**Electricity Facts Label (EFL)**
Frontier Utilities, LLC • REP Cert. #10169
Beat the Heat 12 A
AEP Central
Date:03/01/2024

# FRONTIER UTILITIES

## Electricity Price

| Average Monthly Use | 500 kWh | 1000 kWh | 2000 kWh |
|---|---|---|---|
| Average Price per kWh | 19.9 ¢ | 11.1 ¢ | 14.2 ¢ |

The above price disclosure is based on the following prices:

| | |
|---|---|
| Energy Charge | 12.4600 ¢ per kWh |
| Base Charge | $7.95 per billing cycle |
| Usage Credit | $75.00 per billing cycle for usage ( >=1000) kWh |
| TDU Delivery Charges | $4.79 per billing cycle |
| TDU Delivery Charges | 4.8787 ¢ per kWh |

This average price disclosure is an example based on average monthly kWh usages indicated above. The actual price you pay will vary based on your actual usage and is calculated based on the amounts defined in the table above. A Usage Credit of $75.00 will be included for each billing cycle when your usage on this plan is above or equal to 1000 kWh. There is no Usage Credit for a billing cycle when usage on this plan is below 1000 kWh. Some areas subject to a TDU Underground Facilities and Cost Recovery Charge authorized by its city that is not included in the price above. See your TDU's tariff for a list of cities and authorized charges.

## Other Key Terms and Questions

This is a paperless product. All bills and contract-related notices will be sent by email including contracts, disclosures, contract expiration notices and disconnect notices. A valid email address must be maintained while receiving service on this plan. Failure to provide and maintain a valid email address while on this plan may subject customer to certain fees as further described in the Terms of Service.
See Terms of Service for a full listing of fees, deposit policy, and other terms.

## Disclosure Chart

| | |
|---|---|
| **Type of Product:** | Fixed Rate |
| **Contract Term:** | 12 Months |
| **Do I have a termination fee or any fees associated with terminating service?** | Yes. A $150.00 early termination fee will apply if you terminate service prior to the expiration of the contract term. This fee will not apply if you move and provide a forwarding address and other evidence verifying the move. |
| **Can my price change during contract period?** | Yes |
| **If my price can change, how will it change, and by how much?** | Your price may be adjusted to reflect changes in TDU charges; changes to the Electric Reliability Council of Texas or Texas Regional Entity administrative fees charged to loads; or changes resulting from federal, state or local laws or regulatory actions that impose new or modified fees or costs that are outside our control. |
| **What other fees may I be charged?** | For a description of all other fees, see the "Fees," |

| | | |
|---|---|---|
| | | "Other Charges and Fees," and "Credit Checks & Deposits" sections of your Terms of Service. |
| | **Is this a pre-pay or pay in advance product?** | No |
| | **Does Frontier Utilities purchase excess distributed renewable energy?** | No |
| | **Renewable Content** | This product is 25.50% renewable |
| | **The statewide average for renewable content is:** | 31.1% |
| **Info** | **Internet Address:** | www.frontierutilities.com |
| | **Email Address:** | care@frontierutilities.com |
| | **Customer Care:** | 1-866-926-8192 |
| | **Mailing Address:** | 601 Travis Street, Suite 1400, Houston, TX 77002 |
| | **Operating Hours:** | Monday - Friday: 7:00 a.m. - 6:00 p.m CT<br>Saturday 8:00 a.m. - 5:00 p.m CT<br>Closed Sundays and holidays. |
| | **EFL Version:** | EFL_AEP_CENT_BTH12A_20240301_ENGLISH |