

## DEFINITION OF ELECTRIC TERMS

Advanced metering charge -- A charge assessed to recover transmission and distribution utility (TDU) charges for Advanced Metering Systems, to the extent that they are not recovered in a TDU's standard metering charge. Could also be referred to as Advanced Meter on invoicing.

Competition Transition Charge -- A charge assessed to recover a TDU's charges for non-securitized costs associated with the transition to competition. Could be abbreviated as Competition Transition on invoicing.

Energy Efficiency Cost Recovery Factor -- A charge assessed to recover a TDU's costs for energy efficiency programs, to the extent that the TDU charge is a separate charge exclusively for that purpose that is approved by the Public Utility Commission. Also referred to as Energy Efficiency on invoicing.

Late Payment Penalty -- A charge assessed for late payment in accordance with Public Utility Commission rules.

Late Fee Percentage- A percentage assessed for late payment in accordance with Public Utility Commission rules. Could also be referred to as Late Fee %.

Meter Charge -- A charge assessed to recover a TDU's charges for metering a customer's consumption, to the extent that the TDU charge is a separate charge exclusively for that purpose that is approved by the Public Utility Commission.

Miscellaneous Gross Receipts Tax Reimbursement - A fee assessed to recover the miscellaneous gross receipts tax imposed on retail electric providers operating in an incorporated city or town having a population of more than 1,000. Also be referred to as Gross Receipts Reimb on invoicing.

Nuclear Decommissioning Fee -- A charge assessed to recover a TDU's charges for decommissioning of nuclear generating sites. Could also be referred to as Nuclear Decommission.

PUC Assessment -- A fee assessed to recover the statutory fee for administering the Public Utility Regulatory Act.

Sales tax "Taxes" -- Sales tax collected by authorized taxing authorities, such as the state, cities and special purpose districts. This will be abbreviated on the invoice as "taxes".

System Benefit Fund - A non-bypass able charge approved by the Public Utility Commission, not to exceed 65 cents per megawatt-hour, that funds the low-income discount, one-time bill payment assistance, customer education, commission administrative expenses, and low-income energy efficiency programs.

## DEFINITION OF ELECTRIC TERMS

**TDU Delivery Charges** -- The total amounts assessed by a TDU for the delivery of electricity to a customer over poles and wires and other TDU facilities not including discretionary charges

**Disconnect Recovery Fee- Disconnect Recovery Fee-** A fee assessed to the customer from the retail electric provider when disconnection of services occur.

**Summary of Usage and Payment-** A request from the customer to receive a billing statement of the summary of usage and payments on their account with the retail electric provider.

**Premium Contact Fee-** A fee assessed to a customer for contacting a live representative of your retail electric provider over the phone to make changes on to their account.

**Transmission Distribution Surcharges** -- One or more TDU surcharge(s) on a customer's bill in any combination. Surcharges include charges billed as tariff riders by the TDU.  
Abbreviation: TDU Surcharges

**Transition Charge** -- A charge assessed to recover a TDU's charges for securitized costs associated with the transition to competition.

**Base Charge** - A charge assessed during each billing cycle without regard to the customer's demand or energy consumption. If you are on a Smart Meter "pay-as-you-go" plan, this is assigned to your account on a daily basis.

**Energy Surcharge-** A charge assessed during each billing cycle without regard to the customer's demand or energy consumption. This is also known as "Seasonal Energy Surcharge" and can be applied during the summer months (June-August) to account to high energy costs associated with servicing the Customer's meter.

**Demand Charge** -- A charge based on the rate at which electric energy is delivered to or by a system at a given instant, or averaged over a designated period, during the billing cycle. This will appear on your invoice as "Balancing Surcharge."

**Energy Charge** -- A charge based on the electric energy (kWh) consumed.

**KW-** Kilowatt, the standard unit for measuring electricity demand, equal to 1,000 watts

**Estimated Usage Charges-** The estimated amount of kWh that the invoiced service period is based on.

**Kwh-** Kilowatt-hour, the standard unit for measuring electricity energy consumption, equal

## DEFINITION OF ELECTRIC TERMS

to 1,000 watt-hours

**Expedite Fee** – a non-recurring fee charged by Acacia to ensure the initiation of service either on the same day or next day from the time of a customer's request.

**Disconnect Notice Fee** – a non-recurring fee charged by Acacia anytime we issue a written disconnect notice or disconnect warning irrespective of whether we request the TDSP to disconnect your service for non-payment or if the TDSP actually disconnects your service for non-payment.

**Reconnect Recovery Fee** – a non-recurring fee charged by Acacia anytime we request the TDSP to reconnect your service after it has been disconnected for non-payment. Can be referred to as Reconnect recover fee.

**Early Termination Fee**- A fee assessed and found within the Terms of Service Exhibit 1 of a month to month plan. When a customer has broken the contract term before the end of the term of the electricity plan they were enrolled in.

**Minimum Payment Fee**- A fee assessed (and found within the Terms of Service Exhibit 1 of the electricity plan) to the customer when making a single payment that is lower than the minimum requirement. Could also be referred to as threshold and or amount.

**Process Payment (via live agent)** - A fee assessed to the customer when making a payment over the phone with a live representative. Can be found on the Terms of Service Exhibit 1.

**Declined Payment Fee**- A fee assessed to the customer by the electricity company. When the customer's payment by credit card was rejected for any reason. Can be found on the Terms of Service Exhibit 1.

**Insufficient Funds**- A situation where an account does not have enough money to cover a payment. Can be found within the Terms of Service Exhibit 1. Could also be referred to as Return Payment.

**Summary of Usage and Payment**- A summary that shows all history of usage and payment that a current customer has within his/her's electricity account. This is obtained by calling into the customer service line of the electricity company.

**Refund Processing Charge**- A charged assessed when closing out the electricity account and will be deducted from the close out balance prior to issuing a refund.

**Additional Billing Summary**- A billing summary of all transactions made to the electricity account and may be requested by the customer to be sent by mail.

## DEFINITION OF ELECTRIC TERMS

Check Cancellation Fee- A fee assessed to void a refunded check. Can also be referred to as reissuance fee.

Account Update Fee- A fee assessed to the customer for speaking with a live agent to make changes to the customer's electricity account.

Customer Account Maintenance Fee- A charge assessed to any inactive account with a credit balance. Could also be referred to as Inactive Account Maintenance Fee.

Disconnect Notice Fee- A fee assessed by the electricity company to the customer for sending the customer a disconnect notice by mail.

Priority Service Charge- A charge assessed by the TDU to connect services at a service location that needs special attention above a standard time frame of connection.

Credit Card Processing Fee- A fee assessed when a customer is processing a payment with a credit card.

Payment Load Fee- A fee for any payment made to the retail electric provider.

Provide Account Protection- A fee assessed to the customer to extend the disconnection date.

Provide Account Review- When a customer calls into the customer service line of the electricity company for account information.

Service Order Change Request- A request sent to the TDU to change the service order.

AVS Mismatch Processing Fee- Also referred to as an address verification services fee which is charged when a credit card payment is declined for providing an incorrect address that is not registered as the billing address of the credit card at time of checkout.

Auto Pay Required Fee- A fee assessed to activate automatic payment on to a customer's electricity account, if auto pay is not active.

Per Text Fee- A fee charged per notification text sent to a customer.

# DEFINITION OF ELECTRIC TERMS