



ABOUT THE PUCT

The Public Utility Commission of Texas (PUCT) is the state agency responsible for economic regulation of Texas' **electric**, **telecommunication**, and **water and wastewater** utilities.

The PUCT oversees the state's utility providers, implementing legislation and enforcing market rules that promote reliability and high-quality infrastructure, including oversight of the Electric Reliability Council of Texas, which runs the electric grid for 90% of Texas' power needs. Through rate regulation and consumer assistance, the PUCT ensures consumers across the state are treated fairly and receive the benefits of competitive markets.

STRUCTURE

- The PUCT is led by five full-time Commissioners who are appointed by the Governor and confirmed by the Texas Senate for six-year terms.
- The Governor designates one commissioner to serve as Chairman. The commissioners select an executive director to manage the agency's staff and daily operations.
- PUCT professional staff include generalists and specialists with experience in engineering, economics, law, finance, security and risk management, and public and government affairs.

PROCESS

- PUCT Commissioners discuss and debate issues and cases before the PUCT during open meetings, which are open to the public and livestreamed. The agency's public meeting schedule, including workshops, is available 24/7 on puc.texas.gov.

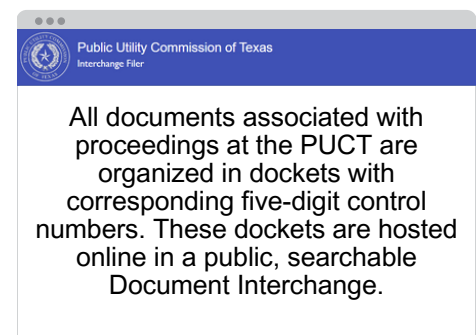
The public can participate in proceedings at the PUCT.

- Intervenors are parties directly affected by a particular issue and are full and active participants in the proceedings, often making legal arguments or filing testimony.
- Members of the public can act as a protestor in a proceeding and file publicly available comments that can be reviewed by the Commissioners, staff and others following the issue.
- There is an opportunity to provide public comment at each open meeting and in rulemaking projects.



Core Regulatory Functions implement the agency's policy goals, rules and strategies:

- Rulemaking
- Rate Regulation
- Compliance and Enforcement
- Oversight of Electric Reliability Council of Texas
- Issue Certificates of Convenience & Necessity
- Transmission Line Route approval
- Consumer Protection



PUC.TEXAS.GOV

ONLINE CONSUMER AND PUBLIC RESOURCES



PUC.TEXAS.GOV



Office of Public Engagement

Resources to help public understand and participate in PUCT processes.


- public@puc.texas.gov
- Puc.texas.gov/agency/about/ope/

Consumer Bill Assistance

Public programs for help paying certain utility bills.

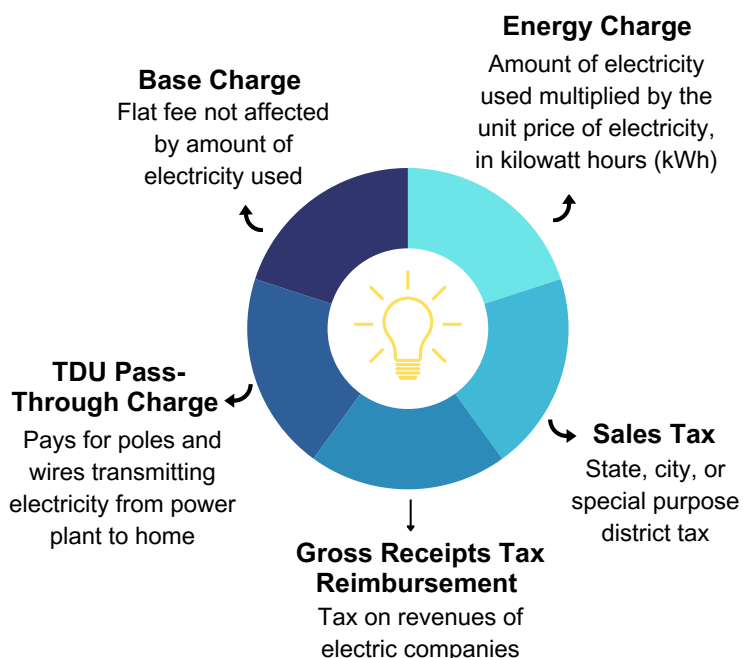
BEHIND ON YOUR BILLS?

HELP IS AVAILABLE

<p style="text-align: center;">NEED MORE TIME TO PAY?</p>  <p style="text-align: center;">Contact your Utility Provider <i>(Check your bill for contact information)</i></p>  <p style="text-align: center;">Ask about payment assistance programs</p>  <p style="text-align: center;">Request a deferred payment plan</p>	<p style="text-align: center;">NEED HELP PAYING THE BILL?</p> <p style="text-align: center; font-size: 2em;">CALL</p> <p style="text-align: center; font-size: 4em; color: #0056b3;">211</p> <p style="text-align: center;">FOR ASSISTANCE IN YOUR AREA</p>
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Understanding Electric Bill Charges

Different retail electric providers use different formats for their bills. These are some of the common items customers might see on their bill.

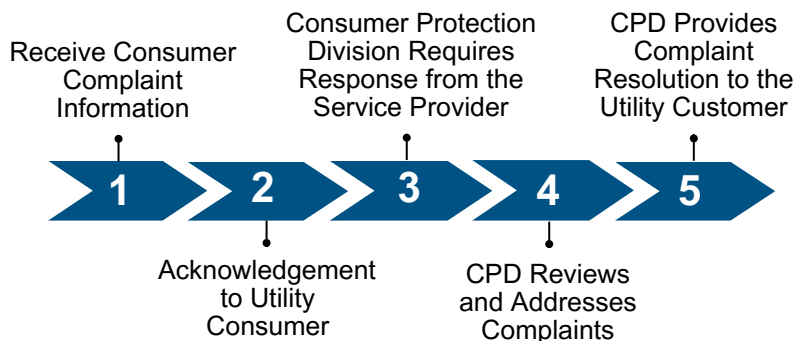


Issues With Your Bill

How to contact Consumer Protection staff for help, file utility complaints.

- **Contact a PUCT Representative:**
 - Call: 1-888-782-8477
 - Austin: 512-936-7120
 - TTY: 1-800-735-2988
- consumer@puc.texas.gov

How We Process Your Complaints



Scan the QR code to view more online consumer and public resources, including:

- Power to Choose
- Storm Resources
- Rights of Utility Customers

- No Call Lists
- Maps

