

Bill Credit Program FAQs

April 8, 2021

Q: How was the credit calculated?

A: CPS Energy used meter data to identify customers that were without power during the storm event. The amount of time between February 15 – February 19 a customer was without power is the cumulative number of hours the meter was not receiving power. Customers who were without power for one day or more will receive a credit in the amount of their Electric Service Availability Charge to reflect power that was not available to them. Customers who experienced power outages of two days or longer will receive a tiered credit amount based on the amount of time they were without power.

Q: My power was on and off frequently during part of the storm. How will my outage duration be calculated?

A: Our meter system analyzes power status in 15-minute increments. If you were without power at any time during a 15-minute increment, it is calculated as being without power. We recognize that some of our customers received power for a few minutes and then lost power again. Those bursts will not be counted as having power. The outage duration is not measured in consecutive hours; it is calculated on cumulative hours without power.

Q: How did you determine the dollar amount that the customer would be credited?

Customers who experienced the longest amount of time without power will receive the greatest credit amount. Customers who were without power for one day or more will receive a credit in the amount of their Electric Service Availability Charge to reflect power that was not available to them. Those without power for two days or longer will receive an additional credit tiered from \$50.00 to \$100.00 based on the amount of time they were without power.

Q: What is the Electric Service Availability Charge? How much is the Electric Service Availability Charge?

A: The Service Availability Charge is the flat monthly cost of delivering service to customers. It covers infrastructure investment in poles, wires, transformers, and other equipment required to provide electric service. The Electric Service Availability Charge is \$8.75 for most residential customers and small business customers on the PL Rate. The Electric Service Availability Charge for Large Residential customers on the RCE Rate is \$10.50.

Q: When will I see this credit applied to my bill?

A: If you are eligible for a credit, it will be reflected in your account balance after the credits are applied on April 10. The credit will display on bills dated April 12 through May 11, 2021.

Q: How much credit are my neighbors receiving?

A: Credit calculations are based on the number of hours a customer was without power. The amount of time you were without power could be different from your neighbor. Even someone living directly across the street could be on a different circuit that may have had a different experience. As part of our privacy commitment to our customers, CPS Energy protects and will not disclose individual customer account information to others. Please view our [Privacy Policy here](#).

Q: If a customer did not have an outage but received a higher bill because they needed to use more energy for heating, or they had family members who were without power staying in their home, will they receive a credit?

A: The credits are based on the amount of time a customer was without power during the February 15 – 19, 2021 federally and state-declared disaster. Credits are not being issued based on the amount of electricity used.

Q: What if I was without power after power was restored to my meter?

A: Credits are based on the amount of time a customer was without power supplied by CPS Energy from February 15 – February 19, 2021. If power was restored to the customer’s meter and the customer was still without power, then the additional outage time is not factored into calculating the credit. Reasons for not having power after power was restored vary and could include a tripped breaker or damage to electric infrastructure on the customer’s side.

Q: Will I receive a credit on multiple properties if they were impacted?

A: The credits are based on “Customer Account Number,” so if a customer has more than one account with different Customer Account Numbers, the credit may apply to each account based on the amount of time without power for each account.

Q: Can I be sent a refund instead of applying the credit to my account?

A: No, the credit is applied to current and future balances on your CPS Energy Customer Account.

Q: Will there be any more credits for the Winter Storm event? Will there be more credits if CPS Energy wins the lawsuit against ERCOT and the natural gas suppliers?

A: This is a one-time credit made as a goodwill gesture, and we do not expect to offer future credits. We have delayed billing after the storm to ensure that the purchased power costs and fuel that was charged to us have not been passed on to customers, so customer bills do not currently include exorbitant winter storm charges or purchased power. We are fighting to protect our customers from the financial impacts of the systemic failure of the ERCOT market and the outrageous and unlawful costs associated with that failure. We are currently, and will continue to, pay charges that are lawful. After we have exhausted every possible method to reduce these costs, we will communicate with our customers a strategic plan to pay storm obligations and keep customer bills *Affordable*.

Q: Can I still submit a claim to CPS Energy for damages caused by not having electricity during the storm, despite receiving a credit?

A: A claim can be submitted according to the [claims process described here](#). Please know that there may also be federal funds available for storm-related damages since the storm was declared a federal and state disaster.

Q: Is everyone who had an outage between February 15 and February 19 receiving a credit?

A: No. Credits are provided for customers who experienced power outages lasting longer than one day during the February 15 – February 19, 2021, federally and state-declared disaster.

Q: If I had qualifying outages between February 15 - February 19 and I have canceled my service before credit is applied to my April or May bill, how will I receive my credit?

A: If you meet the criteria, the credit will be issued to your final bill, or if your final bill has been paid, then a check will be mailed to the last mailing address on file for your Customer Account.

Q: Do I have to accept the bill credit? And does accepting the bill credit waive my legal right?

A: Accepting CPS Energy's bill credit does not waive a customer's legal rights. Still, customers may choose to decline the bill credit by calling 210-353-2222, but once the credit is removed from a customer's account, the decision is final and cannot be reversed.