

UTILI-FACTS

Our Consumer Protection Team Can Help

If you are a:

- Water or wastewater utility customer or homeowner association;



- Water or wastewater utility personnel, consultant or trade group;
- Local government;
- Legislative aide;
- Private well owner; or a

- Staff from another state agency.

We can help you:

- Resolve a utility billing dispute;
- Know how utility rates and fees are set and get information on the rates and fees a utility can charge;
- Understand a customer's rights and responsibilities;
- Understand a utility's rights and responsibilities;
- Understand when customer service rules apply and how to comply with applicable customer service rules;

- Get water or sewer service connected or reconnected;
- Report service interruptions or other problems;
- Access PUCT records on utilities;
- Monitor a utility's compliance with customer service rules;
- Report noncompliance of utility issues to enforcement personnel;
- Reach other PUCT programs or other sources of assistance and information.

Contact the PUCT at:

Public Utility Commission of Texas

Attention: Water Utilities Division

1701 N. Congress Avenue

P.O. Box 13326

Austin, Texas 78711-3326

Phone: (512) 936-7405