



Electricity Facts Label ("EFL")
Southwest Power and Light ("Southwest")
 Renewable Healthy Heart of Texas Fixed Rate E-Plan with **GUARANTEED SAVINGS**
 Version SWPLFIXHHTRES060111 (As of January 25, 2012)(Term 18 Months)

Electricity Price

Average Monthly Use	500 kWh	1,000 kWh	2,000 kWh
<i>Average Price per kWh by service area*</i>			
CenterPoint Energy ("CenterPoint")*	12.4 ¢/kWh	9.9 ¢/kWh	9.4 ¢/kWh
Oncor Electric Delivery Company ("Oncor")*	11.4 ¢/kWh	9.2 ¢/kWh	8.9 ¢/kWh
Texas-New Mexico Power Company ("TNMP")*	12.1 ¢/kWh	9.9 ¢/kWh	9.6 ¢/kWh
AEP Texas Central Company ("AEP-Central")*	12.9 ¢/kWh	10.4 ¢/kWh	9.9 ¢/kWh
AEP Texas North Company ("AEP-North")*	12.5 ¢/kWh	9.8 ¢/kWh	9.2 ¢/kWh
Sharyland Utilities, LP ("Sharyland")*	12.9 ¢/kWh	10.4 ¢/kWh	9.9 ¢/kWh

Thank you for choosing Southwest! Southwest is pleased to provide you with this renewable fixed rate plan and our **Lone Star Price Guaranty** (see below). The above price disclosure is based on average usage patterns and a fixed base energy price of 5.7 ¢ per kWh for the CenterPoint area, 5.8 ¢ for the Oncor area, 6.1 ¢ for the TNMP area, 5.9 ¢ for the AEP-Central area, 5.7 ¢ for the AEP-North area, and 5.9 ¢ for the Sharyland area, plus all charges from your Transmission and Distribution Service Provider ("TDSP") and the Electric Reliability Council of Texas ("ERCOT") (collectively, "Delivery Charges"), a \$7.95 monthly customer-service-meter-fee (Southwest will *not* charge the monthly customer-service-meter-fee for each billing cycle in which you use at least 1,000 kWhs), and Public Utility Commission of Texas ("PUC") fees and assessments.

In addition to Southwest's low price, you also have Southwest's "LONE STAR PRICE GUARANTY," pursuant to which the total average price per kWh you will pay to Southwest under Southwest's Renewable Healthy Heart of Texas Fixed Rate E-Plan **will be between 5% and 15% lower** than the total price to be paid per kWh during any twelve month period under any residential 100% renewable fixed price plan with the same fixed term (*i.e.*, the same number of months) that is presently offered to the general public by Reliant Energy in the CenterPoint area, TXU Energy in the Oncor area, CPL Energy in the AEP-North area, WTU Retail Energy in the AEP-Central area, and First Choice Power in TNMP area, regardless of how many kWhs you consume during your service period.

Please see your Terms of Service for a full description of your actual price, Southwest's Lone Star Price Guaranty, and other applicable terms and charges. Your base energy price is a fixed price, and your average total price for the electricity service will vary according to your monthly usage, your maximum instantaneous peak load, and the amount of Delivery Charges (as defined in your Terms of Service) at the time of your usage, as allowable under the Rules of the PUCT (<http://www.puc.state.tx.us/rules/subrules/electric>).

The above prices in the table do not include taxes or, for customers in the Oncor service area, the TDSP Underground Facilities and Cost Recovery Charge authorized by some cities. See your TDSP's tariff for a list of cities and authorized charges.

Other Key Terms and Questions

- * Because this is an "E-Plan," your initial pricing as listed above also includes and assumes a 0.5¢/kWh discount for electing to authorize monthly payments of your invoices via automatic recurring withdrawals from your bank account(s) or charges to your credit card.
- At this time, Southwest is unable to offer its Lone Star Price Guaranty in the Sharyland service area.
- You are choosing to support environmentally friendly, non-depleting, green energy by enrolling in Southwest's Renewable Healthy Heart of Texas Fixed Rate E-Plan. If you sign up for this plan you are supporting the generation of environmentally conscious energy, and because of Southwest's purchase and retirement of renewable energy certificates or attributes from specific facilities, renewable energy resources will be proudly delivered to the Texas power grid in an amount equal to your yearly electricity usage consumed under this plan. Southwest may take up to three months following the close of a calendar year to make up any deficiency in renewable energy certificates provided in connection with the electricity product you choose.
- This document is intended to summarize many provisions in your Terms of Service. See Terms of Service for a full listing of fees, deposit policy, and other terms.

Disclosure Chart

Type of Product	Fixed Rate
Contract Term	18 months

Disclosure Chart (continued)	Do I have a termination fee or any fees associated with terminating service?	Yes, \$175 unless you move during the Term as set forth in your Terms of Service or unless your service is terminated for a reason permitted by your Terms of Service.
	Can my price change during the contract period?	No, your base energy price cannot change unless a change of law occurs (if, for example, the PUCT approves a change in regulated charges from ERCOT or your TDSP).
	If my price can change, how will it change and by how much?	The price can change <i>solely</i> to reflect any increased costs that are due to changes in law or changes in regulatory charges permitted by the PUCT.
	What other fees may I be charged?	Fees not included in above price: <ul style="list-style-type: none"> • Late Fee: 5% of past due balances; • Insufficient Funds (e.g., if your check bounces): \$40; • Reconnect (e.g., if you want us to reconnect you after your service has been disconnected for non-payment): \$20; • Duplicate Bills, Credit Reference Letters, and Disconnect Notices: \$3.50; • Collections Processing (if your account is past due and must be submitted to our collections department): \$20; • Legal Fees (if your account is past due and must be submitted to an outside collection firm or to litigation): 25%-40% of amount due; and • Information on non-recurring fees charged by your specific TDSP is available in your Terms of Service.
	Is this a pre-pay or pay in advance product?	No
	Does Southwest purchase excess distributed renewable generation?	Yes
	Renewable Content	100%
	Statewide Average for Renewable Content	11.5%

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