

Frequently Asked Questions

Q. How do I know that Acacia Energy is available in my area?

A. Acacia Energy is available across the state of Texas in all deregulated areas. To find out if Acacia Energy is available in your area, please visit our website at www.acaciaenergy.com and sign up for service or contact customer service at 877-997-2946.

Q. How do I know what rate plans are available in my area?

A. Acacia Energy offers a variety of plans to fit any budget. For a list of our plan offerings, please visit our website at www.acaciaenergy.com and sign up for service or contact customer service at 877-997-2946.

Q. What credit score does Acacia require?

A. At Acacia Energy, everyone is approved for our Power Bonus Plans or EZ Flex, no credit check post-paid plans (seasonal plan). No credit score is needed.

Q. Is a deposit required?

A. No deposit is required with our Power Bonus Plans*. Acacia's EZ Flex Plan has a low initial payment toward your deposit requirement based on your residence. Should you choose a traditional post-paid plan your deposit, if any, is based off of a utility based credit score.

Q. How much is it to get started?

A. Acacia Energy's Smart Meter Plan* requires as little as a \$50 initial payment. For more details call 877-997-2946.

Q. Do you have any financial assistance with the initial payment?

A. Yes, at Acacia Energy we have initial payment assistance. You can get your service activated with little or no upfront payment with our deferment assistance program.

Q. What is the current per kilowatt rate?

A. Acacia Energy offers a variety of plans to suit your needs. The price per kilowatt hour varies based on the plan. For current kilowatt hour rates by plan please visit www.acaciaenergy.com and click on the Acacia Energy historical pricing link or that plans EFL link. Our sales team can also give you the current rate when you call 877-977-2946.

Q. Do you offer any discounts or promotions?

A. Acacia Energy offers a variety of promotions. For information on current promotions please visit our website at www.acaciaenergy.com and sign up for service or contact customer service at 877-997-2946.

Q. How do I sign up?

A. With Acacia Energy everyone is approved and signing up service couldn't be easier. Visit us online at www.acaciaenergy.com and click Sign Up, or call our sales department at 877-997-2946.

Q. Do you have same day activation?

A. Yes, Acacia Energy can provide same day service and the only charge the customer pays is any applicable TDU charge. Often, with our Power Bonus Plan, the power can be activated in hours.

Q Can I get my service started on Saturday?

A. In accordance with the schedules of the electricity providers (TDU's), we activate service Monday thru Friday, observing public holidays.

Q. What are your hours of operation?

A. Our customer service hours are Monday thru Friday, 8am to 6pm CST.

Q. Where can I make my payment?

A. There are several options to choose from for making a payment to Acacia Energy. Payments can be made at any time online at www.acaciaenergy.com and on our 24 hour automated payment IVR at 866-484-7576. Other options include making a payment at an Acacia Energy authorized payment location. For a complete list of locations visit us online.

Q. Are there late fees and/or disconnection fees?

A. Acacia Energy fees vary by plan. For a complete list of fees visit www.acaciaenergy.com click on the TOS fee exhibit 1 link or simply call 877-997-2946.

Q. Can I pay after disconnection and have my service restored?

A. Yes, you have up to five days to pay the past due amount in full before your service is permanently disconnected.

Q. If I am disconnected, how long before service is restored?

A. With a Power Bonus plan and the new smart meter technology you can be reconnected within an hour of paying during normal business hours. If your residence does not have a smart meter it can take one to two business days for reconnection.

Q. I have a Smart Meter, can you provide me with service?

A. Of course! Pay as go with the Acacia Power Bonus Plan*. With the Power Bonus Plan*, everyone is approved with no contract, no credit check, fast reconnection, and a low initial minimum payment. Plus, Acacia Energy will keep you up to date with paperless billing such as text and email alerts.

Q. I would rather receive a bill. What plans are available for me?

A. Acacia Energy has a hassle free post-paid plan for you. Did I mention that everyone is approved? Our EZ Flex rate plan (seasonal) features a low deposit, no contract, and no credit check. The only information we need is where you want the service.

Q. I do not have enough money to pay my bill in full or to avoid being disconnected. What options are available for me?

A. Acacia understands things don't go always as planned. Call our customer service department and ask about our payment plan options.

Q. What if I change my mind and want to cancel service?

A. You have up to three business to cancel your service if you are switching providers.

Q. Can I switch from a post paid plan to a smart meter plan?

A. To switch your current Acacia Energy plan to something more convenient, simply contact our customer service department and we would be happy to make the change.

Q. Who do I contact if my electricity goes out?

If you have active service and are experiencing a power outage, please contact your local TDU. For a complete list of TDU's please visit www.acaciaenergy.com click on the TOS link or simply call 877-997-2946.

Q. Why have I not received a bill in the mail?

A. If you are signed up on our Power Bonus Plan* you will be alerted of your electricity balance via text, email, or phone. If you are signed up on our EZ Flex Plan or any other post-paid plan, please contact our customer service department at 877-997-2946 to verify your mailing address is correct.

Q. I have a deposit with my current provider, can I get it back?

A. Once your move to Acacia Energy has been completed, you may contact your previous provider to request a refund of your deposit. Your providers standard Terms and Conditions will need to be reviewed for specific answers.

Q. Why do I need an inspection/permit and where do I get one?

A. Some city ordinances require that an inspection and/or a permit be acquired before electrical service can be activated. You will need to contact your local city inspection or permit office to request this service. Once the inspection/permit is completed, the city will contact the TDSP assigned to the area and provide a copy of the inspection/permit. The TDSP will then complete your move in request.

Q. What is a switch-hold and how can get one removed?

A. A switch-hold is placed on a customer account when the customer has agreed to the terms of a deferred payment plan with their provider. If you feel the switch-hold is a mistake contact your provider immediately to resolve. If you are switching providers and need to remove a switch-hold you must pay-off any remaining balance due on your deferment plan with your provider. Once paid in full, the provider will immediately place a request with the TDU to have the switch-hold removed. If you are moving in to a new residence and there is an existing switch-hold on the account you will need to provide proof of move-in to your new provider. Your new provider will submit the required documents to the TDU to coordinate removal of the switch-hold. Contact your provider immediately to coordinate a release.

*You can obtain important standardized information that will allow you to compare this product with other offers by calling Acacia Energy or visiting our website.