

## AEP Contact Information

AEP plays an important role in establishing electric service (ESI-IDs), installing electric facilities, providing equipment relocation and repairs, and responding to electrical emergencies and outages. Use the helpful listing below to contact AEP.

Phone: **1-877-373-4858** 24 Hour Call Center

### AEP Texas North Company Standard Service Charges

There are basic charges for these services that will be displayed on your bill from Reliant Energy. These charges below are effective as of Sept. 1, 2004, and may be subject to change by AEP and do not include construction costs.

Temporary Meter Installation	\$230
Permanent Meter Installation	\$25
OMR Meter Installation	\$82.70
Special Meter Read	\$15

## Your Builder Blueprint for Electricity Service

Savant has a dedicated team that exclusively serves the unique electric service needs of our homebuilder customers. This includes account managers to provide a single point of contact as well as specialized homebuilder service through our Business Customer Service Center. We understand your service needs are complex and have developed this Builder Blueprint to guide you through the most common transactions you experience with Savant.

*There are five basic electric service requests that most builders make. All requests can be condensed into two essential steps:*

**1. Establish an ESI-ID through AEP.** The ESI-ID number identifies each meter, and electric service cannot be established without it. Only AEP can assign this number and register the ESI-ID with ERCOT. ERCOT, the independent system operator in Texas, monitors and regulates the transmission and delivery of power to ensure safe and dependable service. AEP also handles all of your utility construction needs such as installing electric service facilities, streetlights and meter sets.

**2. Contact Savant with your ESI - ID.** After you receive your ESI-ID, you must wait for a minimum of 48 hours before we can establish electricity service for temporary service, new homes, construction trailers, and model homes. Use the Builders Authorization Fax Form to fax multiple requests to 1-888-773-9647 or call the Homebuilder Hot-line at 1-800-716-6543 for one or two locations.



# Sample Service Requests and Related Steps

We have outlined five scenarios and the corresponding steps you should follow to establish service, along with instructions for your new homeowners on how to establish electricity service when they move into the home.

## Establish Temporary Service - Construction Needed

1. Contact your AEP service consultant to initiate construction, obtain addresses (if needed) and establish an ESI-ID. Use the listing on the back of the Builder Blueprint for the contact information of your local AEP Service Center.
2. Wait 48 hours while AEP generates your new ESI-ID.
3. Submit your T-SAW request via fax or phone to Savant after the 48-hour period has elapsed.
4. Savant submits a move-in (MVI) request to ERCOT.
5. AEP receives an MVI request from ERCOT and installs your new meter.
6. Electricity service will start within three to seven business days after AEP receives MVI request from ERCOT.\*
7. You will receive an initial bill from Savant.

## Establish Temporary Service - No Construction Needed

"No construction needed" applies when temporary service is established in an area where there is an existing secondary AEP service within 60 feet of the temporary service location.

1. Contact AEP to establish an ESI-ID.
2. Wait 48 hours while AEP generates your new ESI-ID.
3. Submit your T-SAW request via fax or phone to Savant after the 48-hour period has elapsed.
4. Savant submits an MVI request to ERCOT.
5. AEP receives an MVI request from ERCOT and installs your new meter.
6. Electricity service will start within three to seven business days after AEP receives MVI request from ERCOT.\*
7. You will receive an initial bill from Savant.

## Establish Permanent Service

1. Contact AEP to establish an ESI-ID. You must specify at the time of request if you require a remote read (OMR) meter.
2. Wait 48 hours while AEP generates your new ESI-ID.
3. Submit your permanent service request via fax or phone to Savant after the 48-hour waiting period has elapsed.
4. Savant submits an MVI request to ERCOT.
5. AEP receives an MVI request from ERCOT and installs your new meter.
6. Electricity service will start within three to seven business days after AEP receives MVI request from ERCOT.\*
7. You will receive your initial bill from Savant.

## Discontinue Services

1. Submit your move-out (MVO) request via fax or phone to Savant. You must specify at the time of request if facilities should be disconnected.
2. Savant submits MVO to ERCOT.

3. AEP obtains a final reading from your meter for billing and disconnects facilities, if applicable.
4. Electricity service should be terminated within three to seven business days after
5. AEP receives MVO request from ERCOT.\*
6. You will receive your final bill from Savant.

## Homeowner Needs Permanent Service

1. Builder submits MVO request via fax or phone to Savant. Builder is responsible for service until the MVO is complete, which could take approximately three to seven business days from the date of your MVO request.\*
2. New homeowner needs to contact a retail electric provider to establish service. Existing Savant customers should request a transfer of service.
3. Savant submits an MVI request to ERCOT.
4. Electricity service should be transferred within three to seven business days after AEP receives an MVI request from ERCOT.\*
5. The new homeowner will receive an initial bill, and the builder will receive a final bill for service.

*\*Turnaround-time estimate is independent of construction and weather delays and is based upon estimates provided by AEP, ERCOT and Savant. Estimates assume receipt of all permits by AEP.*

## Turndown Information

If AEP turns down a meter installation, the MVI is suspended. After the appropriate corrections have been made, you must call the Savant Homebuilder Hotline, 1-800-716-6543, to resubmit your MVI request. Meter installation can be expected within three to seven business days after you call Savant to resubmit your MVI request.

## Permit Information

AEP must receive all permit information before service will be initiated. If a permit is not in place upon the receipt of the MVI request, AEP will place the account "on hold" pending receipt of a permit. AEP must receive the required permit information within 20 business days of receipt of the MVI request or they will not dispatch the service initiation order to the field. After 20 business days, (if the permit information has not been received by AEP) the original MVI request will be cancelled and you must call Savant to request a new MVI. You may also fax in your request using a new Builders Authorization Fax form.



For more information about this request, **contact:** Jeremy, JG@SavantEnergyServices call (844) 372-8268 fax (800) 896-1314