



Frequently Asked Questions

Regarding the Transition of Sharyland Customers to Oncor

The purpose of this document is to answer Frequently Asked Questions regarding the transition of customers from Sharyland Utilities (Sharyland) to Oncor Electric Delivery Company (Oncor) under the transaction that was approved by the Public Utility Commission of Texas (PUCT) on October 13, 2017, and closed on November 9, 2017. For more information, please visit www.sharyland.com/oncor or call 800-442-8688.

1) When will the transition happen?

The customer transition is expected to begin on December 11, 2017.

2) Will all customers transition to Oncor at the same time?

No. Customers will be transitioned in groups based upon their monthly scheduled meter reading occurring on or after December 11, 2017. All customers are expected to be transitioned by January 9, 2018.

3) When will I receive my first bill calculated with new lower Oncor rates?

Customers will receive their first electric bill calculated with Oncor rates approximately 30 days after their transition.

4) Do customers need to do anything as part of this transition?

No. The entire process will be seamless to customers and will be handled between Sharyland, Oncor, and other market participants such as Retail Electric Providers (REPs).

5) Will customers need to be physically disconnected from the Sharyland system and connected with new wires to the Oncor system?

No. As part of this transaction, Oncor is taking ownership of Sharyland's existing retail distribution system, meaning customers will continue to be served by the same wires and distribution system that are currently connected to their homes and businesses.

6) Will customers experience any outages or service disruptions as part of the transition?

No. The process will only involve the transfer of customer data from Sharyland to Oncor, and will not require any outages or service disruptions.

7) Will customers get a new meter from Oncor?

Possibly. The PUCT has authorized Oncor to deploy advanced meters over the coming year, and Oncor is in the process of developing its deployment plan. More information will be available after this plan is finalized.

8) Will customers get a new Electric Service Identifier (ESI-ID) number?

Yes. All customers will receive a new ESI-ID number from Oncor. This number is unique to the premise where customers take their electric service and is the key identifier that REPs use to communicate requests such as move-ins and switches to Oncor.

Customers will see their new ESI-ID number on their first electric bill after the transition. The current ESI-ID that customers have with Sharyland will be retired shortly after the transition.

9) Do customers need to notify their Retail Electric Providers (REPs) about the transition?

No. Sharyland and Oncor have been working closely with REPs and ERCOT over the past several months in preparation for this transition.

10) Can customers change their Retail Electric Provider (REP) as part this transition?

No. Customers will not be able to specifically use the transition as a reason to select a new REP. However, customers will still have the ability to change their REPs under normal guidelines before and after the transition.

11) During the transition, who should customers call to report outages?

Customers should continue to call Sharyland's current outage number at 800-545-4513, which will be answered by Oncor after November 9, 2017.