



Public Utility Commission of Texas
1701 N. Congress, P.O. Box 13326, Austin, TX 78701

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Contact: Ellie Breed
Media@PUC.Texas.Gov

Public Utility Commission of Texas Emphasizes Consumer Protection Rules as Summer Heat Sets In

Austin, Texas – Amid rising summer temperatures, the Public Utility Commission of Texas (PUC) is reminding Texans of its consumer protection rules that prohibit the disconnection of an individual’s electricity service for non-payment during extreme weather. PUC rules also require electric providers to offer deferred payment plans for bills that become due during extreme weather.

“Anyone who has experienced a summer in Texas knows that having reliable power to cool your home or business is a matter of health and safety,” PUC Chairman Thomas Gleeson said. “Ensuring the power stays on for all consumers during extreme weather, regardless of their financial situation, is a top priority for the PUC. We want to make sure Texans are prepared and aware of the rules and financial resources in place to protect them as temperatures begin to climb.”

The PUC’s consumer protection rules prohibit electric providers from disconnecting any customer’s service for non-payment during extreme weather emergencies. The PUC’s definition of an extreme weather emergency follows National Weather Service advisory criteria and is outlined in the rule (Chapter 25, Section [25.483](#) and [25.29i](#)). The rule also requires transmission and distribution utilities to notify the PUC of extreme weather emergencies on each day that an emergency has been issued for a county in its service area.

Consumer protection rules also require retail electric providers in the Electric Reliability Council of Texas (ERCOT) region to offer deferred payment plans upon request for any customer bills that become due during an extreme weather emergency. If consumers experience financial challenges related to higher-than-normal energy bills, they should contact their provider to see what assistance is available or call 211 for information on other programs in their area.

The PUC has additional protections for consumers who are ill or disabled and have established that any disconnection in service would cause illness or the worsening of an existing illness. For more information on these protections, visit the PUC’s [Know Your Rights](#) webpage.

In addition to these rules and resources, the PUC’s Consumer Protection Division is always available to work with Texans to reconcile issues related to their utility service. Consumers are encouraged to first contact their electric provider to resolve their issue, and if they are unable to reach a resolution, they can contact CPD by emailing consumer@puc.texas.gov or calling 1-888-782-8477.



The [PUC's Power to Save website](#) provides energy saving tips and other helpful consumer resources.

About the Public Utility Commission of Texas

Our mission is to serve Texans by regulating the state's electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <https://www.puc.texas.gov>.