



# CUSTOMER FACTS

## What Are My Rights As An Electric Customer?

You have the right to choose an electric provider, which includes the right to be served by the Affiliate Retail Electric Provider (the electric provider that was part of the original Retail Electric Provider that generated and sold electricity in your area and now only sells electricity). 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, call the PUC's toll-free Consumer Hotline at 1-888-782-8477.

### Your rights include:

- **Non-Discrimination:** In addition to standard discrimination prohibitions, a Retail Electric Provider may not deny service or discriminate in the marketing of electric service based on a customer's income level, location in an economically distressed area, or qualification for low-income or energy efficiency services.
- **Slamming and Cramming:** Slamming is switching your electric service provider without your permission. Cramming is adding charges to your electric bill for optional services without your permission. 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 a Retail Electric Provider 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.

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In addition, all Retail Electric Providers must follow a new set of customer protections by providing:

- **An Electricity Facts Label:** This gives a Retail Electric Provider's pricing information, contract terms and renewable energy content in a standardized format so that you can compare Retail Electric Provider offers.
- **A Terms of Service Agreement:** This is your contract. It informs you of a Retail Electric Provider's contract terms and conditions.
- **A "Your Rights as a Customer" Disclosure:** This informs you of your standard customer protections as mandated by the PUC.
- **Non-English language materials:** 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:** If you have electric service with a contract term of three or more months, your REP must notify you in writing at least 30 days or one billing cycle and no more than 60 days or two billing cycles from the end of your contract that it will soon expire. You should either renew service with your current provider or select a new service provider before your contract ends to prevent being automatically switched to a month-to-month, variable rate plan.

### QUESTIONS:

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

**Visit:** [www.puc.state.tx.us](http://www.puc.state.tx.us)

**Email:** [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)

### COMPLAINTS:

**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.state.tx.us/consumer/complaint/Complaint.aspx>