



## SWITCH HOLDS

### What is a Switch-hold

Switch-hold means that you will not be able to buy electricity from another REP until your obligation has been met. The switch-hold will be removed after the past due amount owed to AmeriPower has been processed.

### Why a Switch-hold is Placed

A switch hold will be applied to an electric meter for one of the following reasons:

- If your local transmission and distribution service provider (TDSP) has determined that electric meter tampering or theft of electric service has occurred at the premise. The current electric customer of record will be notified, usually via door hanger, that a switch hold has been placed by the TDSP.

OR

- If you entered into a deferred payment plan with your retail electric provider (REP) and part of the agreement was to have a switch hold placed on the electric meter until the terms of the deferred payment plan have been satisfied. The REP is required to notify you that a switch hold will be applied before you agree to the terms of the deferred payment plan.

### How to get a Switch-hold Removed

**If you are the current electric customer of record for this address:**

*If switch hold was placed for meter tampering*, the existing customer of record will be required to pay any charges for the previously unbilled usage and any applicable meter repair and restoration charges in order to avoid disconnection of service and remove the switch hold.

*If switch hold was placed 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. You can call your current or previous Retail Electric Provider to get additional information on the terms of your deferred payment plan.

**If you are a new resident moving in and have never lived at the premise** where a switch hold exists and are not associated with the customer for which the switch hold was imposed, you will need to provide some additional information in order for us to process your request for electric service.

**To complete the processing of your request for a new service move-in, you will need to send us the following documents:**

- A completed and signed New Occupant Statement.
- A copy of any one of the following documents showing that you are a new occupant at the address and are not associated with the customer for which the switch-hold was imposed:
  1. Signed Lease;
  2. Affidavit of Landlord (please request a form);
  3. Closing documents;
  4. Certificate of occupancy; or
  5. Utility bill in your name dated within last two months from a different premise

For further questions or concerns regarding a switch hold on your account, please contact our Customer Service Department at 281-240-0405, Monday thru Friday 9am to 6pm CST.