

CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.

Subchapter B. CUSTOMER SERVICE AND PROTECTION.

§25.21. General Provisions of Customer Service and Protection Rules.

- (a) **Application.** Unless the context clearly indicates otherwise, in this subchapter the term "electric utility" applies to all electric utilities that provide retail electric utility service in Texas. It does not apply to municipal utilities.
- (b) **Purpose.** The purpose of the rules in this subchapter is to establish minimum customer service standards that electric utilities must follow in providing electric service to the public. Nothing in these rules should be interpreted as preventing an electric utility from adopting less restrictive policies for all customers or for differing groups of customers, as long as those policies do not discriminate based on race, color, sex, nationality, religion, or marital status.
- (c) **Definitions.** The following words and terms when used in this subchapter shall have the following meanings, unless the context indicates otherwise.
 - (1) **Applicant**--A person who applies for service for the first time or reapplies after disconnection of service.
 - (2) **Burned Veteran**--A customer who is a military veteran who a medical doctor certifies has a significantly decreased ability to regulate the body temperature because of severe burns received in combat.
 - (3) **Customer**--A person who is currently receiving service from an electric utility in the person's own name or the name of the person's spouse.
 - (4) **Days**--Unless the context clearly indicates otherwise, in this subchapter the term "days" shall refer to calendar days.