



**EXCERPT:** It also includes the suggestions by Dave Lieber which would actually be helpful to consumers:

1. Apples-to-apples comparison. Add Oncor's 3.5-cent-per-kilowatt-hour rate to all offers so customers know the full price.

**ANSWER:** Actually, TDU delivery charges are required by law to be included in the average price on the Electricity Facts Label (or EFL) posted with every single plan on Power To Choose. If you find one without it, please bring it to our attention so we can address the issue with the REP. (also, the 3.5 cent number Mr. Lieber references isn't a precise fee – it happens to be the number that's reached when combining Oncor's charges when averaged out at 1,000 kWh)

**EXCERPT: 2.** - Ban tricks to confuse customers. Credits, minimum fees, penalties for too much or too little usage and more — must stop.

**ANSWER:** The “tiered rate” filter described above is a key step in relieving customers of the challenge of wading through such complex offerings on the PUC-maintained site. It's worth noting that the Retail Electric Providers have the freedom, as participants in a competitive market (just like companies selling cellphones, cars and any other consumer product), to make offers intended to attract and keep customers. Taking steps like the ones mentioned above, we'll continue pursuing ways to help consumers cut through the clutter in their search for affordable electricity.

**EXCERPT: 3.** - Fake websites that use the keywords "power to choose" to steal customers away from their intended destination should be banned.

**ANSWER:** We have a legal trademark related to Power to Choose and regularly reach out to companies attempting to leverage versions of it for their own purposes with a request to stop. They consistently comply. Only one time in our records did such a verbal request require a follow-up letter threatening legal action. Plus, banning sites on the Internet is not within the commission's jurisdiction.

**EXCERPT: 4.** - Door-to-door electricity salespeople, who will, in many cases, say or do anything to make you switch companies, need oversight.

**ANSWER:** We regulate the Retail Electric Providers for whom such salespeople work and respond quickly to customer complaints submitted about them or any other violations of the rules. If you have a specific complaint about a salesperson for a REP, please let us know by calling our Complaints Hotline at 888-782-8477.

**EXCERPT:** You've had years to address the problems. Please step up and serve the citizens of Texas.

**ANSWER:** Upon closer examination of our efforts, I hope you'll agree that the PUC has spent the years you mention guiding a competitive electricity market that has benefited customers in the form of lower prices and reliable service. We are honored to serve you and your fellow Texans and will continue to do so, perpetually gathering new information, responding to customer complaints and crafting policies intended to optimize the benefits of the state's electrical delivery infrastructure.