

Frequently Asked Questions Regarding Rate Changes

Q: Why is PenTex Energy increasing rates?

A: The rate changes are a result of a Cost of Service Study performed by an independent firm. As inflation has increased the costs of goods and services, PenTex Energy (the “Cooperative”) must ensure the recovery of rising costs associated with wholesale power, operations, materials & supplies, maintenance, and administration. The rate changes taking effect ensure appropriate cost recovery for each rate class.

Q: When were PenTex Energy’s last rate changes?

A: The Cooperative’s last rate changes were implemented seven years ago and were an increase effective for bills issued on or after 1/1/2018.

Q: Who determines when rate changes are necessary?

A: In accordance with the Public Utility Regulatory Act of Texas, the Cooperative’s Board of Directors and executive staff continuously monitor the financial stability of the Cooperative to determine if or when rate changes are necessary. A Cost of Service Study is conducted by a third party to review current rates and recommend changes. The study determines rate class returns and highlights any subsidization between and within rate classes. Based upon these findings, the ultimate authority for rate structure lies with the member elected Board of Directors.

Q: What is the Member-Owner Charge?

A: The Member-Owner Charge is sometimes referred to as the availability charge. It covers fixed costs associated with having service available at your location. It covers the expenses of the Cooperative to do business whether you purchase energy or not.

Q: When will I see the new rates reflected on my bill?

A: The new rates will be reflected on bills issued on or after February 1, 2025.

Q: Do members have a voice to express their opinions about the rate changes?

A: The Cooperative’s Board of Directors are elected by members to represent the interests of the members with a fiduciary duty to ensure the financial integrity of the Cooperative.

Q: Where can I find more information about the rate changes?

A: Members may obtain further information concerning the rate changes and/or a copy of the rate changes by calling the Cooperative at 940-759-2211 or by visiting our website at www.pentex.com. A meeting to discuss the rate changes will be held at the Cooperative’s office located at 11799 US-82, Muenster, Texas, on December 10, 2024, at 7:00 P.M.