3900 N 10th St, Suite 910
McAllen, Texas 78501
(888)551-0373
www.HeritagePower.com
Support@HeritagePower.com

YOUR RIGHTS AS A CUSTOMER

Heritage Power is a certified Retail Electric Provider ("REP") in Texas. 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), including Heritage Power, and the provider of last resort (POLR), unless otherwise noted or waived by the customer as allowed under PUCT rules. You may view the PUCT's rules at http://www.puc.state.tx.us/ agency/rulesnlaws/subrules/electric/Electric.aspx. Contact information for the PUCT is located within this document. We are pleased to address your questions or concerns and welcome the opportunity to resolve any issues or questions you may have about your service. You have the right to receive this document and any disconnection notices mailed to you, in both English and Spanish. If you have questions about this document or any other issue regarding your service, please contact Heritage Power

CONTACT INFORMATION FOR HERITAGE POWER LLC

Corporate Address:
3900 North 10th Street, Suite 910
McAllen, Texas 78501

Mailing Address:
3900 North 10th Street, Suite 910
McAllen, Texas 78501

Internet Address: www.heritagepower.com
Email: Support@heritagepower.com

Customer Service: 888-551-0373
Customer Care Hours: Monday - Friday, 8 am - 6 pm
PUCT License #: 10251

REPORTING A POWER OUTAGE

To report a power outage, please select your TDU's 24 hour service line from the list below:

ONCOR Service Area:	1-888-313-4747
CENTERPOINT Service Area:	1-800-332-7143
AEP TEXAS Service Area	1-866-223-8508
TNMP Service Area:	1-888-866-7456
SHARYLAND UTILITIES, LP Service Area:	1-800-545-4513
SHARYLAND UTILITIES - MCALLEN Service Area:	1-956-668-9551

BILLING ISSUES

Unauthorized Charges ("Cramming"): You have the right to only be charged for services that you have authorized and the right to dispute any unauthorized charge or charges. Before your REP places a charge on your bill for a particular product or service, they will inform you about that product or service including all associated charges, and obtain your authorization to place those charges on your bill. If you believe that your bill includes a charge or charges for a product or service that you have not authorized, you may contact your REP to dispute such charges or file a complaint with the PUCT. Your REP will not seek to terminate 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 45 days. If charges are not refunded or credited within 3 billing cycles, interest shall be paid to you at an annual rate established by the PUC on the amount of any unauthorized charge until it is refunded/ credited. You may request all billing records under the REP' s control related to any unauthorized charges within 15 business days after the date the unauthorized charge is removed from your bill. Your REP will not rebill you for any charges determined to be unauthorized.

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". Your REP must offer you a deferred payment plan unless you have received more than two termination/disconnection notices during the past 12 months, you have been a POLR customer for fewer than three months and do not have sufficient credit or payment history with another REP, or if you have received a disconnect notice for failing to comply with the terms of an existing deferred payment plan. Further, your REP must offer you a deferred payment plan if you have been under-billed by at least $50, or upon your request for bills that are due during an extreme weather emergency as declared by the PUCT, the Governor of Texas or other authorized state officials. A deferred payment plan may include a five percent penalty for late payment; however, the POLR may not charge a late fee. If you do not fulfill the terms of the payment arrangement or deferred payment plan, your REP may disconnect service. For details on these programs, please see your Terms of Service or contact your REP for additional details.

Unauthorized Change of Service Provider ("Slamming"): You have the right to choose your REP. A change in your retail electric provider can only be made with your authorization. If you believe that your service was switched to another provider without your permission, please contact your REP of choice and request assistance. The REP, transmission and distribution service provider ("TDSP") and the registration agent (Electric Reliability Council of Texas "ERCOT") will work together to return you to your chosen REP.

Low-Income Customers: You automatically qualify for the LITE-UP Texas program, which allows you to pay any required deposit that is greater than $50 in two installments if you receive food stamps, Medicaid, AFDC, or SSI from the Texas Department of Human Services ("TDHS"). Please contact your REP for additional details.

Financial and Energy Assistance: REPs must offer bill payment assistance to customers who express an inability to pay or need assistance with bill payment. REPs must also offer level or average payment plans. If you receive food stamps, Medicaid, TANF or SSI from the TDHS or if your household income is not more than 125% of the federal poverty guidelines, you may qualify for energy assistance from the Texas Department of Housing and Community Affairs (TDHCA)

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Further, if you currently receive these benefits, you automatically qualify for a discount on electric service through the LITE-UP Texas program. Customers who do not currently receive these benefits but whose household income is not more than 125% of the federal poverty guidelines may apply for the discount. Contact LITE-UP Texas toll-free at 1-866-4-LITE-UP or 1-866-454-8387 for information on how to obtain the discounted rate.

Meter Reading and Testing: If you feel that your meter is not operating properly, please either notify your REP so that we can contact your TDSP on your behalf or contact your TDSP directly to request a meter test. You have the right to have your electricity meter tested once every four years at no cost to you. If you request your meter to be tested more than once every four years and the meter is determined to be functioning properly, you may be charged a fee for the additional meter test(s) pursuant to the tariffs of your TDSP. The meter test shall be made during the TDSP's normal working hours. If you want to be present to observe the test, then it will be scheduled to accommodate you within the TDSP' s normal working hours. After any requested meter test is completed, the TDSP will promptly advise you of the date that the test was conducted, who performed the test, the test results, and (if applicable) the date when the meter was removed. If you prefer to read your own meter, please contact the TDSP in your area for instructions on how to read your meter.

DISCONNECTION OF SERVICE / TERMINATION OF CONTRACT

Disconnection with Notice (*If you are a prepaid customer, please refer to your Prepaid Disclosure Statement for timing of notices.*): You do not have the right to receive electric service without payment. Your REP has the right to authorize your TDSP to disconnect your service and terminate its contract with you if you fail to pay for the service provided to you. Your REP may also authorize your TDSP to disconnect your electric service if you:

fail to pay a deposit required by the REP;
fail to comply with the terms of a deferred payment arrangement or other payment agreement made with the REP; or
use electric service in a manner that interferes with the service of others or operate non-standard equipment.
A REP may also disconnect a guarantor's electric service if a guarantor fails 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.

Before your REP can disconnect your service and/or terminate their contract with you, you have the right to be provided with a disconnection and/or termination notice that will inform you of the reasons for the disconnection and/or termination and the preventative steps available to you that must be taken in order to avoid disconnection and/or termination. This notice must be mailed or emailed to you separately no earlier than the first day after the date your bill is due. The disconnection date must be 10 days 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 and service can be reconnected. If, however, you have a Chronic Condition Residential Customer designation, you and any secondary contact listed on the PUCT-approved application form will receive written notice of the REP's intent to disconnect service no later than 21 days prior to the date that service will be disconnected. If your service is disconnected for nonpayment, please contact your REP immediately.

Disconnection without Notice : Your REP or TDSP may, at any time, authorize disconnection of your electric service without prior notice for any of the following reasons:

- where a known dangerous condition exists for as long as the condition exists;
- where service is connected without authority by a person who has not made application for service;
- where service is reconnected without authority after disconnection for non-payment;
- where there has been tampering with the equipment of the TDSP; or
- where there is evidence of theft of service.

Restoration of Service: Your REP shall upon satisfactory correction of the reason(s) for disconnection, including payment of the appropriate disconnection and reconnection fees, notify the TDSP to reconnect your service.

DISPUTES

Contact your REP if you have comments, questions, or complaints. Upon receipt of a complaint, your REP must investigate and notify you o f 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 the Attorney General, Consumer Protection Division. For a complaint involving a disputed bill, your REP may not initiate collection activities or termination/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 send a termination/ disconnection notice for non-payment of any undisputed portion of the bill.

Public Utility Commission of Texas
Customer Protection Division
PO Box 13326
Austin, Texas 78711-3326
(512) 936-7120 or (888) 782-8477
Fax (512) 936-7003
Email Address: customer@puc.state.tx.us
Website: www.puc.state.tx.us

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OTHER PROTECTIONS

Critical Care or Chronic Condition Residential Customer (*inapplicable to prepaid customers*): You may qualify as a (i) Critical Care Residential Customer if you or another permanent resident of your home has been diagnosed by a physician as being dependent upon an electricpowered medical device to sustain life, or (ii) Chronic Condition Residential Customer if you or another permanent resident of your home has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition. Upon your request, your REP will provide to you a PUCT-approved application form, which you and the patient's physician must complete. The patient's physician must sign and electronically return the application form to your TDSP by facsimile or other electronic means. The TDSP will evaluate the form for completeness. Incomplete forms will be returned to you by the TDSP for completion. The TDSP may verify the physician' s identity and signature and may deny an application for designation, if it determines that the identity or signature of the physician is not authentic. The TDSP will notify you and your REP of the final status of the application process, including whether you have been designated for Critical Care Residential Customer or Chronic Condition Residential Customer status. The TDSP will also notify you of the date a designation, if any, will expire, and whether you will receive a renewal notice. If the TDSP does not approve the application, you may file a complaint with the PUCT. If approved, the designation of Critical Care Residential Customer is valid for two years; and the designation of Chronic Condition Residential Customer is valid for 90 days to one year. Your TDSP will send you a renewal form, if applicable, prior to the expiration of your designation.

Do Not Call List: If you do not want to receive telemarketing calls, you add your name, address, and telephone number to the statewide electric "Do Not Call List." You may register for the "Do Not Call List" in three ways: online at www.texasnocall.com , call toll-free 1-866-TXNOCAL(L) (1-866-896-6225), or write Texas No Call, P.O. Box 313, E. Walpole, MA 02032. You may be required to pay a charge

Language Availability: You may request to receive information from your REP in Spanish, or any language in which you were solicited. This includes the Terms of Service Agreement, Your Rights as a Customer, Electricity Facts Label, Prepaid Disclosure Statement, bills and bill notices, termination and disconnection notices, information on new electric services, discount programs, promotions, and access to customer assistance.

Privacy Rights: All REPs are prohibited from disclosing or selling any confidential customer information, including: 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.

Special Services: Your REP may offer special services for hearing-impaired customers and programs for customers with physical disabilities. If you have a physical disability or require special assistance regarding your electric account, please contact your REP to inquire about the process to become qualified for any of these special services.

Load Shedding: Pursuant to PURA §17.003(e) regarding TDU's procedures for implementing involuntary load shedding initiated by the independent organization certified under PURA §39.151 for the ERCOT power region. Important information about electricity load shedding and what it could mean to you can be found by visiting the link below for your respective.

Transmission and Distribution Service Provider's TDSP's:

CenterPoint Energy - https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf
Oncor Electric Delivery - https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information.pdf
AEP Central Texas (CP&L)- https://www.aeptexas.com/outages/load-shed-information
AEP North (WTU)- https://www.aeptexas.com/outages/load-shed-information
TNMP - https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf