

Who are the Retail Electric Providers (REPs)?

Customer shopping will be available January 5 - February 15, 2024, to select a REP. LP&L will no longer be a provider. If customers don't select a REP in that period, a default provider will be assigned. For a full list of approved REPs, visit lpandl.com. If you're approached by someone outside of the approved list, take caution as it may be a scammer.

Find more information and the full list of REPs on our website, by scanning the QR code or visiting LPandL.com/retail-competition.



Lubbock Power & Light



THE POWER TO CHOOSE

COMING JANUARY 2024





Lubbock Power and Light is transitioning to retail electric competition, giving you the **power to choose** the electric provider that best meets your home and business energy needs.

The initial shopping period for customers will run from January 5 to February 15, 2024. If you do not choose a provider, you will automatically be assigned to one of three Default Retail Electric Providers.

WHAT IS RETAIL ELECTRIC COMPETITION?



Just like comparing and shopping for cell phone or internet plans, retail electric competition means you can shop for different retail electric providers and compare plans, pricing and contract terms. These electric providers will buy and sell power.

LP&L is finalizing the transition to competition by moving all remaining customers to ERCOT in December.

LP&L will continue to own and maintain the poles, wires, lines and advanced meters that deliver electricity directly to your doorstep. LP&L will also be on call during outages and help your electric provider with connecting or disconnecting electric service.

LP&L will not partner with any retailers or trade groups related to competition or the retail electric market. Customers will not have the option to stay with LP&L.

WHAT WILL HAPPEN TO LP&L?



WHEN AND HOW DO I START SHOPPING?



Customers can visit the official shopping website, PowerToChoose.org, and enter your zip code to see all of the plans available to you during the shopping period. The Power To Choose website also has helpful information about the shopping process and what to look for when comparing providers. LP&L will also share this information on our about when and how to shop for electric providers on our website.

Shopping Overview

This January, LP&L customers can visit PowerToChoose.org to shop for electric plans using their zip code. In the meantime, customers can visit the shopping website to learn more about the shopping process and different electric plan features.

TOOLS TO HAVE HANDY



Past electric bills or 12-month usage history



Calculator

- 1 Enter your home zip code.*
- 2 Click **"NARROW YOUR SEARCH"** or **"VIEW RESULTS"**.
- 3 On the results page, use the menu on the left to select plan features based on your needs, and click **"REFRESH RESULTS"**.
- 4 The list of plans on the right gives an overview including:
 - Contract length
 - Plan type
 - Company rating
 - Renewable energy
 - Cancellation fees
 - Contact information

- 5 Every provider is required to include a **FACT SHEET**, also called an Electricity Facts Label (EFL). Always review the EFL carefully to make sure you fully understand the plan terms and pricing.

**Once competition in Lubbock launches, you will be able to enter your home zip code. Until then, the following sample zip codes can help you get an idea of what shopping will look like.*

