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| Company: <input style="width: 80%;" type="text"/> | Plan Name: <input style="width: 80%;" type="text"/> |
| TOS Version Number: <input style="width: 80%;" type="text"/> | Date: <input style="width: 80%;" type="text"/> |

Terms of Service Checklist

| General TOS Requirements | | | |
|---------------------------|---|------------------------------|-----------------------------|
| 1. | Does your TOS have a version number assigned to it and published on it? (25.475(f)(9)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. | Is the TOS written in clear, plain, easily understood language and printed in paragraphs of no more than 250 words in a font no smaller than 10 point? (25.475(c)(2)(A)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. | If the TOS includes references to rules or laws, does the TOS include a link or internet address to the full text of the rule or law? (25.475(c)(2)(A)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. | Does the TOS disclose the type of product being described using only one of the following terms: (25.475(c)(2)(D)) <ul style="list-style-type: none"> o Fixed rate product? o Indexed product? o Variable price product? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. | Are terms of service documents provided to: (25.475(c)(1)(C)) <ul style="list-style-type: none"> o new customers upon enrollment? o any eligible customer that requests it, free of charge? o customers whenever a change is made to a document? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. | Do you retain a copy of each version of the TOS for the entire time the plans offered and for four years after the plan is no longer offered and no customer is being served under that plan/version of the TOS? (25.475(c)(1)(D)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Specific TOS Requirements | | | |
| 7. | Does the TOS contain all of the following: (25.475(f)(1)) <ul style="list-style-type: none"> o REP's certified name and business name (do not abbreviate) o Certification Number and Mailing address o Internet website address and email address (if you have one) o Toll-free telephone number (and hours of operation and time zone reference) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. | Does the TOS include a description of the amount of any routine non-recurring charges resulting from a meter-in or switch that may be charged to the customer, including but not limited to an out-of-cycle meter read, a connection or reconnection fees? (25.475(f)(2)(A)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. | Does the TOS for small commercial customers include a description of the demand charge and how it will be applied, if applicable? (25.475(f)(2)(B)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 10. | Does the TOS include a description, including the name and cost, of any non-recurring charges for services that may be imposed on the customer by the REP for the retail electric product including (but not limited to): (25.475(f)(2)(C)) <ul style="list-style-type: none"> o Application fees o Charges and fees for defaults o Late payments o Returned checks | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11. | Does the TOS include a description of any collection fees or costs that may be assessed to the customer by the REP that cannot be specifically quantified in the TOS? (25.475(f)(2)(D)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12. | Does the TOS include a description of payment arrangements and bill payment assistance programs offered by the REP? (25.475(f)(2)(E)) | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13. | If deposits are required from customers, does the TOS include all of the following information? (25.475(f)(3)) <ul style="list-style-type: none"> o A description of the conditions that may trigger a request for a deposit o The maximum amount that will be charged for a deposit, or the manner in which the deposit amount will be determined o A statement that interest will be paid on the deposit at a rate set by the PUCT | <input type="checkbox"/> Yes | <input type="checkbox"/> No |