically. The following information should be included in the complaint: (i) the account holder's name, billing and service addresses; (ii) the name of the REP or aggregator; (iii) the account number or electric service identifier (ESI ID); (iv) an explanation of the facts relevant to the complaint; (v) your requested resolution; and (vi) any documentation that supports the complaint, including copies of bills or Terms of Service documents. For a complaint involving a disputed bill, your REP may not initiate collection activities, termination or disconnection activities or report the delinquency to a credit 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.

14. OTHER PROTECTIONS

a. **Do Not Call Lists:**

- i. **Texas No-Call List:** If you are a residential customer, you may register your name, address and telephone number for the state-sponsored "Texas No-Call List," which is intended to limit the number of telemarketing calls relating to consumer goods and services in general, including electric service. Once you register to be included on the "Texas No-Call List," you can expect to stop receiving telemarketing calls within sixty (60) days of the date your information is published on the list. If you continue to receive telemarketing calls after the sixtieth (60th) day, contact the PUCT at 1-888-782-8477 (TTY 1-800-735-2988).

You may register for the "Texas No-Call List" in three ways: (i) online at www.texasnocall.com; (ii) call toll-free 1-866-TXNOCAL(L) (1-866-896-6225); or (iii) write Texas No Call, P.O. Box 313, E. Walpole, MA 02032. Online registration is free. If you register by phone or mail, you may be required to pay a charge not to exceed \$3.00 to register your telephone number. If you register by phone, you must pay the registration fee with a credit card. If you register by mail, you must pay the registration fee with a money order, check or credit card.

Your number will remain on the list for three (3) years from the date your number is first published, and lists are updated and published on a quarterly basis.

Even if you register for the "Texas No-Call List," you still may continue to receive calls from telemarketers (i) if they have an established business relationship with you; (ii) if you request contact with them; (iii) to collect a debt; (iv) on behalf of a nonprofit organization or charity if the call does not otherwise meet the definition of a "telephone solicitation" by attempting to make a sale or gather information that will lead to a sale; or (v) if the telemarketer is a state licensee (for example, insurance, real estate or insurance agent), and (a) the call is not made by an automated device; (b) the solicited transaction is not completed without a face-to-face transaction and payment; and (c) the customer has not previously told the licensee that they would not like to be called.

- ii. **Electric No-Call List:** If you are a nonresidential customer, you may register your name, address and telephone number for the state-sponsored "Electric No-Call List," which is intended to limit the number of telemarketing calls you receive relating to your choice of REP. Once you register to be included on the "Electric No-Call List," you can expect to stop receiving telemarketing calls on behalf of a REP within sixty (60) days of the date your information is published on the list. If you continue to receive telemarketing calls on behalf of REPs after the sixtieth (60th) day, contact the contact the PUCT at 1-888-782-8477 (TTY 1-800-735-2988).

You may register for the “Electric No-Call List” in three ways: (i) online at www.texasnocall.com; (ii) call toll-free 1-866-TXNOCAL(L) (1-866-896-6225); or (iii) write Texas No Call, P.O. Box 313, E. Walpole, MA 02032. You may be required to pay a charge not to exceed \$5.00 to register your telephone number. If you register by phone or online, you must pay the registration fee with a credit card. If you register by mail, you must pay the registration fee with a money order, check or credit card.

Your number will remain on the list for five (5) years from the date your number is first published, and lists are updated and published on a quarterly basis.

Even if you register for the “Electric No-Call List,” you still may receive calls from telemarketers (i) if you contact the REP in response to general media advertising that complies with federal and state laws; (ii) if the REP has an established business relationship with you; (iii) if an established business relationship has ended, but the call is made before the later of (a) the date on which your telephone number is published in the “Electric No-Call List”; or (b) one (1) year after termination of the business relationship; or (iv) to collect a debt. To limit telemarketing calls to your residential telephone number, you may also consider registering for the statewide “Texas No-Call List” intended to limit telemarketing calls regarding consumers goods and services (as described above).

- b. **Language Availability:** Your REP is required to provide the following documents to you in both English and Spanish: (i) this Your Rights as a Customer disclosure; (ii) the enrollment notification notice provided by the registration agent pursuant to Section 25.474(l) of the PUCT Rules (*see* Section 25.474(l) at <http://www.puc.state.tx.us/rules/subrules/electric>); and (iii) disconnection notices. Additionally, your REP will provide the following information to you in English, Spanish or any language in which the REP initially marketed its services, as designated by you: (i) the Terms of Service Agreement; (ii) the Electricity Facts Label; (iii) your bills and bill notices; (iv) access to customer service; and (v) information on new electric services, discount programs, and promotions.
- c. **Privacy Rights:** Except as described below, REPs may not release your proprietary customer information to any other person without your consent. This 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. This prohibition does not apply to the release of your information under certain circumstances as required by law, including a release of your information to the PUCT, an agent of your REP, credit reporting agencies, law enforcement agencies or your TDSP. A REP may also share this information with a third party for the purpose of marketing such party’s products or services to you after you are provided an opportunity to opt-out of the release of your information. IN addition, this prohibition does not apply to the release of prior historical usage upon request and authorization of a current customer or applicant of a premise. Industrial and commercial customers may contact their REP or TDSP and designate that their prior historical usage is competitively sensitive in order to prevent the release of this information.
- d. **Critical Care Customers:** If an interruption or suspension of your electric service will create a dangerous or life-threatening condition, you may qualify as a “Critical Care Residential Customer.” Upon your request, your REP will provide to you a standardized Critical Care Eligibility Determination Form, which you must complete and return to your REP. The critical care request is evaluated and approved by your TDSP; *provided*, you may appeal such determination to the TDSP. If you are not satisfied with the results of such appeal, you may file a complaint with the PUCT. If approved, the designation is valid for one (1) year, and your REP will send you a renewal application prior to the expiration of your designation. Qualification as a Critical Care Residential Customer does not relieve you of the obligation to pay your REP for electric services provided. However, a Critical Care Residential Customer that needs payment assistance should contact their REP immediately regarding possible deferred payment options and other assistance that may be offered.

15. REPORTING OUTAGES

Your REP is responsible for providing you with the telephone number you may use to report outages or other emergencies. If you need to report a power outage, please call the applicable phone number for your Transmission and Distribution Service Provider (“**TDSP**”) specified below. You also may call Hino Electric Power Company (“**Hino**”) 24 hours a day, 7 days a week at 1-866-446-6797. Your TDSP maintains responsibility for the reliability of electricity supply, as set forth in

the TDSP tariffs approved by the PUCT. The TDSP also is responsible for distribution lines, meters and meter data, and the quality of power entering your Service Address.

- AEP Texas Central Company (“*AEP Central*”): 1-866-237-7722
- AEP Texas North Company (“*AEP North*”): 1-866-223-8508
- CenterPoint Energy (“*CenterPoint*”): (713) 207-7777 or 1-800-332-7143
- Oncor Electric Delivery Company (“*Oncor*”): 1-888-313-4747
- Texas New Mexico Power (“*TNMP*”): 1-888-866-7456
- Sharyland Utilities, LP (“*Sharyland*”): (956) 668-9551

16. CONTACT INFORMATION

REP WEBSITE:	www.hinoelectric.com
REP EMAIL:	info@hinoelectric.com
REP MAILING ADDRESS:	Hino Electric Power Company, P.O. Box 2307, Harlingen, Texas, 78551-2307
REP OFFICE LOCATIONS:	3911 N. 10 th Street, Suite D, McAllen, Texas 78501 2759 W. Bus. 83, Harlingen, Texas 78552
REP TELEPHONE NUMBERS:	Our customer service representatives are available by phone at (956) 661-9955 or (956) 428-2800 or Toll Free at 1-877-HINOPWR (or 1-866-446-6797). Representatives are available Monday through Friday from 8:00 a.m. – 5:00 p.m. Central Standard Time.
REP FAX NUMBERS:	(956) 661-9956 or (956) 428-8877
PUCT INFORMATION	Direct: (512) 936-7120; Toll Free 1-888-782-8477; TTY: 1-800-735-2988 Fax: (512) 936-7003 Website: www.puc.state.tx.us Email: customer@puc.state.tx.us Mailing Address: Customer Protection Division, P.O. Box 13326, Austin, Texas 78711-3326

**POR FAVOR LEA ESTE DOCUMENTO
CONTIENE INFORMACION IMPORTANTE PARA USTED CON RESPECTO A
SUS DERECHOS COMO CLIENTE**

Please refer to the front of this document to read this Information in English

Este documento resume sus derechos como cliente y está basado en las reglas de protección al cliente aprobadas por la Comisión de Electricidad de Texas *(Public Utility Commission of Texas PUCT) como se le conoce en inglés. Estas reglas se aplican a todas las Compañías que venden Electricidad en Texas *(REPs) como se les conoce en inglés y a las Compañías de Electricidad proveedores de último Recurso *(“POLR”) por sus siglas en inglés salvo que sean llamadas por otro nombre. Usted puede ver todas las reglas aplicables a la Electricidad (the “PUCT Rules”) en inglés en: <http://www.puc.state.tx.us/rules/subrules/electric>. Para su comodidad al final de este documento se encuentra toda la información para contactarnos.

1.- OBTENIENDO SERVICIO

a. **Cambios sin autorización a la Compañía de Electricidad o “Slamming” en inglés:** La compañía de Electricidad *(REP) debe obtener y verificar su autorización antes de hacer el cambio de su servicio eléctrico. Si Usted cree o piensa que su servicio de electricidad fue cambiado sin su autorización lo cual es llamado en inglés slamming , usted deberá contactar a la Compañía de Electricidad *(REP) que usted eligió para pedir asistencia. Usted también puede contactar a la Compañía de Electricidad que usted cree o piensa que cambio su servicio sin su autorización y pedirle una copia de su autorización y verificación. La Compañía de Electricidad *(REP) deberá enviarle copia dentro de un término de 5 días hábiles a partir de la fecha de su petición. Si usted no está satisfecho con la respuesta deberá presentar su queja ante la Comisión de Electricidad en Texas *(PUCT) en la dirección mencionada en este documento. Si su queja es presentada por escrito ante la Comisión de Electricidad en Texas *(PUCT) la Compañía de Electricidad *(REP) tiene (i) que responder en 21 días a partir de la fecha de recibo de su queja , la Compañía de Electricidad *(REP) tendrá que presentar toda la información y documentación relacionadas con la autorización del cambio de servicio eléctrico así como cualquier acción que se haya tomado a la fecha ; y (ii) terminar con cualquier proceso de cobranza relacionado con el supuesto cambio de servicio eléctrico no autorizado (Switch o Move In) en inglés hasta que la queja sea resuelta por la Comisión de Electricidad en Texas *(PUCT). Si la Compañía de Electricidad *(REP) está dando el servicio eléctrico sin la apropiada autorización de usted la Compañía de Electricidad afectada *(REP) y el Proveedor de Servicio de Transmisión y Distribución del servicio eléctrico *(TDSP) en inglés y el agente registrado trabajaran juntos para regresar su servicio eléctrico con la Compañía de Electricidad que usted eligió y autorizo todo esto de acuerdo a las negociaciones de mercado aprobadas por la Comisión de Electricidad de Texas *(PUCT).

2.- ASUNTOS DE FACTURACION

a. **Cargos no autorizados o Cramming en inglés:** Antes de que cualquier nuevo cargo sea incluido en su factura de electricidad, su Compañía de Electricidad *(REP) debe informarle del producto o servicio , de todos los cargos asociados , y de cómo estos cargos serán facturados antes de que aparezcan en su factura de electricidad y debe obtener su consentimiento para el producto o servicio. Si usted cree que su factura incluye cargos no autorizados lo cual en inglés se llama “cramming”, usted puede comunicarse con su Compañía de Electricidad *(REP) para cuestionar dichos cargos y puede presentar su queja ante la Comisión de Electricidad de Texas *(PUCT). Su Compañía de Electricidad no podrá desconectar su servicio eléctrico por falta de pago de cargos no autorizados o reportarlo como moroso en los reportes de crédito por pagos no hechos por los cargos en cuestión que se alega no estar autorizados a menos que la queja sea resuelta en contra suya. Si se determina que los cargos son no autorizados su Compañía de Electricidad *(REP) cesara de cargarle por los cargos no autorizados del servicio o producto, quitara los cargos no autorizados en su factura, y le regresara o le dará crédito por la cantidad de dinero que usted haya pagado por los cargos no autorizados en un plazo de 45 días. Si los cargos no autorizados no son reembolsados o acreditados a su cuenta en un plazo de facturación de 3 ciclos se le pagara intereses a la tasa anual establecida por la Comisión de Electricidad de Texas *(PUCT) sobre el monto de los cargos no autorizados hasta la fecha del reembolso o crédito en su cuenta. Usted puede pedir todos los archivos de facturación que estén bajo el control de su Compañía de Electricidad*(REP) relacionadas con cualquier cargo no autorizado dentro de los 15 días después de la fecha en la cual se elimina el cargo no autorizado de su factura. Su Compañía de Electricidad *(REP) no le re facturara ningún cargo que se determine ser no autorizado.

b. Plan de Pagos diferidos y otros arreglos de pagos

Si usted no puede pagar su factura, por favor llame a su Compañía de Electricidad *(REP) inmediatamente. Su Compañía de Electricidad*(REP) puede ofrecerle un arreglo de pago a corto plazo que le permita a usted pagar su factura después de la fecha de vencimiento, pero antes de que su siguiente factura venza. Y además usted puede calificar para el “plan de pagos diferidos”. El plan de pagos diferidos le permitirá pagar sus facturas vencidas a plazos que se extienden mas allá de la fecha de vencimiento de su actual factura. Su Compañía de Electricidad *(REP) debe ofrecerle el plan de pago diferidos a menos que (i) usted haya recibido más de dos (2) noticias de desconexión durante los últimos 12 meses o (ii) si usted recibió servicio eléctrico de su Compañía de Electricidad *(REP) por menos de tres (3) meses y usted carece de (a) suficiente crédito o (b) historia de pagos satisfactorio por servicio de electricidad de su anterior Compañía Eléctrica. Todas las Compañías Eléctricas *(REPs) deben ofrecer el plan de pagos diferidos a sus clientes en el momento que sea solicitado para las facturas vencidas durante casos de emergencia por condiciones climatológicas extremas y a los clientes que se les haya facturado en un monto de \$50.00 o más (excepto en caso de robo de servicio eléctrico).

El plan de pagos diferidos puede incluir el cinco por ciento (5%) de recargos por pagos atrasados; sin embargo el Proveedor de Electricidad de Ultimo Recurso *(POLR) puede que no le cargue recargos a los clientes con un punto máximo anual de demanda de por lo menos de 50 kilowatts. Si usted no cumple los términos de el plan de pagos diferidos o cualquier otro arreglo de pago que haga con su Compañía de Electricidad *(REP), entonces su Compañía de Electricidad *(REP) puede terminar o desconectar su servicio eléctrico como se discute aquí. Para detalles de estos programas por favor vea sus términos del servicio o llame a su Compañía de Electricidad *(REP) para mas información.

c. Descuento para Clientes de Bajos Ingresos (LITE-UP Program) en ingles:

Si usted recibe cupones para alimentos (food stamps en ingles) o asistencia médica (medicaid en ingles) del Departamento de Salud y Servicios Humanos de Texas (THHSC en ingles) o si sus ingresos familiares combinados no exceden el ciento veinticinco por ciento (125%) de los ingresos marcados por la Guía Federal de Pobreza. Usted puede calificar para el programa de bajos ingresos para servicio telefónico y eléctrico en Texas (LITE-UP Program en ingles). Si usted califica para este programa su Compañía de Electricidad *(REP) podría darle un descuento por bajos ingresos sujeto a los fondos aprobados por la legislatura de Texas. Los Clientes que calificaron para el programa de bajos ingresos (LITE-UP Program en ingles) son elegibles para pagar el depósito requerido si es más de \$50.00 en dos pagos iguales.

Para más información relacionada al programa de bajos ingresos (LITE-UP Program en ingles) incluyendo registro y reglas del plan puede usted encontrarlo en la Sección 25.454 de las reglas de la Comisión de electricidad (PUCT) por internet en <http://www.puc.state.tx.us/rules/subrules/electric> , usted también puede llamar a su Compañía de Electricidad *(REP) para más información en relación con este descuento y lo que se requiera para ser elegible para este programa.

d. Plan de Pagos Promedio o Nivelados: Las Compañías de Electricidad* (REPs) deben ofrecer el plan de pagos promedio o nivelados a los clientes que no están atrasados en sus actuales pagos. Si usted no cumple con los términos del plan de pagos promedio o nivelados su Compañía de Electricidad *(REP) puede desconectar su servicio eléctrico como se discute aquí. Para detalles adicionales de este programa por favor vea los términos del servicio o llame a su Compañía de Electricidad *(REP) para más información.

e. Asistencia de Pagos: Si usted llama a su Compañía de Electricidad *(REP) y le informa que no puede hacer los pagos, su Compañía de Electricidad *(REP) debe informarle de todas las opciones de pago así como de los programas de asistencia de pago que se ofrecen o que están disponibles en su Compañía Eléctrica. Si usted recibe cupones para alimentos (food stamps en ingles), asistencia médica (medicaid en ingles), asistencia temporal para familias necesitadas (TANF en ingles) o ingresos suplementarios (SSI) por sus siglas en ingles del Departamento de Salud y Servicios Humanos de Texas (THHSC en ingles). O si sus ingresos familiares combinados no exceden el ciento veinticinco por ciento (125%) de los ingresos marcados por la Guía Federal de Pobreza. Usted puede calificar para asistencia de electricidad del departamento de Casa y Asuntos de la Comunidad de Texas (TDHCA por sus siglas en ingles). Para mayor información usted puede contactar (TDHCA) por email a info@tdhca.state.tx.us, por teléfono al 1-800-525-0657, por fax al 1-800-733-5120, o por correo a TDHCA, P.O. Box 13941, Austin, TX 78711-3941.

3. Pruebas de Medidor

Por favor llame a su Compañía de Electricidad *(REP) para obtener información de cómo leer su medidor. Usted también tiene el derecho de pedir que vayan a probar su medidor. Su Compañía de Electricidad *(REP) puede pedir a su Proveedor de Servicio de Transmisión y Distribución*(TDSP) que vaya a probar su medidor por petición de usted (el cliente). Si la prueba del medidor se hace más de una vez en un periodo de 4 años y se

determina que el medidor funciona perfectamente entonces puede que se le cargue una cuota por pruebas adicionales al medidor al precio aprobado por su Proveedor de Servicio de Transmisión y Distribución *(TDSP). El Proveedor de Servicio de Transmisión y Distribución *(TDSP) puede proveer los resultados de la prueba incluyendo el día de la prueba, el nombre de la persona que hizo la prueba y si es aplicable la fecha en que se quito el medidor.

4. Desconexión del Servicio Eléctrico

a. **Desconexión del Servicio:** Si usted no paga su factura de electricidad el día de vencimiento su Compañía de Electricidad *(REP) puede pedir al Proveedor de Servicio de Transmisión y Distribución *(TDSP) que desconecte su servicio eléctrico el día de espiración de los 10 días requeridos en la Noticia de Desconexión . Los 10 días comienzan cuando la Compañía de Electricidad *(REP) le envía por escrito la Noticia de Desconexión, Esta noticia debe ser enviada por separado por correo o entregada en mano el día siguiente de la fecha de vencimiento de su factura. El día de la desconexión debe ser 10 días o más a partir de la fecha en la Noticia de Desconexión y no puede caer en día festivo o fin de semana o el día anterior al fin de semana o día festivo solo que el personal de su Compañía de Electricidad *(REP) esté disponible para recibir sus pagos, hacer arreglos de pago y pedir al Proveedor de Servicio de Transmisión y Distribución *(TDSP) que reconecte el servicio eléctrico.

En adición a la Desconexión de Servicio porque usted no ha pagado su factura en la fecha de vencimiento su Compañía de Electricidad puede permitir la autorización de desconexión del servicio eléctrico por cualquiera de las siguientes razones:

- Por no hacer arreglos de pagos diferidos antes o en la fecha de desconexión ;
- Por no cumplir con los términos de el plan de pagos diferidos hechos con su Compañía de Electricidad *(REP)
- Por usar el servicio eléctrico de manera que interfiera con el servicio eléctrico de otros o la operación de equipo no autorizado;
- Por no pagar el depósito requerido por su Compañía de Electricidad *(REP); O
- Porque su fiador o aval no pago la cantidad del depósito acordado por escrito y firmado por su fiador o aval con su Compañía de Electricidad *(REP) este permitirá la desconexión por falta del fiador o aval.

Bajo ciertas circunstancias peligrosas (como la falta de seguridad de la línea eléctrica), robo de electricidad, un servicio eléctrico no autorizado o intervenir el equipo eléctrico (medidor) la Comisión de Electricidad de Texas *(PUCT) permite a la Compañía de electricidad *(REP) autorizar a su Proveedor de Servicios de Transmisión y Distribución *(TDSP) para desconectar su servicio eléctrico sin previa notificación para usted.

Su Compañía Eléctrica*(REP) puede que no autorice al Proveedor de Servicio de Transmisión y Distribución *(TDSP) para desconectar su servicio eléctrico por alguna de las siguientes circunstancias:

- Por no pagar el servicio eléctrico que el anterior ocupante de la propiedad dejó sin pagar , si este no es el mismo que ocupa la propiedad o es de la misma familia;
- Por no pagar cualquier cargo que no sea relacionado con el servicio de electricidad;
- Por no pagar un diferente tipo o clase de servicio de electricidad no incluido en la cuenta o factura cuando inicio el servicio;
- Por no pagar cargos facturados de menos en sus facturas por más de 6 meses (excepto por robo del servicio eléctrico);
- Por no pagar cualquiera de los cargos que estén en disputa o en cuestión hasta que su Compañía de Electricidad *(REP) o la Comisión de Electricidad de Texas *(PUCT) determinen la corrección de los cargos y usted haya sido notificado de la decisión;
- Por no pagar los cargos facturados de menos originados por lecturas incorrectas a menos que el medidor haya sido alterado o estropeado; o
- Por no pagar una factura estimada a menos que la factura sea parte del programa de lecturas pre aprobadas del medidor (a menos que su factura sea basada en lecturas estimadas por su Proveedor de Servicios de Transmisión y Distribución *(TDSP)).

Adicionalmente su Compañía de Electricidad *(REP) puede que no autorice la desconexión del servicio eléctrico:

- Si usted es un Cliente residencial moroso y su Compañía de Electricidad *(REP) recibe notificación el día de la desconexión de que su proveedor de asistencia de energía enviara pago suficiente para pagar su cuenta y usted hizo o hace arreglos de pago para cualquier balance atrasado que no sea cubierto por su proveedor de asistencia de energía;
- Por no pagar durante una emergencia extrema climatológica (como huracán) y por consideración al Cliente Residencial la Compañía de Electricidad *(REP) debe ofrecerle el plan de pagos diferidos para las facturas que vencieron durante la emergencia climatológica; o
- Desconexión por falta de pago en consideración al Cliente Residencial si usted informa a su Compañía de Electricidad *(REP) antes de la fecha de desconexión que aparece en su noticia de desconexión que usted u otra persona que vive con usted tiene una condición o enfermedad crítica y necesita de la energía eléctrica para seguir con vida. Sin embargo para obtener este privilegio usted debe entrar en el programa de pagos diferidos con su Compañía de Electricidad *(REP) y tener la información del Doctor que lo atiende a la persona enferma el Doctor deberá contactar a su Compañía de Electricidad *(REP) y enviarle por escrito la información de la enfermedad del paciente y testificar el porqué necesita el servicio eléctrico para mantener a la persona con vida. Este privilegio para no desconectar por causa de la enfermedad o por incapacidad deberá ser por 63 días (o por menor tiempo de acuerdo con su Doctor, usted y su Compañía de Electricidad *(REP)) y tal vez aplicar otra vez después de que los 63 días iniciales hayan terminado y el plan de pagos diferidos haya sido cumplido.

b. Restauración del Servicio Eléctrico: Si su servicio eléctrico ha sido desconectado por su Compañía de Electricidad *(REP) por falta de pago, Su Compañía de Electricidad podrá restaurar el servicio eléctrico al subsanarse satisfactoriamente las razones de la desconexión notificando al Proveedor de Servicio de Transmisión y Distribución *(TDSP) para que reconecte el servicio eléctrico. Su Compañía de Electricidad seguirá sirviéndole bajo los términos del servicio eléctrico vigentes antes de la emisión de la Noticia de Desconexión. Si su servicio eléctrico fue desconectado por una situación peligrosa, su servicio se reconectará una vez que se notifique a su Compañía de Electricidad *(REP) de que usted ha corregido y resuelto la situación peligrosa satisfactoriamente.

5. DISPUTAS CON SU PROVEEDOR DE ELECTRICIDAD

- a. **Resoluciones de Quejas:** Por favor llame a su Compañía de Electricidad *(REP) si tiene alguna pregunta específica o comentario o queja. Al recibir su queja su Compañía de Electricidad *(REP) debe investigar y notificarle a usted los resultados dentro de un plazo de 21 días. Si usted no está satisfecho con los resultados de la investigación, usted puede pedir una revisión supervisada. Su Compañía de Electricidad *(REP) debe avisarle de los resultados de la investigación supervisada en un plazo de 10 días hábiles después de la fecha de su solicitud. Si aun así usted no está satisfecho con los resultados de la investigación supervisada, usted puede presentar su queja ante la Comisión de Electricidad de Texas *(PUCT) y ante la Oficina General del Procurador del Gobierno división de Protección al Consumidor. Para poner su queja ante la Comisión de Electricidad Texas *(PUCT) usted debe incluir suficiente información para identificarlo a usted y a su Compañía de Electricidad *(REP), la razón de su queja y el caso específico de su queja, todo esto deberá ser por escrito y deberá incluir la siguiente información: (i) El nombre del cliente, su dirección de correo y la dirección del servicio eléctrico; (ii) El nombre de la Compañía de Electricidad *(REP); (iii) el número de su cuenta o el número de identificación ESIID; (iv) la explicación de los hechos relevantes de su queja; (v) su petición de resolución; y (vi) cualquier documento que soporte su queja, incluyendo copia de su facturas o términos del servicio. Por las quejas que incluyan disputas de facturas, su Compañía de Electricidad puede que no inicie el proceso de cobranza, terminación o desconexión o lo reporte como cliente moroso a la agencia de crédito por consideración a la queja de su factura. Sin embargo, después de la apropiada notificación, su Compañía de Electricidad *(REP) puede desconectar su servicio por falta de pago de cualquier parte indiscutible de la factura.

6. OTRAS PROTECCIONES

a. Listas de No Llamadas:

i. **Listas de No llamadas en Texas :** Si usted es un cliente residencial, usted puede registrar su nombre, dirección y número de teléfono para el estado patrocinado por "Listas de No llamadas en Texas", que tiene por objeto limitar el número de llamadas de telemarketing en relación con los bienes de consumo y servicios en general, incluyendo el servicio eléctrico. Una vez que se registra para ser incluido en la n "Listas de No Llamadas en Texas", que puede esperar para dejar de recibir llamadas de telemarketing dentro de los sesenta (60) días de la fecha en que su información se publique en la lista. Si continúa recibiendo llamadas de ventas después de la sexagésima (60) días, póngase en contacto con la PUCT en el 1-888-782-8477 (TTY 1-800-735-2988).

Usted puede inscribirse en las "Listas de No Llamadas en Texas" de tres maneras: (i) en línea en www.texasnocall.com, (ii) llame a la línea 1-866-TXNOCAL libre (L) (1-866-896-6225), o (iii) escriba Texas No Call, PO Box 313, E. Walpole, MA 02032. La inscripción en línea es gratuita. Si se registra por teléfono o correo electrónico, usted puede ser obligado a pagar una tasa no superior a 3,00 dólares para registrar su número de teléfono. Si se registra por teléfono, usted debe pagar la cuota de inscripción con una tarjeta de crédito. Si se registra por correo, usted debe pagar la cuota de inscripción con una orden de pago, cheque o tarjeta de crédito. Su número se mantendrá en la lista de tres (3) años a partir de la fecha en que su número se publicó por primera vez, y las listas se actualizan y publican en forma trimestral.

Incluso si se registra para el No "Listas de no Llamadas de Texas," aún puede seguir recibiendo llamadas de telemarketing (i) si han establecido una relación comercial con usted, (ii) si la solicitud se pone en contacto con ellos, (iii) cobrar una deuda, (iv) en nombre de una organización sin fines de lucro o de caridad, si la llamada de otro modo no cumplan la definición de solicitud un "teléfono" al intentar realizar una venta o recopilar información que conduzca a una venta, o (v) si el operador de telemarketing es un licenciario del Estado (por ejemplo, seguros, bienes raíces o agente de seguros), y (a) la llamada no se realiza mediante un dispositivo automático, (b) la transacción solicitada no está completa sin un cara a cara de transacción y de pago, y (c) el cliente no ha dicho previamente a la licencia que no le gusta que la llamen.

ii. **Electricidad Lista de No de Llamadas:** Si usted es un cliente residencial, usted puede registrar su nombre, dirección y número de teléfono para el estado patrocinado por "Electricidad Lista de No Llamadas", que tiene por objeto limitar el número de llamadas de telemarketing que recibe en relación con su elección de REP. Una vez que se registra para ser incluido en la n "Electric lista de espera", que puede esperar para dejar de recibir llamadas de telemarketing en nombre de un REP dentro de los sesenta (60) días de la fecha en que su información se publique en la lista. Si continúa recibiendo llamadas de telemarketing en nombre de representantes después de la sexagésima (60) días, en contacto con el contacto con la PUCT en el 1-888-782-8477 (TTY 1-800-735-2988).

Usted puede inscribirse en el n "Electricidad Lista de No Llamadas" de tres maneras: (i) en línea en www.texasnocall.com, (ii) llame a la línea 1-866-TXNOCAL libre (L) (1-866-896-6225), o (iii) escriba Texas No Call, PO Box 313, E. Walpole, MA 02032. Usted puede ser requerido a pagar una tasa que no exceda de \$ 5.00 para registrar su número de teléfono. Si se registra por teléfono o en línea, usted debe pagar la cuota de inscripción con una tarjeta de crédito. Si se registra por correo, usted debe pagar la cuota de inscripción con una orden de pago, cheque o tarjeta de crédito.

Su número se mantendrá en la lista de cinco (5) años a partir de la fecha en que su número se publicó por primera vez, y las listas se actualizan y publican en forma trimestral.

Incluso si se registra para el No "Electricidad Lista de no Llamadas", usted todavía puede recibir llamadas de telemarketing (i) si se comunica con el REP, en respuesta a la publicidad en general los medios de comunicación que cumple con las leyes federales y estatales, (ii) si el representante tiene establecido una relación comercial con usted, (iii) en caso de una relación comercial establecida ha terminado, pero la llamada se realiza antes de la última de (a) la fecha en que su número de teléfono se publicó en el "Electric-Call List", o (b) un (1) año después de la terminación de la relación de negocios, o (iv) para cobrar una deuda. Para limitar las llamadas de telemarketing a su número de teléfono residencial, también se puede considerar para el registro de todo el estado "Texas No-Call List" la intención de limitar las llamadas de telemarketing en relación con los consumidores bienes y servicios (como se describió anteriormente).

b. **Disponibilidad de idiomas:** Su REP debe presentar los siguientes documentos a usted en Inglés y Español: (i) este Sus derechos como cliente de divulgación, (ii) la notificación de la notificación de inscripción proporcionada por el agente de registro, de conformidad con la Sección 25.474 (I) de las Reglas PUCT (véase la Sección 25.474 (I) a <http://www.puc.state.tx.us/rules/subrules/electric>), y (iii) los avisos de desconexión. Además, su REP le proporcione la siguiente información a usted en Inglés, Español o cualquier otro idioma en el que el REP inicialmente comercializó sus servicios, según lo señalado por usted: (i) el Acuerdo de Términos de Servicio, (ii) la etiqueta de

información de Electricidad, (iii) las facturas y avisos de facturas, (iv) el acceso al servicio al cliente, y (v) información sobre los nuevos servicios de electricidad, programas de descuento y promociones.

c. **Derechos de Privacidad:** Excepto como se describe a continuación, los representantes no puede revelar su información de cliente de propiedad a cualquier otra persona sin su consentimiento. Esto incluye su nombre, dirección, número de cuenta, tipo o clasificación de servicio, el uso de la electricidad históricas, los patrones esperados de uso, tipos de instalaciones utilizadas en la prestación del servicio, cláusulas contractuales y condiciones individuales, el precio, los cargos actuales o registros de facturación. Esta prohibición no se aplica a la liberación de su información bajo ciertas circunstancias, como lo requiere la ley, incluyendo la liberación de su información a la PUCT, un agente de su REP, agencias de informes de crédito, organismos de aplicación de la ley o su TDSP. Un REP también puede compartir esta información con un tercero, con el fin de comercializar los productos de dicha parte o servicios a usted después de que le brindó la oportunidad de "opt-out de la liberación de su información. Además, esta prohibición no se aplica a la liberación del uso histórico anterior a la solicitud y autorización de un cliente actual o solicitante de una premisa. Los clientes industriales y comerciales pueden contactar a su REP o TDSP y designar que su uso histórico anterior es competitivamente sensible a fin de evitar la liberación de esta información.

d. **Cientes de Crítica Atención :** Si una interrupción o suspensión de su servicio eléctrico va a crear una condición de amenaza o peligro la vida, usted puede calificar como una "crítica de los clientes de atención residencial." A su pedido, su REP le proporcionará un sistema estandarizado de elegibilidad Critical Care Formulario de determinación, que debe completar y devolver a su REP. La solicitud de cuidados críticos es evaluado y aprobado por su TDSP, siempre, usted puede apelar esa decisión a los TDSP. Si usted no está satisfecho con los resultados de dicho recurso, puede presentar una queja ante la PUCT. Si se aprueba, la designación es válida por un (1) año, y su REP le enviará una solicitud de renovación antes del vencimiento de su designación. La calificación como cliente residencial de cuidados críticos no le exime de la obligación de pagar su REP para los servicios eléctricos prestados. Sin embargo, un cliente de Cuidados Críticos residencial que las necesidades de asistencia de pago deben contactar a su REP de inmediato sobre las posibles opciones de pago diferido y de otro tipo de asistencia que pueden ser ofrecidos.

7. REPORTAR FALLAS O FALTA DE ELECTRICIDAD

Su REP es responsable de proveer de usted el número de teléfono que puede utilizar para informar de interrupciones u otras emergencias. Si usted necesita reportar un corte de luz, por favor llame al número de teléfono aplicables para su transmisión y distribución de proveedor de servicios ("TDSP") se especifican a continuación. También puede llamar a Hino Electric Power Company ("Hino") 24 horas al día, 7 días a la semana al 1-866-446-6797. Su TDSP mantiene la responsabilidad de la fiabilidad del suministro de electricidad, como se establece en las tarifas TDSP aprobado por la PUCT. El TDSP también es responsable de las líneas de distribución, los metros y los datos del contador, y la calidad de poder entrar en su Dirección de Servicio.

- AEP Texas Central Company ("**AEP Central**"): 1-866-237-7722
- AEP Texas North Company ("**AEP North**"): 1-866-223-8508
- CenterPoint Energy ("**CenterPoint**"): (713) 207-7777 or 1-800-332-7143
- Oncor Electric Delivery Company ("**Oncor**"): 1-888-313-4747
- Texas New Mexico Power ("**TNMP**"): 1-888-866-7456
- Sharyland Utilities, LP ("**Sharyland**"): (956) 668-9551

8. INFORMACIÓN PARA CONTACTARNOS

REP WEBSITE:	www.hinoelectric.com
REP EMAIL:	info@hinoelectric.com
REP DIRECCION DE CORREO:	Hino Electric Power Company, P.O. Box 2307, Harlingen, Texas, 78551-2307
REP DIRECCION DE NUESTRAS OFICINAS:	3911 N. 10 th Street, Suite D, McAllen, Texas 78501 2759 W. Bus. 83, Harlingen, Texas 78552
REP NUESTROS TELEFONOS:	Nuestros representantes de servicio al cliente están disponibles por teléfono al (956) 661-9955 o (956) 428-2800 o llame gratis al 1-877-HINOPWR (or 1-866-446-6797) Los representantes están disponibles de lunes a viernes de. 8:00 a.m. – 5:00 p.m. Tiempo Central Estándar.
REP NUMERO DE FAX:	(956) 661-9956 or (956) 428-8877
PUCT INFORMACION PARA CONTACTARLOS	Directo: (512) 936-7120; Llamada sin costo 1-888-782-8477; TTY: 1-800-735-2988 Fax: (512) 936-7003 Website: www.puc.state.tx.us Email: customer@puc.state.tx.us Por Correo: Customer Protection Division, P.O. Box 13326, Austin, Texas 78711-3326