



Public Utility Commission of Texas

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Electricity Shoppers Reminded There is Just One PowerToChoose.org Site *PUC cautions consumers before biggest online shopping weekend*

Austin, TX – The [Public Utility Commission of Texas](http://www.puc.texas.gov) is reminding customers in the areas of the state served by the competitive electricity market to be on the lookout for sites that might be misleading visitors with names and addresses that are too close to the agency's [PowerToChoose.org](http://www.powertochoose.org) website.

“PowerToChoose.org has been a valuable resource for Texas electricity customers for 17 years now, providing a useful way for people to find plans that best suit their budget and usage habits,” said John Paul Urban, III, executive director of the PUC. “Unfortunately, some companies seemingly choose to blur the line between our site and theirs, creating confusion that is just unacceptable.”

The agency estimates that more than 90% of Texas electricity customers have exercised their right to choose an electricity provider since the market was deregulated nearly 20 years ago. Many have utilized PowerToChoose.org and its helpful filters as a starting point for their search which features plans posted by retail electric providers (REPs) in [English](#) and [Spanish](#).

PUC staff members pay close attention to customer complaints of sites with confusingly similar names and often issue Cease and Desist letters to companies seeking such unfair leverage in the competitive marketplace.

“Our competitive marketplace for electricity has created a remarkably level playing field and we’re committed to protecting customer choice,” concluded Urban. “If folks see sites that appear to be confusing or misleading people into thinking they’re on our official site, I hope they’ll call our customer hotline so we can seek resolution on their behalf.”

The PUC’s Customer Protection Division can be reached with such complaints either by email (customer@puc.texas.gov) or phone (888-782-8477).

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About the Public Utility Commission

Our mission is to serve Texans by regulating the state’s electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <http://www.puc.texas.gov>.

All PUC News Releases are available at www.puc.state.tx.us