



## RESIDENTIAL TERMS OF SERVICE

APNA Holdings LLC d/b/a APNA Energy  
PUCT License No. 10128

WEBSITE: [www.apnaenergy.com](http://www.apnaenergy.com)  
EMAIL: [Customercare@apnaenergy.com](mailto:Customercare@apnaenergy.com)  
MAILING ADDRESS: 7322 Southwest Freeway Suite 730  
Houston, TX 77074  
CUSTOMER SERVICE: Toll Free 877-999-2762  
FAX: Toll Free 877-728-2762  
NORMAL BUSINESS HOURS: Monday – Friday 8am to 6pm CST Excluding Holidays

This document contains the "Terms of Service" for your Agreement to purchase retail electric service between you (herein referred to as "you", "your", "customer", "consumer") and APNA Energy from a Transmission and Distribution Utility (herein referred to as "TDU"). This Agreement is comprised of these Terms of Service, an Electric Facts Label, Your Rights as a Customer, the Application and any Letter(s) of Authorization (herein referred to as "LOA"). The Electric Facts Label (herein referred to as "EFL"), Your Rights as a Customer (herein referred to as "YRAAC"), the Application and any Letter(s) of Authorization are hereby incorporated by reference into these Terms of Service.

### **Switch Cancellation**

If you have switched to APNA Energy from another retail electric provider you have the right to void your Terms of Service within three (3) federal business days of receiving these Terms of Service without penalty or fee of any kind. To exercise this right contact: APNA Energy Toll Free 1-877-999-2762, Fax 1-877-728-2762;  
E-mail: [CustomerCare@apnaenergy.com](mailto:CustomerCare@apnaenergy.com)

#### **1. NOTICE OF NON DISCRIMINATION**

APNA Energy does **NOT** refuse to provide electric service, require a prepayment or deposit for service on the basis of race, creed, color, ancestry, national origin, because the customer is located in an economically distressed geographic area, qualifies for low income affordability or energy efficiency services, age, disability, nationality, sex, marital status, familial status, parental status, religion, sexual orientation, political beliefs, lawful source of income, level of income or because all or part of an individual's income is derived from any public assistance program. APNA Energy cannot use credit score, credit history or utility payment data as the basis for determining the price for electric service for a product with a contract term of 12 months or less.

#### **2. Material Change in the Terms of Service**

APNA Energy will provide you with fourteen (14) calendar days advance written notice of any material change in these Terms of Service. If you do **not** wish to accept the changes described in the notice, you may switch to another REP and terminate your service with APNA Energy without penalty or fee of any kind; otherwise, the changes will become effective on the date stated in the notice and APNA Energy will continue to serve you under the modified terms and conditions as stated in the notice of a material change.

#### **3. Disconnection for Non-Payment**

APNA Energy reserves the right to order the TDSP/TDU to disconnect your service with 10 days advance notice for non-payment of any amount owed for electric service provided under these terms of service. You may make payment via Internet 24 hours a day seven (7) days a week by visiting [www.apnaenergy.com](http://www.apnaenergy.com). APNA Energy shall charge Customer a fee of \$7.62 upon issuance of each disconnection transaction notice sent to the Customer, even if your electric service is **not** physically disconnected. If your service has been disconnected by the TDSP/TDU for non-payment, APNA ENERGY will, make any correction(s) of the reason(s) for the disconnection, and notify your TDSP/TDU to reconnect your service. APNA ENERGY will continue to serve you under this Agreement 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 notify APNA ENERGY that you have corrected and satisfactorily resolved the dangerous situation.

The Disconnection and Reconnection Request Fee is in addition to any fees that may be assessed by your TDSP and in addition to the total charges due. If you do **not** pay your past-due balance within 10 days of your service being disconnected, you will be required to pay a \$15 deactivation fee in addition to any applicable early termination fees. If a disconnection order has been completed, APNA Energy may only accept payment by certified funds or credit/debit cards. If you choose to make a payment by ACH or business/personal check, APNA Energy may wait to process the reconnect order transaction until the funds are verified and cleared by the bank. This could take up to 3 business days.

#### **4. Payment Assistance**

##### **Low Income Discounts**

The PUCT implemented the LITE-UP Texas program to provide a 10% discount on electric rates from May thru September for low income customers. Your total household gross annual income from all sources must be at or below 125% of federal poverty level guidelines. You also qualify if you receive Department of Human Services (DHS) benefits such as Medicaid, Food Stamps or Temporary Assistance to Needy families (TANF). Customers who qualify solely on the basis of income may call APNA Energy for a self-certification form OR the **Low Income Discount Administrator 1-866-454-8387** Forms are also available at DHS offices; energy efficiency services providers, or the PUCT Website at <http://www.puc.state.tx.us/ocp/assist/liteup/index.cfm>.

##### **Required Notice**

When you have been a customer of APNA Energy for at least three (3) billing cycles should you contact APNA Energy and indicate inability to pay a bill or a need for assistance with the bill payment, APNA Energy shall inform you of all applicable payment options and payment assistance programs that are offered by or available from APNA Energy.

#### **Level and average payment plans**

APNA Energy may offer you a level or average payment plan to you if you are **not** currently delinquent in payment to APNA Energy. A level or average payment plan helps you manage your electricity budget by allowing you to pay an average amount every month. To calculate the amount that you will pay each month, we add your current bill amount to your previous 11 bill amounts for your service address, if available. We then take the total and divide the amount by 12 or by the total months available for your service address and apply your current price to calculate your average monthly payment amount. APNA Energy will credit any overbilling or collect under billings, as appropriate, at least every twelve (12) months. In the event the service is cancelled or terminated, APNA ENERGY shall refund any over-recovered amounts to you. APNA Energy shall initiate its normal collection activity if you fail to make timely payment according to such a plan.

#### **Payment arrangements**

A payment arrangement is any agreement between APNA Energy and you that allows you to pay the outstanding bill after its due date, but before the due date of the next bill. If APNA Energy issues a disconnection notice before a payment arrangement was made, that disconnection shall be suspended until after the due date for the payment arrangement. If you do **not** fulfill the terms of the payment arrangement, your service may be disconnected after the later of the due date for the payment arrangement or the disconnection date indicated on the notice, without issuing an additional disconnection notice.

#### **Deferred payment plans**

A deferred payment plan is an agreement between APNA Energy and you which allow you to pay an outstanding bill in installments that extend beyond the due date of the current bill. A deferred payment plan may be established in person or by telephone, but all deferred payment plans shall be confirmed in writing by APNA Energy. APNA Energy shall offer a deferred payment plan to you, upon request, for bills that become due during an extreme weather emergency, if you have been under billed OR if you have expressed an inability to pay, unless you have been issued two (2) disconnection notices during the preceding twelve (12) months; or have received service from APNA Energy for less than three (3) months. APNA Energy may pursue disconnection of service if you do **not** meet the terms of an agreed upon deferred payment plan.

### **5. Credit Requirements and Deposits**

APNA Energy requires you to establish and maintain satisfactory credit as a condition of receiving service. APNA Energy may use consumer reporting agencies to evaluate your credit and/or payment history. APNA Energy **does not** deny electric service based on credit history or credit score. If your credit has **NOT** been demonstrated satisfactorily to APNA Energy, you may be required to pay a deposit. If a deposit is required, the amount shall **not** exceed the greater of either the sum of your estimated billings for the next two months or one-sixth of your estimated annual billing. Interest will be paid on all deposits that APNA Energy shall hold at the rate approved by the Public Utility Commission of Texas.

APNA Energy shall also require a deposit for Temporary service, Seasonal or Weekend residences sufficient to reasonably insure payment for services rendered. If you are an existing customer with APNA Energy, we may require an additional deposit from you if you have been issued a disconnection notice two (2) times in the previous twelve (12) months or your service has been disconnected for nonpayment even once (1) within the previous twelve (12) months. Your service may be disconnected if a deposit is **not** paid within ten (10) calendar days of the date requested. Establishment of satisfactory credit shall **NOT** relieve you from complying with APNA Energy's requirement for prompt payment of bills.

If you establish satisfactory credit with us by making timely payments for 12 consecutive months, then we will apply the deposit plus accrued interest to your account. If you do not establish satisfactory credit with us during the time you receive service from us, then we will apply the deposit plus accrued interest against the outstanding balance on your final bill. We will bill you for any remaining balance and the bill will be due upon receipt. We will refund any credit balance to you or transfer the credit balance.

Customers who qualify for the low-income electric rate reduction program may pay the deposit in two equal installments if the required deposit exceeds \$50.

Applicants 65 years of age and older who are not currently delinquent in paying their electric service account and applicants who are a victim of domestic family violence may qualify to have the deposit waived; please call us for additional information.

### **6. "Month"**

The term "Month" means a period of time beginning on the customers meter read date running up to and including the following meter read date as scheduled by the customers TDSP. These dates may **not** correspond to an exact calendar "month".

### **7. Estimated Meter Readings**

Your bill may be based upon estimated usage and TDSP pass-through charges if APNA Energy is unable to bill you based upon actual meter read data due to the failure of the TDSP to timely obtain or transmit a meter reading or an invoice for pass-through charges. In those situations, consistent with the PUCT rules, PUCT Substantive Rule 25.474, which can be viewed at the following website:

<http://www.puc.state.tx.us/rules/subrules/electric/25.474/25.474.pdf> APNA Energy may include in any subsequent bill, adjustments related to previous billings, previous billing errors, meter read errors, miscalculation of taxes or other TDSP errors or omissions.

## 8. Billing for Service

You will receive a bill from APNA Energy each "Month". Bills shall be issued as promptly as possible after APNA Energy receives a meter reading from your TDSP. You acknowledge that APNA Energy's ability to bill you is dependent upon the TDSP's ability to furnish APNA Energy with all necessary information, including meter readings. APNA Energy total energy charge, monthly customer charge, taxes (including gross receipts fee, PUCT assessment fees and taxes), late fees and metering charges, non-recurring fees or credits assessed by the TDSP or APNA Energy, and any additional charges, fees, or credits will appear as separate line items on your bill. Examples of non-recurring TDSP charges include those arising from a move-in or switch, such as out-of-cycle meter reads; service connection, disconnection, or reconnection fees and fees such as meter tampering charges. Upon request, APNA Energy will provide you with bill copies, duplicate bills, credit reference letters or summary billing.

## 9. Pricing

Current pricing for your service is as set forth in the EFL. This pricing does not include taxes, State of Texas gross receipts tax and non-recurring TDSP charges; your price will also increase if the TDSP increases its charges for the delivery of your electricity. Increases in the TDSP charges are regulated by the PUCT (and are therefore not controlled by APNA Energy).

## 10. Payments

All bills are due and payable upon receipt. You may make payment via Telephone or via US Mail using the envelope provided, also online 24 hours a day seven (7) days a week by visiting [www.apnaenergy.com](http://www.apnaenergy.com). APNA Energy **does not** charge service fees for credit/debit card transactions or bank drafts. A \$35.00 insufficient funds fee per transaction will be assessed against any transaction **not** processed due to insufficient funds for any method of payment including but **not** limited to checks, bank drafts or credit/debit card transactions. On the Seventeenth (17) day after the billing date on your invoice or the postmark date on the envelope, whichever is later bills shall be deemed past due and delinquent. Late payments, delinquent or past due balances shall result in a late fee equal to five percent (5%) of that month's past-due amount.

## 11. Customer Information

By entering into this Agreement, you agree that your TDSP may release to us certain information that APNA Energy may need to provide you with service, including, but **not** limited to, your address, phone number, account numbers, and historical usage information.

## 12. Term

The Initial Contract Term of this contract is as set forth in the EFL. Your service under this contract will begin:

**Move-In:** a date agreed upon three (3) to five (5) business days in the future excluding weekends and holidays;

**Standard Switch:** within seven (7) business days; APNA Energy is not liable for any resulting delay in commencement of APNA Energy's service and may be unable to specify a specific date for the commencement of such service;

**Self-Selected Switch:** a date agreed upon at least three (3) to five (5) business days in the future excluding weekends and holidays; however if the Utility Transfer Date is delayed for a period of time which, at APNA Energy's sole discretion, is perceived as unreasonable, APNA Energy may terminate this agreement without penalty or fee of any kind.

## 13. Contract Expiration & Renewal

**For all Fixed Price Products with a term of 3 months or greater:**

APNA Energy will provide written notice of contract expiration at least 30 days prior to the date of the Contract expiration. Upon completion of your minimum contract term without renewal this agreement will continue in full force and effect on a month-to-month basis and you will continue to receive electricity from APNA Energy at APNA Energy's Default Month to Month variable prevailing rate until canceled by you. Current and prior months Default Month to Month variable rates are available at <http://www.apnaenergy.com/SiteContent.aspx?cd=CHP01>.

**For all Variable Price Products:**

The current introductory variable pricing for your service is set forth in the EFL. **This price is the price that will be applied during your first billing cycle; this price may change in subsequent months at the sole discretion of APNA Energy. Please review the historical price of this product available at <http://www.apnaenergy.com/SiteContent.aspx?cd=CHP01> or you may call Toll Free 1877-999-2762.**

**For the Month to Month "Promotional Newcomer Variable Plan"**

The Promotional Newcomer Variable Plan is for new customers enrolling for the first time with APNA Energy. Following the first billing cycle this Promotional Newcomer Variable Plan will transition to APNA Energy's Default Month to Month Plan. The current and historical Default Month to Month Plan rates are available at: <http://www.apnaenergy.com/SiteContent.aspx?cd=CHP01> or you may call Toll Free 1-877-999-2762.

## 14. Change in Law or Regulation

In the event that there is a change (including changes in interpretation) in law, regulation, rule, ordinance, order, directive, filed tariff, decision, writ, judgment, or decree by a governmental authority, including without limitation, TDSP tariffs and ERCOT Protocols (including, without limitation, those affecting any fees, costs, or charges imposed by ERCOT), market rules, changes in load profiles, or nodal and zonal definitions, and such changes result in APNA Energy incurring additional costs and expenses in providing the services contemplated herein, these additional costs and expenses shall be your responsibility and they will be assessed in your monthly bills for service as additional pass-through charges.

#### **15. Collection Costs**

If the account is referred to a collection company, APNA Energy reserves the right to bill Customer a fee not to exceed thirty-three percent (30%) of the amount being collected. If the account is referred for legal actions, any and all attorney fees and court costs will be billed to the Customer. Customer shall be responsible for any and all fees associated with or incurred by APNA Energy in collecting any amounts owed to APNA Energy, including, but not limited to, attorneys' fees, court costs and any fees charged by a collection agency.

#### **16. Force Majeure**

APNA Energy does **not** guarantee a continuous supply of electrical energy. Events that are out of our control (Force Majeure Events) may result in interruptions in service. APNA Energy will **not** be liable for any such interruptions. APNA Energy does **not** generate your electricity; transmit or distribute electricity to you. Therefore, you agree that APNA Energy is **not** liable for damages caused by Force Majeure Events, including, but **not** limited to, acts of God, acts of any governmental authority, including the PUCT, ERCOT, state of Texas, accidents, strikes, labor trouble, required maintenance work, inability to access the TDSP or ERCOT system, nonperformance of the TDSP or ERCOT, or changes in laws, rules, regulations, practices or procedures of any governmental authority or any cause(s) beyond our control. If a Force Majeure Event occurs which renders APNA Energy unable to perform in whole or in part under this Agreement, our performance under this Agreement shall be excused for the duration of such event.

#### **17. Limitations of Liability**

Unless otherwise expressly provided herein, any liability under this Agreement will be limited to direct actual damages as the sole and exclusive remedy, and all other remedies or damages at law or in equity are waived and Neither Party will be liable for consequential, incidental, special, punitive, exemplary or indirect damages, including lost profits or other business interruption damages, whether in tort or contract, under any indemnity provisions or otherwise in connection with this Agreement. The limitations imposed on remedies and damage measurement will be without regard to cause, including negligence of any Party, whether sole, joint, concurrent, active or passive; provided no such limitation shall apply to damages resulting from the willful misconduct of any Party.

#### **18. Representations and Warranties**

APNA ENERGY MAKES NO REPRESENTATIONS OR WARRANTIES OTHER THAN THOSE EXPRESSLY SET FORTH IN THIS AGREEMENT, AND APNA ENERGY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER WRITTEN OR VERBAL, EXPRESS OR IMPLIED, OR STATUTORY, INCLUDING BUT **NOT** LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

#### **19. Assignment**

You may **not** assign this Agreement, in whole or in part, or any of your rights or obligations hereunder, without the prior written consent of APNA Energy. APNA Energy may, without your consent: (a) transfer, sell, pledge, encumber or assign this Agreement or the accounts, revenues or proceeds hereof in connection with any financing or other financial agreement; (b) transfer or assign this Agreement to an affiliate of APNA Energy; (c) transfer or assign this Agreement to any person or entity succeeding to all or substantially all of the assets of APNA Energy; and/or (d) transfer or assign this Agreement to a certified REP. In the case of (b), (c) or (d), any such assignee shall agree in writing to be bound by the terms and conditions hereof. Customer hereby acknowledges and consents to Counterparty's pledge and contingent assignment or subrogation of all rights and obligations hereunder. In the event any other provision of this Agreement shall be deemed to prohibit or otherwise restrict Counterparty's assignment, subrogation or pledge of its rights hereunder. This provision shall control upon any such assignment customer agrees that APNA Energy shall have no further obligations hereunder.

#### **20. Governing Law**

This Agreement shall be governed by and construed, enforced and performed in accordance with the laws of the State of Texas, and to the extent consistent with applicable law, venue shall be proper only in Harris County, Texas. The provisions of the Uniform Commercial Code ("UCC") shall apply to this Agreement and electricity shall be a "good" for purposes of the UCC. The Uniform Commercial Code can be viewed at the following website: <http://www.statutes.legis.state.tx.us/?link=BC>.

#### **21. Forward Contract**

This Agreement and the transactions hereunder will constitute "forward contracts" as defined in "Bankruptcy Code". You and APNA Energy agree APNA Energy is a "forward contract merchant" the termination rights of the parties will constitute contractual rights to liquidate transactions that will **not** be abridged by any filing of any petition as set forth in the Bankruptcy Code, any payment related hereto or made hereunder will constitute a "settlement payment" as defined in the Bankruptcy Code, and the exceptions to the applicability of sections of the Bankruptcy Code shall apply.

#### **22. Title, Risk of Loss and Indemnity**

You shall be deemed to be in exclusive control of the electricity after it reaches your electric meter and responsible for any damages or injury caused thereby. APNA Energy does **not** generate electricity or transmit or distribute electricity to you. Title to and risk of loss related to the electricity shall transfer from APNA Energy to you at the point where the TDSP facilities interconnect with your meter. You shall indemnify, defend and hold harmless APNA Energy from any and all claims for any loss, damage, or injury to persons or property, including without limitation, all consequential, exemplary, or punitive damages arising from or related to any act or incident occurring after title to the electricity has passed to you.

### 23. Severability

In the event that any one or more of the provisions contained herein shall, for any reason, be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall **not** affect any other provisions of this agreement, but this agreement shall be construed as if such invalid, illegal or unenforceable provisions had never been contained herein, unless the deletion of such provision or provisions would result in such a material change so as to cause completion of the transactions contemplated herein to be unreasonable.

### 24. Non-Waiver

No waiver by any party hereto of any one or more defaults, by the other party in the performance of any of the provisions of this Agreement shall be construed as a waiver of any other default or defaults whether of a like kind or different nature.

### 25. Entire Agreement

This Agreement contains all terms, conditions, and agreements in any way related to, or arising out of, the sale and purchase of electricity. This Agreement supersedes all prior agreements, whether written or oral.

### 26. Move Out

If you move to another location you may terminate this agreement before the completion of your contract term without penalty or fee of any kind. You must provide APNA Energy a forwarding address and telephone number. You will be responsible for all charges incurred until the date of termination.

### 27. Termination of Service

You may cancel or terminate your electric service with APNA Energy at any time either by contacting us or by switching to another provider. If you cancel or terminate your electric service with APNA Energy under this agreement prior to the end of the Initial Term, you may be responsible to pay an Early Termination Penalty, as specified in your EFL. If you move from your Service Address to a new premise, you may cancel this agreement without penalty by providing us a forwarding address and a notice of your intent to cancel or terminate this agreement, along with reasonable evidence that you will no longer occupy the premise related to this agreement, at least 30 days in advance of the requested termination date. Cancellation or termination of this agreement does not excuse you from the obligation to pay outstanding balances or applicable early termination penalties.

### 28. Right to Offset

APNA ENERGY is hereby authorized, to the fullest extent allowed by law, to apply any and all payments by Customer toward the settlement of any sum Customer owes APNA ENERGY. If APNA ENERGY owes Customer any payment, then APNA ENERGY may apply that amount toward settlement of any sum Customer owes APNA ENERGY. The referenced payments from or to either party may be those due either under this Agreement or any other Agreement between Customer and APNA ENERGY; they may be received from or credited to multiple ESI locations; and, they may be used to settle any obligation, including but **not** limited to, sums, deposits, fees and charges either under this Agreement or a separate Agreement between the Parties. APNA ENERGY may exercise this right to offset at any time or from time to time whether or **not** APNA ENERGY has made any demand under this Agreement.

### 29. Critical Care Customer

If the interruption or suspension of your electric service will create a dangerous or life-threatening condition, you may qualify as a critical load for notification of interruptions and suspension of service by the TDSP. The TDSP determines whether you are eligible for this designation. You must complete the Critical Care Eligibility Determination Form annually and return it to the TDSP in order to request this designation. Qualification as a critical care customer does not relieve you of your obligation to pay for electric service that you receive from APNA Energy.

### 30. Outage or Emergency Reporting

To report an electrical outage or emergency call your TDSP directly at the number below. Your TDSP is the **only** company that can restore your service during a power outage.

CENTERPOINT ENERGY	1-800-332-7143
ONCOR ELECTRIC DELIVERY	1-888-313-4747
TEXAS NEW MEXICO POWER	1-888-866-7456
AMERICAN ELECTRIC POWER	1-866-223-8508
SHARYLAND	1-866-354-3335 or 1-956-668-9551

### 31. ITEMIZATION OF NON-RECURRING CHARGES FOR SERVICE (APNA Energy)

Application Fee: Free

NSF Fee: \$35.00

Late Payment Fee: 5% of the month's past due amount

Priority Move-In Fee: \$34.56

Disconnect Transaction Notice Fee: A \$7.62 disconnection transaction notice fee for processing an electric service disconnection transaction notice (this fee will be assessed regardless of whether your electric service is actually physically disconnected and is in addition to any disconnect/reconnect fees that may be assessed by your local TDSP/TDU).

Move Out after Non-Payment: \$15.00 (deactivation fee is in addition to any applicable early termination fees)

SUMMARY OF ONE (1) TIME CHARGES BY TDSP (Discretionary Charges)

ORDER TYPE	CENTERPOINT	ONCOR	AEP CENTRAL	AEP NORTH	TNMP
Move In Self-Contained existing (remote access)	\$6.29	N/A	N/A	N/A	N/A
Move In Self Contained existing (poly-phase >200)	\$16.00	\$3.20	\$25.00	\$23.00 \$	54.00
Move In Self-contained (new)	\$103.00	\$11.35	\$47.00	\$51.00	\$60.00
Move In CT/Other (existing)	\$144.00	\$57.65	\$102.00	\$110.00	\$138.00
Move In CT/Other (new)	\$343.00	\$75.95	\$301.00	\$305.00	N/A
Priority MVI Self Contained Existing (remote access)	\$14.14	N/A	N/A	N/A	N/A
Priority MVI Self Contained Existing (poly-phase >200)	\$36.00	\$10.35	\$39.00	\$35.00	\$79.00
Priority MVI Self-Contained (new)	\$296.00	N/A	N/A	N/A	N/A
Priority MVI CT/ Other	N/A	\$103.90	\$152.00	\$163.00	\$255.00
Switch On-cycle	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Self-Selected Switch Non-IDR	\$1.57	\$5.00	\$9.00	\$16.00	\$27.00
Self-Selected Switch IDR	\$5.00	\$5.00	\$16.00	\$16.00	\$27.00
Out-of-cycle Estimation due to denial of access	\$5.00	\$5.00	\$18.00	\$18.00	\$23.00
DNP At Meter Self-Contained (remote access)	\$0.00	N/A	N/A	N/A	N/A
DNP At Meter Self-Contained (poly-phase >200)	\$9.00	\$2.70	\$14.00	\$12.00	\$28.00
DNP At Meter Same Day	N/A	N/A	N/A	\$57.00	\$53.00
DNP Premium Location Standard	\$61.00	\$35.55	\$56.00	\$58.00	\$91.00
DNP Premium Location Same Day	N/A	N/A	N/A	\$110.00	\$116.00
Reconnect At Meter (remote access) Standard	\$0.00	N/A	N/A	N/A	N/A
Reconnect At Meter (remote access) Same Day	\$0.00	N/A	N/A	N/A	N/A
Reconnect At Meter (remote access) Weekend	\$0.00	N/A	N/A	N/A	N/A
Reconnect At Meter (remote access) Holiday	\$0.00	N/A	N/A	N/A	N/A
Reconnect At Meter (poly-phase >200) Standard	\$9.00	\$3.10	\$14.00	\$6.00	\$29.00
Reconnect At Meter (poly-phase >200) Same Day	\$34.00	\$5.30	\$28.00	\$24.00	\$54.00
Reconnect At Meter (poly-phase >200) Weekend	\$34.00	\$25.00	\$35.00	\$32.00	\$160.00
Reconnect At Meter (poly-phase >200) Holiday	\$176.00	\$32.45	\$43.00	\$39.00	\$238.00
Reconnect Premium Location Standard	\$61.00	\$40.40	\$56.00	\$58.00	\$94.00
Reconnect Premium Location Same Day	\$187.00	\$65.60	\$107.00	\$110.00	\$196.00
Reconnect Premium Location Weekend	\$187.00	\$116.10	\$107.00	\$110.00	\$280.00
Reconnect Premium Location Holiday	\$246.00	\$143.15	\$133.00	\$136.00	\$280.00
Meter Re-read (meter reading found in error)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Meter Re-read (meter reading found accurate Non-IDR)	\$1.96	\$5.00	\$17.00	\$17.00	\$27.00
Meter Re-read (meter reading found accurate IDR)	\$5.00	\$5.00	\$17.00	\$17.00	\$27.00
Meter Test Self-Contained (not tested within four years) OR (found outside of accuracy)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Meter Test Self-Contained All other	\$49.00	N/A	\$111.00	\$112.00	\$132.00
Meter Test Single Phase	N/A	\$33.60	N/A	N/A	N/A
Meter Test Three Phase	N/A	\$77.80	N/A	N/A	N/A
Meter Test CT/Other Meter (not tested within four years) OR (found outside of accuracy)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Meter Test CT/Other Meter All other	\$82.00	N/A	\$139.00	\$140.00	\$175.00
Meter Test CT/Other Meter Single Phase	N/A	\$87.75	N/A	N/A	N/A
Meter Test CT/Other Meter Three Phase	N/A	\$117.00	N/A	N/A	N/A
Competitive Meter	\$73.00	\$117.00	\$139.00	\$140.00	\$175.00
Inaccessible Meter Charge	\$82.00	\$109.60	\$101.00	\$101.00	\$58.00