

Texas Customer Bills FAQs

We understand there are many concerns regarding the rising cost of electricity bills.

Below, we've answered some frequently asked questions to help explain the factors that are impacting your electric bill. ***As a reminder, bills are calculated differently in each state, as our base rates, fuel and other charges are reviewed and approved by each state's public service commission.***

Why was my bill higher in summer 2022 versus summer 2021?

One of the two factors that can impact your bill is the amount of energy used – measured in kilowatt-hours (kWh). **The hotter it got, the more energy you likely used.** The 2022 summer set record temperatures in many parts of Texas. During periods of extreme heat, your air conditioning system may run longer, work harder, and use more energy to keep your home comfortable. You can compare your current kWh usage to the same month a year ago with information displayed on your bill or by logging into your SWEPCO account online.

How have base rates changed?

Base rates increased in February 2022. A base rate approved in June 2022 by the Texas Public Utility Commission (PUCT) increased rates by 8.48% effective the first billing cycle of March. PUCT approved base rates to recover SWEPCO's investments in generation, transmission and distribution facilities since 2016, plus increased operations and maintenance costs to provide reliable and safe service to Texas customers. The Commission also approved cost recovery for the Dolet Hills Power Plant, which was retired Dec. 31, 2021.

Base rates refer to the costs of building, maintaining and operating SWEPCO's electric system. These costs pay for the generation, transmission and distribution system – the power plants, substations, poles and wires you see in your community – along with the costs it takes to keep this system running. These costs also include reading meters, producing bills and customer service activities. Base rates do not include the fuel portion of your bill, which pays for fuel and purchased power and is a direct pass-through to customers.

What is the winter fuel surcharge on my bill?

A fuel surcharge was added in April 2022 to recover costs associated with the February 2021 winter storm. PUCT approved a fuel surcharge of \$5.96 for a residential customer using 1,000 kWh per month. The fuel surcharge will be spread over five years to help lessen the impact on Texas customers. This fuel cost is a direct pass-through to customers with no profit to the company.

Over the course of 12 days during the 2021 storm, SWEPCO's **Texas fuel costs increased \$176.2 million**. The costs were attributed to significantly higher fuel prices, regional grid requirements to run all generating units and higher costs for purchased power. By comparison, the Texas fuel costs for the entire year of 2020 amounted to \$195 million.

What are my options to help pay my electric bill?

SWEPCO announced additional flexible options to help residential customers facing high bills due to increased demand and rising fuel costs. Through October 31, 2022, all SWEPCO residential customers can have late fees, and in some cases, deposits waived. They can also take advantage of an extended payment plan that gives them up to 12 months to pay their bill in full. Customers must call 1-888-216-3523 to speak with a SWEPCO representative regarding these flexible options, including requesting late fee and deposit waivers.

Learn about other payment assistant options, including enrolling in the Average Monthly Payment plan, by visiting [SWEPCO.com/Assist](https://www.swepcoco.com/Assist).