

CUSTOMER DISCLOSURE

Entergy Hard-to-Reach Standard Offer Program

Energy efficiency service providers are not part of, nor endorsed by Entergy or the Public Utility Commission of Texas. Use your judgement when hiring an energy efficiency services provider. Ask for references and check with the Better Business Bureau if you have doubts about doing business with a particular contractor. Before you sign, be sure you have all of the following information:

A contract with the energy efficiency services provider that includes:

1. A written description of the work to be completed. Be sure the description includes brand names, series, model numbers, efficiency ratings, and other information needed to properly identify all materials and equipment to be installed, start and completion dates, and what you can do if the energy efficiency service provider fails to complete the work as described.
2. A written and oral explanation of any financial arrangement between you and the energy efficiency service provider. This should include: the amount of each payment, the number of payments, the total amount of the customer's payments over the term of the agreement, the total expected interest charged, all possible penalties for non-payment, and whether the customer's installment sales agreement may be sold.
3. A notice of your cancellation rights and procedures, including a form you can sign and return to cancel the transaction.
4. An all bills paid affidavit guaranteeing that no liens will be placed on your property by subcontractors.
5. A statement that the energy efficiency service provider is receiving an incentive paid for through the rates of Entergy for the electricity saved by the customer's energy efficiency improvements.

Know your rights:

1. You have 72 hours (3 days) to cancel any contract you sign with an energy efficiency service provider in your home. To cancel the contract, follow the procedures stated in your contract for notifying the energy efficiency service company that you do not wish to receive their service and are canceling the contract.
2. No energy efficiency service provider, manufacturer, or other business involved in providing your energy efficiency improvements may ask or require you to give up your rights under consumer protection statutes, waive performance warranties, or make false claims of energy savings and reductions in energy costs. To make a complaint about your contractor's work performance call the Office of Customer Protection of the Public Utility Commission of Texas at 1-888-782-8477 or the Office of the Attorney General's Consumer Protection Hotline at 1-800-621-0508.