



FRONTIER UTILITIES

Electricity Facts Label (EFL)

Frontier Utilities, LLC • REP Cert. #10169

Friends & Family 12 Green+

AEP Central

Effective Date:05/11/2020

Electricity Price	Average Monthly Use	500 kWh	1000 kWh	2000 kWh
	Average Price per kWh	12.1 ¢	11.2 ¢	10.7 ¢
	The above price disclosure is based on the following prices:			
	Energy Rate	6.1800 ¢ per kWh		
	TDU Delivery Charges	\$9.00 per billing cycle		
Other Key Terms and Questions	TDU Delivery Charges	4.1030 ¢ 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. Some areas subject to a TDSP Underground Facilities and Cost Recovery Charge authorized by its city that is not included in the price above. See your TDSP's tariff for a list of cities and authorized charges.			
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?	Yes - The price applied in the first billing cycle may be different from the price in this EFL if there are changes in TDSP charges; changes to the Electric Reliability Council of Texas of 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 100% renewable		
	The statewide average for renewable content is:	19%		
Info	Internet Address:	www.frontierutilities.com		

Email Address:	info@frontierutilities.com
Customer Care:	1-866-926-8192
Mailing Address:	5161 San Felipe, Suite 320, Houston, TX 77056
Operating Hours:	Monday - Friday: 7:00 a.m. - 6:00 p.m CT Saturday 8:00 a.m. - 5:00 p.m CT Closed Sundays and holidays.
EFL Version:	EFL_AEPC_FF12G+_20200511_ENGLISH