

## TNMP Contact Information

TNMP plays an important role in establishing electric service (ESI-IDs), installing electric facilities, providing equipment relocation and repairs, and responding to electrical emergencies and outages. Use the helpful listing below to contact TNMP.

**Phone: 1-888-866-7456**  
**Monday through Friday 8 a.m. - 5 p.m.**

### Standard Service Charges

There are basic charges for these services that will be displayed on your bill from Reliant Energy. These charges below are effective as of January 1, 2005, and may be subject to change by TNMP and do not include construction costs.

Temporary Meter Installation	\$240
Permanent Meter Installation	\$50
OMR Meter Installation	Contact TNMP
Special Meter Read	\$15



## Your Builder Blueprint for Electricity Service

Reliant Energy has a dedicated team that exclusively serves the unique electric service needs of our homebuilder customers. This includes account managers to provide a single point of contact as well as specialized homebuilder service through our Business Customer Service Center. We understand your service needs are complex and have developed this Builder Blueprint to guide you through the most common transactions you experience with Reliant Energy.

There are five basic electric service requests that most builders make. All requests can be condensed into two essential steps:

- 1. Establish an ESI-ID through Texas New Mexico Power (TNMP).** The ESI-ID number identifies each meter, and electric service cannot be established without it. Only TNMP can assign this number and register the ESI-ID with ERCOT. ERCOT, the independent system operator in Texas, monitors and regulates the transmission and delivery of power to ensure safe and dependable service. TNMP also handles all of your utility construction needs such as installing electric service facilities, streetlights and meter sets.
- 2. Contact Reliant Energy with your ESI - ID.** After you receive your ESI-ID, you must wait for a minimum of 48 hours before you can establish electricity service for temporary service, new homes, construction trailers, and model homes. Use the Builders Authorization Fax Form to fax multiple requests to 1-888-773-9647 or call the Homebuilder Hotline at 1-800-716-6543 for one or two locations.

### Key Contact Information

**Reliant Energy Homebuilder Program**  
PO Box 148  
Houston, Texas 77001-0148

#### Homebuilder Hotline: 1-800-716-6543

Designated line to receive new service requests, disconnection of service, order status, billing questions, and overall customer support.

#### Homebuilder Fax Number: 1-888-773-9647

Designated line to receive fax requests for new service requests and inquiries regarding multiple accounts.

#### Web site: [www.reliant.com/homebuilder](http://www.reliant.com/homebuilder)

Designated site with up-to-date information and current homebuilder forms that you can download.

#### Email: [builder@reliant.com](mailto:builder@reliant.com)

Designated mailbox for homebuilder program information requests.



## Sample Service Requests and Related Steps

We have outlined five scenarios and the corresponding steps you should follow to establish service, along with instructions for your new homeowners on how to establish electricity service when they move into the home.

### Establish Temporary Service

1. Contact TNMP if construction is needed. No construction is needed if temporary service is established in an area where there is existing secondary TNMP service within 60 feet of the temporary service location.
2. TNMP will issue a meter installation order as soon as a city inspection is received. The meter will be installed within three to five business days of the meter installation order. Once the meter is installed and TNMP processes the order, an ESI-ID number will be created for that address. You must contact TNMP to request your ESI-ID before contacting Reliant Energy for electric service.\*
3. Wait 48 hours while TNMP registers your new ESI-ID with ERCOT.
4. Submit your temporary service request via fax to Reliant after the 48-hour period has elapsed.
5. The earliest electricity service can begin is three business days from the date of request.
6. You will receive an initial bill from Reliant.

### Establish Permanent Service - Swing Over

1. Once you are ready for the permanent meter to be transferred from the t-pole to the house, submit your swing over request via fax to Reliant.
2. Reliant submits swing over request to TNMP.
3. TNMP receives swing over request from Reliant. TNMP will issue a meter installation as soon as a city inspection is received.
4. Temporary meter will be relocated to the home, becoming the permanent service on the home. Once TNMP receives the swing over request and city inspection, permanent service will be established three to five business days from the date of your request.\*
5. You will receive a bill from Reliant.

### Establish Permanent Service - No Temporary Meter at Address

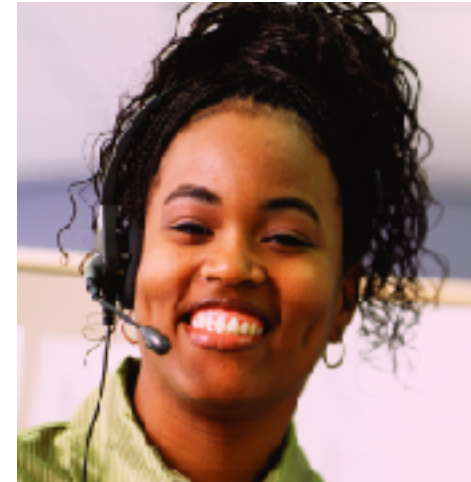
1. Contact TNMP to establish an ESI-ID. You must specify at the time of request if you require a remote read (OMR) meter.
2. Wait 48 hours while TNMP creates your new ESI-ID and registers it with ERCOT.
3. Submit your permanent service request via fax to Reliant after the 48-hour period has elapsed.
4. Reliant submits a move-in (MVI) request to ERCOT.
5. TNMP receives an MVI request from ERCOT.
6. After TNMP receives MVI request from ERCOT, the earliest permanent service can be established in your name is three business days from the date of request.\*
7. You will receive your initial bill from Reliant.



### Discontinue Permanent Service

Electric service will stay in your company name and be your responsibility until Reliant Energy completes your request to discontinue service or receives notification from ERCOT regarding transfer of service to a new homeowner or another electricity provider.

1. Builder submits move-out (MVO) request via fax or phone to Reliant.
2. Builder is responsible for service until the MVO is complete, which could take approximately three to five business days from the date of your MVO request.\*



### Homeowner Needs Permanent Service

1. New homeowner needs to contact a retail electric provider to establish service. Existing Reliant Energy customers should request a transfer of service.
2. Reliant submits a homeowner move-in (MVI) request to ERCOT.
3. Electric service should be transferred within three to five business days after TNMP receives a new homeowner MVI request from ERCOT.\*
4. The homeowner will receive an initial bill, and the builder will receive a final bill.

\* Turnaround-time estimate is independent of construction and weather delays and is based upon estimates provided by TNMP, ERCOT and Reliant Energy. Estimates assume receipt of all permits by TNMP.

### Turndown Information

If TNMP turns down a meter installation request, make the appropriate corrections and then call TNMP to resubmit your request. The earliest meter installation can be expected is three business days from the date of request.