

INSTRUCTIONS FOR CHANGING FROM SUBMETERED TO ALLOCATED BILLING UTILITY SERVICE

If you are currently registered with the commission for submetered billing utility service, follow the instructions below in order to switch to allocated billing utility service.

An owner must not change from submetered billing to allocated billing, except after having received written approval from the commission, after a demonstration of good cause, and if the rental agreement requirements under §24.279 (a), (b), and (c) have been met. Good cause may include: (1) equipment failures; or (2) meter reading or billing problems that could not feasibly be corrected.

- The request to change from submeter to allocated billing should be in letter format addressing the Public Utility Commission of Texas, Chris Burch, Director, Consumer Protection Division
- The request must have the following information: The manufacturer's name for the system components that have failed, a list of problems associated with the existing submetering system, and an estimate of cost to repair or replace the system. Information on costs already incurred should be included in your filing. If you have estimates for repairing the existing system or replacing it altogether, that information should also be included in your filing.
- Upload the request letter using the Select files... button in the Upload Documents section of the Online Registration Form.
 - Please remember to include the existing registration number ("S" number) at the top of the online registration form.
 - In total, you will upload a request for approval in letter format, supporting documentation such as a proposal or invoice for the cost of repair or replacement of the existing submetering system, and finally submitting the online registration form requesting the change.