

CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.

Subchapter B. CUSTOMER SERVICE AND PROTECTION.

§25.30. Complaints.

- (a) **Complaints to the electric utility.** A customer or applicant may file a complaint in person, by letter, or by telephone with the electric utility. The electric utility must promptly investigate and advise the complainant of the results within 21 days.

- (b) **Supervisory review by the electric utility.** Any electric utility customer or applicant has the right to request a supervisory review if they are not satisfied with the electric utility's response to their complaint.
 - (1) If the electric utility is unable to provide a supervisory review immediately following the customer's request, then arrangements for the review must be made for the earliest possible date.
 - (2) Service must not be disconnected before completion of the review. If the customer chooses not to participate in a review, then the company may disconnect service, providing proper notice has been issued under the disconnect procedures in §25.29 of this title (relating to Disconnection of Service).
 - (3) The results of the supervisory review must be provided in writing to the customer within ten days of the review, if requested.
 - (4) Customers who are dissatisfied with the electric utility's supervisory review must be informed of their right to file a complaint with the commission.

- (c) **Complaints to the commission.**
 - (1) If the complainant is dissatisfied with the results of the electric utility's complaint investigation or supervisory review, the electric utility must advise the complainant of the commission's informal complaint resolution process. The electric utility must also provide the customer the following contact information for the commission: Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, Texas 78711-3326, (512)936-7120 or in Texas (toll-free) 1-888-782-8477, fax (512)936-7003, e-mail address: customer@puc.texas.gov, internet address: www.puc.texas.gov, and Relay Texas (toll-free) 1-800-735-2989.
 - (2) The electric utility must investigate all complaints and advise the commission in writing of the results of the investigation within 15 days after the complaint is forwarded to the electric utility. For complaints filed with the commission before September 1, 2023, the deadline is 21 days after the complaint is forwarded.
 - (3) The electric utility must keep a record for two years after determination by the commission of all complaints forwarded to it by the commission. This record must show the name and address of the complainant, the date, nature and adjustment or disposition of the complaint. Protests regarding commission-approved rates or charges must require no further action by the electric utility need not be recorded.