



# ***CUSTOMER TERMS & CONDITIONS***

*INTRODUCTION BY:*

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*PRESENTED BY:*

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Director, Customer Revenue

February 18, 2019

*Approval Requested*

# AGENDA



- **BACKGROUND**
- **SUMMARY OF PROPOSED CHANGES**
  - **SUBSTANTIVE**
  - **PROCEDURAL**
  - **ADMINISTRATIVE**
- **ONLINE ACCESS**
- **REQUEST FOR APPROVAL**

# BACKGROUND



- Seeking approval of changes to Terms & Conditions for providing electric & gas service to CPS Energy customers
  - Changes title from “Rules & Regulations” to “Terms & Conditions”
  - Refreshes language to be more customer friendly
  - Addresses necessary changes in an evolving marketplace
  - Introduces updated expectations & commitments
- Consistent with Public Utility Commission of Texas (PUCT) Customer Protection Rules
- Last update: February, 2017

# PUBLIC UTILITY COMMISSION OF TEXAS (PUCT) RULES



## CPS Energy's Terms & Conditions:

- Provides our customers with the same benefits & protections as in a competitive environment, even though we are not required to comply with the PUCT Rules
- Secures quality service consistent with safe, fair & responsible business standards for our customers
- Balances customer & business needs

**CPS Energy's Terms & Conditions are consistent with Chapter 25 of the PUCT rules under Texas Administrative Code, Title 16, Part II**

# SUMMARY OF PROPOSED CHANGES



Administrative	Organizational	Procedural	Substantive
✓	None	✓	✓

- Incorporates customer friendly language
- Adds new services previously not included
- Clarifies service delivery expectations

# PROPOSED CHANGES



<b>Substantive Changes</b>	<b>Reason</b>
<b>Reselling Service</b>	<ul style="list-style-type: none"><li>• Reinforces prohibition on reselling power at a higher price than CPS Energy's rate</li></ul>
<b>Customer Liabilities</b>	<ul style="list-style-type: none"><li>• Extends customer liability for damage caused by misuse</li><li>• Releases liability for CPS Energy beyond the point of service delivery</li></ul>
<b>New Products &amp; Services</b>	<ul style="list-style-type: none"><li>• Addresses addition of new products &amp; services</li><li>• Explicitly requires compliance with CPS Energy programs &amp; policies</li></ul>

# IMPACT OF POLICIES: SAFETY



- We are committed to the safety of our customers, employees & the grid
- Home solar installations bypassing a meter could create a hazard of energizing equipment while customers or crews are working



**Compliance with product & service standards is critical for customer, employee & grid safety**

# PROPOSED CHANGES



<b>Substantive Changes</b>	<b>Reason</b>
<b>Standard Meter Type</b>	<ul style="list-style-type: none"><li>• Clarifies that AMI Meters are CPS Energy's standard meter</li></ul>
<b>Reestablishment of Credit</b>	<ul style="list-style-type: none"><li>• Allows for discretion in the reestablishment of service</li></ul>
<b>Security Deposit</b>	<ul style="list-style-type: none"><li>• Retains security deposit if customer has past due accounts</li></ul>



# PROPOSED CHANGES

Procedural Changes	Reason
<b>Service Delivery</b>	<ul style="list-style-type: none"><li>• Sets service restoration expectations</li></ul>
<b>Billing and Payment</b>	<ul style="list-style-type: none"><li>• Allows for proactive assistance in rate selection</li><li>• Updates bill delivery &amp; payment options</li></ul>

# PROPOSED CHANGES

Administrative Changes	Reason
<b>Language &amp; Tone</b>	<ul style="list-style-type: none"><li>• Changes name from “Rules &amp; Regulations” to “Terms &amp; Conditions”</li><li>• Provides customer friendly language</li></ul>
<b>Values &amp; Purpose</b>	<ul style="list-style-type: none"><li>• Provides updated statement of purpose</li><li>• Acknowledges our commitment to privacy</li></ul>
<b>Clarifications &amp; Additions</b>	<ul style="list-style-type: none"><li>• Provides notification requirements for changes in service</li><li>• Explicitly sets standards for electric and gas service</li></ul>

# ONLINE ACCESS TO TERMS & CONDITIONS



**Customer Terms & Conditions**

This summary is designed to assist customers in navigating CPS Energy's Terms & Conditions, which govern the relationship between CPS Energy and its retail customers.

**Standard Meters**  
A high-level description of the term will help customers locate the information they need in our approved Terms & Conditions.  
*\*Details - Section III.B. 4.a.*

**Meter Tampering**  
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*\*Details - Section III.B. 4.c.*

**Access to CPS Energy Facilities (including the Meter)**  
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*\*Details - Section III.B. 2.b.*

**Suspension/Termination of Service**  
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*\*Details - Section III.C. 2.*

**Applying for Service**  
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*\*Details - Section III.A. 1.*

**SAMPLE**

\*Links provided on introductory pages direct to highlighted terms & conditions related to the subject matter. Please note that additional information may also be found in other locations throughout the Customer Terms & Conditions.

Commonly asked questions will be accessible on CPSEnergy.com

- Accessible later this year
- Visual interface
- Simple-to-understand diagrams
- Links to full details of Terms & Conditions
- Within 1-2 clicks from homepage

# REQUEST FOR APPROVAL



Requesting approval of:

- Proposed changes to CPS Energy Customer Terms & Conditions
- Effective date of March 1, 2019



***Thank You***