

Who are the Retail Electric Providers (REPs)?

LP&L will no longer be the electric provider. If customers don't select a REP, a default provider will be assigned to them. 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





The City of Lubbock now operates under a retail electric market, giving you the **power to choose** the electric provider that best meets your home and business energy needs.

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 directly to the customer.

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](https://www.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

LP&L customers can visit [PowerToChoose.org](https://www.powertochoose.org) from now until February 15, 2024 to shop for electric plans using their zip code. Customers can also 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.

