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Frequently Asked Questions

Who reads my meter once I switch?

The same people you would call today! Regardless of which Retail Electric Provider (“REP”) you choose, the actual delivery of the electricity (“transmission and distribution”) is still provided by your local Transmission and Distribution Service Provider (“TDSP”). Your TDSP will continue to be responsible for maintaining the poles, wires, and meter that deliver and measure the electricity consumed by your home or business, for reading your meter and providing the amount of electricity that you consume to your REP, and for restoring service when there is a power outage.

What if I am currently in a contract?

XIT Energy works with many REPs who offer “Forward Locking” of your contract. This option allows a customer to “forward lock” their new contract for up to one year, enabling the customer to complete their current contractual obligations while simultaneously taking advantage of the market today. This option can ensure a customer is not vulnerable to market conditions when their contract expires; providing them price protection, peace of mind, and budget certainty in an uncertain market.

Who do I call if I have a power outage?

If you experience an emergency related to your electricity service or a power outage, call the number printed on your electric bill for repairs and emergencies. The local TDSP will repair your service or restore your power just as they will your neighbors’ service – regardless of your REP. There is no special treatment or priority in service restoration for customers of any particular REP.

What has stayed the same in electric service?

Your current Transmission and Distribution Utility, or “local wires company,” continues to deliver electricity to your business. Your local wires company still responds to service interruptions and continues to maintain the poles and wires. You will continue to receive the same reliable service you are used to with your local wires company, regardless of which REP you receive service from.

Do all companies have the ability to choose their electric provider in a deregulated state?

No. Each state has different rules and regulations. In some states, city-owned utilities and member-owned electric cooperatives have the option of giving their customers a choice of providers, or keeping their grid closed to outside competition.

With competition, will the reliability of my electric service change?

No. No matter which energy provider you choose, your electricity will continue to be delivered safely and reliably by the local wires company, a company regulated by the Public Utility Commission in each state.

Do I have to notify my current electricity provider of the switch?

No, it is not necessary to contact your current REP. Once the request is made and completed, the process should seem “invisible” to you.