

SERVICE AREA	All TDSPs	(ONCOR, CNP, AEPC, AEPN and TNMP)
New Service Transfer/Moving	✓	All customers in deregulated areas can request new service, transfer of service, switch and cancel by contacting Stream directly.
Meter Set	✓	Applicable with new construction or significant remodeling. Premise location may have a temporary meter. May take up to 10 business days and may require an inspection.
Switching	✓	Switching: Same day (AMS Meter Enabled) OR 1-2 business days (Digital Meter) New Service: 1-3 business days
Switch Hold	✓	Switch holds are usually placed by a retail provider due to delinquency. To release it: Proof of residency (new to location) required
Account Numbers	✓	18-22 digit ESI ID Number from TDSP
Average Billing	✓	Stream offers average billing for residential customers only. Average billing will average customer's energy charges for a rolling 12 months.
Co-generation	✗	Electric Only: Customers who produce energy for their home (windmill and solar panels users are the two most common). If a customer uses this type of generation, they may NOT become a Stream customer.
Early Termination Fees	✓	Applicable on fixed-term plans, amounts will vary. Details included in each plan's EFL.
Right of Rescission	✓	3 business days from agreement of the contract (subject to change based on urgency of enrollment)
Stream Contact Info	✓	By Phone: Toll Free: 866-447-8732 (866-44-STREAM) between 7 a.m. to 10 p.m. Monday to Friday, and 8 a.m. to 5 p.m. Saturday and Sunday, CT, excluding holidays By Email: customerservice@mystream.com (must indicate Account Number or ESI ID Number in subject line)
PUC Contact Info	✓	Public Utility Commission of Texas Toll Free Assistance Hotline: 1-888-782-8477 E-mail: customer@puc.texas.gov Website: https://www.puc.texas.gov