

UTILI-FACTS

What are my rights as a electric customer

You have the right to choose an electric provider in the deregulated areas of Texas. It's important that you understand



your rights. No matter which electric provider you choose, the Public Utility Commission (PUC) will protect your rights. If you feel that your rights have been violated, you can file a complaint with the PUC through www.puc.texas.gov or contact the Customer Projection Division toll-free at 1(888) 782-8477.



Your rights include:

Prohibition against Discrimination:

Retail Electric Providers, (REP), are prohibited to discriminate or otherwise refuse electric service to any customer due to the following: customer's race, creed, color sex, marital status, or level of income, disability.



Slamming and Cramming:

Slamming is the unauthorized switch of your electric service. Cramming is an unauthorized charge on your electric bill without your verified consent. Both slamming and cramming are illegal.

Dispute Resolution:

Retail Electric Providers must promptly investigate customer complaints, and customers have the right to make complaints about the Retail Electric Provider and Transmission and Distribution Utility Company, (TDU), to the PUC.

Privacy of Information:

Retail Electric Providers cannot release any customer-specific information to other Retail Electric Providers or any other companies without your permission.

An Electricity Facts Label:

A fact sheet that provides customers with standardized information about an electric plan, including contract terms, pricing, fees, and the percentage of renewable energy offered. The PUC requires an EFL for every plan so that customers can make an "apples-to-apples" comparison of the different offers.

A Terms of Service Agreement:

A contract between a Retail Electric Provider and a customer, which outlines fees, length of service, and other important information such as provider's contract terms and conditions.

A "Your Rights as a Customer" Disclosure:

A document that informs you of your rights as mandated by the PUC. Your electric provider must provide you with this disclosure.

Non-English language materials:

A REP shall provide the following information to an applicant or customer in English, Spanish, or the language used in the marketing of service, as designated by the applicant or customer. All Retail Electric Providers must make customer information available in Spanish. Additionally, a Retail Electric Provider must make all materials available in the language(s) in which they market electric service.

Notice of Contract Expiration:

Retail electric providers are required to notify residential customers at least 30 days before a contract expires. The residential customer can switch without incurring an early termination charge if the switch is no earlier than 14 days before the contract expiration date provided in the notice. If the customer takes no action in response to the notice, the REP will serve the customer on a month-to-month product.

QUESTIONS:

Call: 1-888-782-8477, in Austin 512-936-7120
(TTY 512-936-7136) (FAX 512-936-7003)

Write: PUC - Customer Protection Division
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>

