

## **Frequently Asked Questions Regarding the Transition of Customers In or Around the Cities of McAllen and Mission From Oncor to AEP Texas**

The purpose of this document is to answer Frequently Asked Questions regarding the transition of customers in or around the cities of McAllen and Mission from Oncor Electric Delivery Company LLC (Oncor) to AEP Texas Inc. (AEP Texas) under the transaction that was approved by the Public Utility Commission of Texas (PUCT) on November 18<sup>th</sup>, 2019. For more information, please visit [www.aeptexas/oncor.com](http://www.aeptexas/oncor.com) or call 877.373.4858.

**1) When will the transition happen?**

The customer transition begins on December 3<sup>rd</sup> 2019. Customers will be transitioned in three groups based upon their monthly scheduled meter reading date occurring between December 3<sup>rd</sup> and December 20<sup>th</sup>.

**2) Will all customers transition to AEP Texas at the same time?**

No. Customers will be transitioned in three groups based upon their monthly scheduled meter reading date occurring between December 3<sup>rd</sup> and December 20<sup>th</sup>. All customers are expected to be transitioned by December 20<sup>th</sup>, 2019.

**3) When will I receive my first bill calculated with new lower AEP Texas rates?**

Customers will receive their first electric bill calculated with AEP Texas rates approximately 30 days after their transition date.

**4) Do customers need to do anything as part of this transition?**

No. The entire process will be seamless to customers and will be handled between Oncor, AEP Texas and other market participants such as Retail Electric Providers (REPs).

**5) Will customers need to be physically disconnected from the Oncor system and connected with new wires to the AEP Texas system?**

No. As part of this transaction, AEP Texas is taking ownership of Oncor's existing retail distribution system in or around the cities of McAllen and Mission. Therefore, customers will continue to be served by the same wires and distribution system that are currently connected to their homes and businesses.

**6) Will customers experience any outages or service disruptions as part of the transition?**

No. The process will only involve the transfer of customer data from Oncor to AEP Texas, and will not require any outages or service disruptions.

**7) Will customers get a new meter from AEP Texas?**

Probably not. AEP Texas intends to utilize Oncor's meters where possible. Oncor installed new meters in late 2018 and early 2019.

**8) Will customers get a new Electric Service Identifier (ESI ID) number?**

Yes. All customers will receive a new ESI ID number from AEP Texas. This number is unique to the premise where customers take their electric service and is the key identifier that REPs use to communicate requests such as move-ins and switches to AEP Texas. Customers will see their new ESI ID number on their first electric bill after the transition. The current ESI ID that customers have with Oncor will be retired shortly after the transition.

**9) Do customers need to notify their Retail Electric Providers (REPs) about the transition?**

No. Oncor and AEP Texas have been working closely with REPs and ERCOT over the past several months in preparation for this transition.

**10) Can customers change their Retail Electric Provider (REP) as part this transition?**

No. Customers will not be able to specifically use the transition as a reason to select a new REP. However, customers will still have the ability to change their REPs under normal guidelines before and after the transition.

**11) During the transition, who should customers call to report outages?**

Customers should continue to call Oncor's outage number at 888.313.4747 until December 23<sup>rd</sup>, 2019. After that date, customer should call AEP Texas' outage number at 866.223.8508 to report their outages.