



SWITCH HOLDS – FAQ Sheet

How do I get a switch-hold removed?

For a meter tampering switch hold placed by the TDSP - Once the TDSP has placed a switch hold on a meter for tampering, all fees related to the meter tampering plus any usage previously not billed as a result of tampering or theft must be paid in order to have the switch hold removed. The fees include any costs related to repairing or replacing the meter and any other equipment.

For deferred payment plan switch hold placed by a REP - If the Retail Electric Provider (REP) has placed a switch hold on the meter for a deferred payment plan, you will be required to meet the terms of your deferred payment plan, including the payment of any amounts owed. If fees are owed to another retail electric service provider (REP), you will need to contact them directly.

I received a notification that my meter has been flagged for meter tampering, what does that mean?

Your local Transmission and Distribution Service Provider (TDSP) has determined that the meter at your premise has been tampered with and/or that theft of service has occurred. As a result, a switch hold has been placed on the meter. A switch of electric providers cannot be completed for a premise with a switch hold. In other words, you cannot switch your service to a different provider until the switch hold has been removed. This is the result of Public Utility Commission rules implemented on July 1, 2010 to deal with the problem of meter tampering and theft of electric service in Texas.

Am I still responsible for the fees if the tampering happened before I moved in?

If the meter tampering occurred before you became the customer of record at this address, you may be billed for any electricity usage that was previously unbilled.

If the meter tampering began after you became customer of record at this location and your current REP was providing your electric service at that time, you may also be billed meter repair and restoration charges.

What do I need to do to dispute the switch-hold?

If you have questions or wish to dispute the TDSP's assessment of meter tampering or theft of electric service and imposition of a switch hold, you must contact your TDSP directly at:

Oncor	888-313-6862	TNMP	888-866-7456
Centerpoint	800-332-7143	TCC/TNC (AEP)	877-373-4858

If you want to dispute a switch-hold imposed by your current or previous retail electric provider in connection with a deferred payment plan, please contact that retail electric provider.

What are the payment options available to me?

We will accept the following types of payments for switch hold removals:

- Checks – please note that the switch hold will remain in place for 14 days after we receive your check to ensure that funds are available.
- Credit Cards
- Cash Deposit – Please call us for Bank Account information

When do I have to pay these fees?

If these fees were assessed your AmeriPower invoice, you have until the due date on your invoice. If the charges are not paid by the due date, they will be considered past due and the normal collections process will apply.

Please call our customer service line if you additional time to make a payment or any other payment assistance.

AmeriPower, LLC.

Phone 281-240-0405 Fax 281-240-0455

operations@AmeriPower.com