



## FREQUENTLY ASKED QUESTIONS

### **1. Who is Tara Energy?**

Tara Energy is a Retail Electricity Provider (REP) located in Houston, Texas. The company has been in business since electric deregulation began in Texas in 2002, and is one of the fastest growing retail electricity providers catering to the Association Industry in Texas. Tara is committed to providing great value to members without sacrificing reliability or quality of service.

### **2. Once I sign up with Tara Energy, will my local utility still service my meters and lines?**

Yes, your local utility company, the Transmission and Distribution Service Provider (TDSP), will remain the same, but your monthly electricity bill will come from Tara Energy. Some of the TDSPs in various parts of Texas are Centerpoint, TXU Delivery Services, AEP, WTU, and First Choice. These utilities are responsible for delivering your electricity and are regulated by the Public Utility Commission to ensure safety and reliability of your electric service. (Texas Administrative Code §25.52).

### **3. What happens if the power goes out?**

The TDSP is responsible for maintaining the poles and wires that deliver electricity to your home or business and for fixing any power outage situations. You may report power outages to the TDSP hotline directly or call Tara Energy's customer service department for guidance.

### **4. What happens if my electricity provider can no longer provide service?**

Electricity providers must give its customers a 30 day notice if they will no longer provide service. A customer will have 30 days to choose a new provider. If a customer does not choose a new provider during that time, you will be assigned to a "Provider of Last Resort," which is an assigned back-up electricity provider. (Texas Administrative Code §25.43(a)(2)).

### **5. Can all Texans choose their electricity provider?**

No, city-owned utilities and electric cooperatives individually determine if they will open their jurisdiction up for competition. A listing of the deregulated cities is provided at <http://www.taraenergy.com/taraenergy/common/DeregulatedCitiesInTexas.pdf> for your convenience.

### **6. What are Transmission and Distribution (T&D) charges?**

Also referred to as T&D, these are the regulated charges originating at the TDSP that owns the poles and wires.

### **7. What charges will be on my bill?**

All customers see Generation, T&D charges and taxes on their bills. On commercial accounts, depending on your contract, you may see System and Third Party Charges in addition to the Generation, T&D charges and taxes. System and Third Party Charges are variable, portfolio based charges that include fuel cost adjustments and other expenses.

For further information, call your energy representative at **1-866-GET-TARA (438-8272)**.  
or visit [www.TaraEnergy.com](http://www.TaraEnergy.com).