

CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.

SUBCHAPTER A. GENERAL PROVISIONS.

§25.1. Purpose and Scope of Rules.

- (a) Mission of the Public Utility Commission of Texas (commission).
- (b)

§25.2. Cross-Reference Transition Provision.

§25.3. Severability Clause.

- (a)
- (b)

§25.4. Statement of Nondiscrimination.

- (a)
- (b)

§25.5. Definitions.

§25.6. Cost of Copies of Public Information.

§25.8. Classification System for Violations of Statutes, Rules, and Orders Applicable to Electric Service Providers.

- (a) Purpose.
- (b) Classification system.
- (c) Application of enforcement provisions of other rules.
- (d) Assessment of administrative penalties.

SUBCHAPTER B. CUSTOMER SERVICE AND PROTECTION.

§25.21. General Provisions of Customer Service and Protection Rules.

- (a) Application.
- (b) Purpose.
- (c) Definitions.

§25.22. Request for Service.

§25.23. Refusal of Service.

- (a) Acceptable reasons to refuse service.
- (b) Applicant's recourse.
- (c) Insufficient grounds for refusal to serve.

§25.24. Credit Requirements and Deposits.

- (a) Credit requirements for permanent residential applicants.
- (b) Credit requirements for non-residential applicants.
- (c) Initial deposits.
- (d) Additional deposits.
- (e) Deposits for temporary or seasonal service and for weekend residences.
- (f) Amount of deposit.
- (g) Interest on deposits.
- (h) Notification to customers.
- (i) Records of deposits.
- (j) Guarantees of residential customer accounts.
- (k) Refunding deposits and voiding letters of guarantee.
- (l) Re-establishment of credit.
- (m) Upon sale or transfer of utility or company.

§25.25. Issuance and Format of Bills.

- (a) Frequency of bills.
- (b) Billing information.
- (c) Bill content.
- (d) Estimated bills.
- (e) Record retention.
- (f) Transfer of delinquent balances.

§25.26. Spanish Language Requirements.

- (a) Application.
- (b) Written plan.

§25.27. Retail Electric Service Switchovers.

- (a) Right to switchover.
- (b) Definitions.
- (c) Documentation.
- (d) Notice of switchover options.
- (e) Partial switchover.
- (f) Full switchover.
- (g) Complaint.
- (h) Compliance tariff provisions.

§25.28. Bill Payment and Adjustments.

- (a) Bill due date.
- (b) Penalty on delinquent bills for retail service.
- (c) Overbilling.
- (d) Underbilling.
- (e) Disputed bills.
- (f) Notice of alternate payment programs or payment assistance.
- (g) Level and average payment plans.
- (h) Payment arrangements.
- (i) Deferred payment plans.
- (j) Recovery of costs associated with burned veteran payment assistance program.

§25.29. Disconnection of Service.

- (a) Disconnection policy.
- (b) Disconnection with notice.
- (c) Disconnection without prior notice.
- (d) Disconnection prohibited.
- (e) Disconnection on holidays or weekends.
- (f) Disconnection due to electric utility abandonment.
- (g) Disconnection of ill and disabled.
- (h) Disconnection of energy assistance clients.
- (i) Disconnection during extreme weather.
- (j) Disconnection of master-metered apartments.
- (k) Disconnection notices.
- (l) Electric service disconnection of a non-submetered master metered multifamily property.

- §25.30. Complaints.**
- (a) Complaints to the electric utility.
 - (b) Supervisory review by the electric utility.
 - (c) Complaints to the commission.
- §25.31. Information to Applicants and Customers.**
- (a) Information to applicants.
 - (b) Information regarding rate schedules and classifications and electric utility facilities.
 - (c) Customer information packets.
- §25.33. Prompt Payment Act.**
- (a) Application.
 - (b) Time for payment by a governmental entity.
 - (c) Disputed bills.
 - (d) Interest on overdue payment.
 - (e) Notice.
- §25.41. Price to Beat.**
- (a) Applicability.
 - (b) Purpose.
 - (c) Definitions.
 - (d) Price to beat offer.
 - (e) Eligibility for the price to beat.
 - (f) Calculation of the price to beat.
 - (g) Adjustments to the price to beat.
 - (h) Non-price to beat offers.
 - (i) Threshold targets.
 - (j) Prohibition on incentives to switch.
 - (k) Disclosure of price to beat rates.
 - (l) Filing requirements.
- §25.43. Provider of Last Resort (POLR).**
- (a) Purpose.
 - (b) Application.
 - (c) Definitions.
 - (d) POLR service.
 - (e) Standards of service.
 - (f) Customer information.
 - (g) General description of POLR service provider selection process.

- (h) REP eligibility to serve as a POLR provider.
- (i) VREP list.
- (j) LSPs.
- (k) Designation of an LSP affiliate to provide POLR service on behalf of an LSP.
- (l) Mass transition of customers to POLR providers.
- (m) Rates applicable to POLR service.
- (n) Challenges to customer assignments.
- (o) Limitation on liability.
- (p) REP obligations in a transition of customers to POLR service.
- (q) Termination of POLR service provider status.
- (r) Electric cooperative delegation of authority.
- (s) Reporting requirements.
- (t) Notice of transition to POLR service to customers.
- (u) Market notice of transition to POLR service.
- (v) Disconnection by a POLR provider.
- (w) Deposit payment assistance.

§25.44. Privacy of Advanced Metering System Information.

§25.45. Low-Income List Administrator.

- (a) Purpose.
- (b) Application.
- (c) Customer identification process.
- (d) Responsibilities.
- (e) Confidentiality of information.
- (f) Delegation of authority.
- (g) REP annual election process.

SUBCHAPTER C. INFRASTRUCTURE AND RELIABILITY.

§25.51. Power Quality.

- (a) Voltage variation.
- (b) Frequency variation.
- (c) Harmonics.
- (d) Power quality monitoring.
- (e) Voltmeters and voltage surveys.

§25.52. Reliability and Continuity of Service.

- (a) Application.
- (b) General.
- (c) Definitions.
- (d) Record of interruption.
- (e) Notice of significant interruptions.
- (f) Priorities for power restoration to certain medical facilities.
- (g) System reliability.
- (h) Critical natural gas facilities.

§25.53. Electric Service Emergency Operations Plans.

- (a) Application.
- (b) Definitions.
- (c) Filing requirements.
- (d) Information to be included in the emergency operations plan.
- (e) Annexes to be included in the emergency operations plan.
- (f) Drills.
- (g) Reporting requirements.

§25.54. Cease and Desist Orders.

- (a) Application.
- (b) Authority to issue order.
- (c) Delegation of authority.
- (d) Procedure.

§25.55. Weather Emergency Preparedness.

- (a) Application.
- (b) Definitions.
- (c) Weather emergency preparedness reliability standards for a generation entity.
- (d) ERCOT inspection of resources.

- (e) Weather-related failures by a generation entity to provide service.
- (f) Weather emergency preparedness reliability standards for a TSP.
- (g) ERCOT inspections of transmission facilities.
- (h) Weather-related failures by a TSP to provide service.
- (i) ERCOT historical weather study.

§25.56. Temporary Emergency Electric Energy Facilities (TEEEF).

- (a) Applicability.
- (b) Definitions.
- (c) Authorization to lease TEEEF.
- (d) Emergency TEEEF lease.
- (e) Competitive bidding process.
- (f) Energization of TEEEF.
- (g) Emergency operations annex.
- (h) Eligible costs.
- (i) Deferred recovery of certain eligible costs.
- (j) Cost recovery.

§25.57. Power Outage Alert Criteria.

- (a) Purpose and Applicability.
- (b) Definitions.
- (c) Issuance and termination of a power outage alert.
- (d) Power outage alerts for the ERCOT region.
- (e) Power outage alerts for power regions other than the ERCOT region.
- (f) Power outage alert content.

§25.59. Long Lead-Time Facilities.

- (a) Applicability.
- (b) Definitions.
- (c) Contracts for long lead-time facilities.
- (d) Emergency operations annex.
- (e) Eligible costs.
- (f) Deferred recovery of certain eligible costs.
- (g) Cost recovery

§25.62. Transmission and Distribution System Resiliency Plans.

- (a) Purpose and applicability.
- (b) Definitions.
- (c) Resiliency Plan.
- (d) Commission processing of resiliency plan

- (e) Good cause exception.
- (f) Resiliency Plan Cost Recovery.
- (g) Reporting requirements.

SUBCHAPTER D. RECORDS, REPORTS, AND OTHER REQUIRED INFORMATION.

§25.71. General Procedures, Requirements and Penalties.

- (a) Who shall file.
- (b) Initial reporting.
- (c) Maintenance and location of records.
- (d) Report attestation.
- (e) Information omitted from reports.
- (f) Due dates of reports.
- (g) Special and additional reports.
- (h) Penalty for refusal to file on time.

§25.72. Uniform System of Accounts.

- (a)
- (b) Classification.
- (c) System of accounts.
- (d) Other system of accounts.
- (e) Merchandise accounting.
- (f) Accounting period.
- (g) Rules related to capitalization of construction costs.

§25.73. Financial and Operating Reports.

- (a) Annual reports.
- (b) Annual earnings report.
- (c) Securities and Exchange Commission reports.
- (d) Duplicate information.

§25.74. Report on Change in Control, Sale of Property, Purchase of Stock, or Loan.

- (a)
- (b)
- (c)
- (d)
- (e)
- (f)

§25.76. Gross Receipts Assessment Report.

§25.77. Payments, Compensation, and Other Expenditures.

§25.78. State Agency Utility Account Information.

- (a) Application.
- (b)
- (c)
- (d)
- (e)
- (f)
- (g)
- (h)

§25.79. Equal Opportunity Reports.

- (a)
- (b)
- (c)
- (d)
- (e)

§25.80. Annual Report on Historically Underutilized Businesses.

- (a)
- (b)
- (c)
- (d)

§25.81. Service Quality Reports.

§25.82. Fuel Cost and Use Information.

§25.83. Transmission Construction Reports.

- (a) General
- (b) Reporting of projects that require a certificate.
- (c) Reporting of projects not requiring a certificate.
- (d) Reporting requirements for emergency projects.

§25.84. Annual Reporting of Affiliate Transactions for Electric Utilities.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Annual report of affiliate activities.
- (e) Copies of contracts or agreements.
- (f) Tracking migration of employees.
- (g) Annual reporting of informal complaint resolution.

- (h) Reporting of deviations from the code of conduct.
- (i) Annual update of compliance plans.

§25.85. Report of Workforce Diversity and Other Business Practices

- (a) Purpose.
- (b) Application.
- (c) Terminology.
- (d) Annual progress report of workforce and supplier contracting.
- (e) Filing requirements.
- (f) Contents of the report.
- (g)
- (h)

§25.88. Retail Market Performance Measure Reporting.

- (a) Purpose.
- (b) Application.
- (c) Filing requirements.
- (d) Key performance indicators.
- (e) Supporting documentation.
- (f) Other reports.
- (g) Enforcement by the commission.
- (h) Public information.
- (i) Commission review.

§25.89. Report of Loads and Resources.

§25.90. Market Power Mitigation Plans.

- (a) Application.
- (b) Initial information filing.
- (c) Market power mitigation plan.
- (d) Filing requirements.
- (e) Procedure.
- (f) Commission determinations.
- (g) Request to amend or repeal mitigation plan.
- (h) Approval date.

§25.91. Generating Capacity Reports.

- (a) Application.
- (b) Definitions.
- (c) Filing requirements.

- (d) Report attestation.
- (e) Confidentiality.
- (f) Capacity ratings.
- (g) Reporting requirements.
- (h)

§25.93. Wholesale Electricity Transaction Information.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Wholesale Electricity Transaction Reports.
- (e) Filing procedures.

§25.94. Report on Infrastructure Improvement and Maintenance.

- (a) Application.
- (b) Reports.
- (c)
- (d)

§25.95. Electric Utility Infrastructure Storm Hardening.

- (a) Purpose.
- (b) Application.
- (c) Definition.
- (d) Storm Hardening Plan Summary.
- (e) Updating and contents of Storm Hardening Plan.
- (f) Comments.

§25.96. Vegetation Management.

- (a) Application.
- (b) Definitions.
- (c) Vegetation management requirements under other provisions.
- (d) Utility conformance to standards of the industry.
- (e) Vegetation Management Plan.
- (f) Vegetation Management Report.

§25.97. Line Inspection and Safety.

- (a) Purpose.
- (b) Applicability.
- (c) Definition.
- (d) Employee Training Report.
- (e) Five-Year Report.
- (f) Annual Report.
- (g) Reporting Form.
- (h) Report Filing.

- (i) Reports Publicly Available.

SUBCHAPTER E. CERTIFICATION, LICENSING AND REGISTRATION.

§25.101. Certification Criteria.

- (a) Definitions.
- (b) Certificates of convenience and necessity for new service areas and facilities.
- (c) Projects or activities not requiring a certificate.
- (d) Standards of construction and operation.
- (e) Certificates of convenience and necessity for existing service areas and facilities.
- (f) Transferability of certificates.
- (g) Certification forms.
- (h) Commission authority.

§25.102. Coastal Management Program.

- (a) Consistency requirement.
- (b) Thresholds for review.
- (c) Register of certificates subject to the Coastal Management Program.
- (d) Notice.

§25.105. Registration by Power Marketers.

- (a) Applicability.
- (b) Registration information.
- (c) Update of registration.
- (d) Renewal of registration.
- (e) Commission list of power marketers.

§25.107. Certification and Obligations of Retail Electric Providers (REPs).

- (a) Applicability.
- (b) Definitions.
- (c) Application processing.
- (d) Basic requirements.
- (e) Technical and managerial requirements.
- (f) Financial requirements.
- (g) Persons prohibited from exercising control.
- (h) Update or relinquishment of certification.

- (i) Reporting requirements.
- (j) Protection of TDU financial integrity.
- (k) Revocation of a REP certificate.
- (l) Suspension of a REP's ability to acquire new customers.

§25.108. Financial Standards for Retail Electric Providers Regarding the Billing and Collection of Transition Charges.

- (a) Application.
- (b) Definitions.
- (c) Applicability of REP standards.
- (d) REP standards.

§25.109. Registration by Power Generation Companies and Self-Generators.

- (a) Applicability.
- (b) Definitions.
- (c) Initial registration information.
- (d) Additional information required for PGC registration.
- (e) Additional information required for self-generator registration.
- (f) Update or relinquishment of registration.
- (g) Review of registration of PGC or self-generator.
- (h) Renewal of registration.
- (i) Revocation of registration and administrative penalty.

§25.111. Registration of Aggregators.

- (a) Application.
- (b) Purpose statement.
- (c) Definitions.
- (d) Types of aggregator registrations required.
- (e) Requirements for public bodies seeking to register as Class II.B or II.C aggregators.
- (f) Requirements for persons seeking to register as a Class I or Class II.A or Class II.D aggregator.
- (g) Financial requirements for certain persons.
- (h) Registration procedures.
- (i) Post-registration requirements.
- (j) Suspension and revocation of registration and administrative penalty.
- (k) Sunset of affiliate limitation.

§25.112. Registration of Brokers.

- (a) Registration required.
- (b) Definitions.
- (c) Requirements for a person seeking to register as a broker.
- (d) Registration procedures.
- (e) Registration Update.
- (f) Registration Amendment.
- (g) Suspension and revocation of registration and administrative penalty.

§25.113. Municipal Registration of Retail Electric Providers (REPs).

- (a) Applicability.
- (b) Purpose.
- (c) Definitions.
- (d) Non-discrimination in REP registration requirements.
- (e) Notice.
- (f) Standards for registration of REPs.
- (g) Information.
- (h) Registration fees.
- (i) Post-registration requirements and re-registration.
- (j) Suspension and revocation.

§25.114. Registration of Virtual Currency Mining Facilities.

- (a) Registration required.
- (b) Definitions.
- (c)
- (d) Update of registration.
- (e) Renewal of registration.
- (f) Administrative penalty.

SUBCHAPTER F. METERING.

§25.121. Meter Requirements.

- (a) Use of meter.
- (b) Installation.
- (c) Standard type.
- (d) Location of meters.
- (e) Accuracy requirements.
- (f)
- (g)

§25.122. Meter Records.

§25.123. Meter Readings.

- (a) Meter unit indication.
- (b) Reading of standard meters.
- (c) Reading of advanced meters.
- (d) Customer-read program.

§25.124. Meter Testing.

- (a) Meter tests prior to installation.
- (b) Testing of meters in service.
- (c) Meter tests on request of customer.
- (d) Meter testing facilities and equipment.

§25.125. Adjustments Due to Non-Compliant Meters and Meter Tampering in Areas Where Customer Choice Has Not Been Introduced.

- (a) Applicability.
- (b) Back-billing and meter tampering charges.
- (c) Calculation of charges.
- (d) Burden of proof.
- (e) Additional requirements.

§25.126. Adjustments Due to Non-Compliant Meters and Meter Tampering in Areas Where Customer Choice Has Been Introduced.

- (a) Applicability.
- (b) Back-billing and meter tampering charges.
- (c) Calculation of charges.
- (d) TDU responsibilities concerning metering accuracy.
- (e) Notification of meter tampering.
- (f) Burden of Proof.
- (g) Switch-hold and disconnection of service.

- (h) Move-ins with a valid switch-hold.
- (i) Additional requirements.
- (j) Proprietary Customer Information.

§25.127. Generating Station Meters, Instruments, and Records.

- (a) Generating station meters.
- (b) Record of station output and purchases of energy.

§25.128. Interconnection Meters and Circuit Breakers.

- (a)
- (b) Record of automatic circuit breaker operations.

§25.129. Pulse Metering

- (a) Purpose.
- (b) Application.
- (c) Commission approved pulse metering agreement.
- (d) Filing requirements for tariffs.

§25.130. Advanced Metering.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Deployment and use of advanced meters.
- (e) Technology requirements.
- (f) Pilot programs.
- (g) AMS features.
- (h) Discretionary Meter Services.
- (i) Tariff.
- (j) Access to meter data.
- (k) Cost recovery for deployment of AMS.

§25.131. Load Profiling and Load Research

- (a) Purpose.
- (b) Applicability.
- (c) Load research responsibility.
- (d) Availability of load research data.
- (e) New load profiles and fee for use of load profiles.

§25.132. Definitions.

§25.133. Non-Standard Metering Service.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Initiation and termination of non-standard metering service.
- (e) Other electric utility obligations.
- (f) Cost recovery and compliance tariffs.
- (g) Retail electric product compatibility.

SUBCHAPTER G. SUBMETERING.

§25.141. Central System or Nonsubmetered Master Metered Utilities.

- (a) Purpose.
- (b) Definitions.
- (c) Records and reports.
- (d) Calculation of costs.
- (e) Billing.

§25.142. Submetering for Apartments, Condominiums, and Mobile Home Parks.

- (a) Purpose.
- (b) Definitions.
- (c) Records and reports.
- (d) Billing.
- (e) Discontinuance of electric service.
- (f) Submeters.

SUBCHAPTER H. ELECTRICAL PLANNING.

DIVISION 1: Renewable Energy Resources and Use of Natural Gas.

§25.172. Goal for Natural Gas.

- (a) Applicability.
- (b) Purpose.
- (c) Definitions.
- (d) Natural gas energy credit requirement.
- (e) Program activation.
- (f) Natural gas energy credit trading.
- (g) Environmental benefits and “green” electricity.
- (h) Annual reports.
- (i) Texas natural gas – market conditions.

§25.173. Renewable Energy Credit Program.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Certification of renewable energy facilities.
- (e) Renewable energy credits, solar renewable energy credits, and compliance premiums.
- (f) Solar renewable portfolio standard (solar RPS).
- (g) Renewable energy credits trading program.
- (h) Responsibilities of the program administrator.
- (i) Settlement process.
- (j) Penalties and enforcement.
- (k) Microgenerators and REC aggregators.
- (l) Effective date.

§25.174 Competitive Renewable Energy Zones.

- (a) Competitive Renewable Energy Zone Transmission Projects.
- (b) Designation of Competitive Renewable Energy Zones.
- (c) Level of financial commitment by generators for designating a CREZ.
- (d) Plan to develop transmission capacity.
- (e) Certificates of convenience and necessity.
- (f) Excess development in a CREZ.

DIVISION 2: Energy Efficiency and Customer-Owned Resources.

§25.181. Energy Efficiency Goal.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Cost-effectiveness standard.
- (e) Annual energy efficiency goals.
- (f) Incentive payments.
- (g) Utility administration.
- (h) Standard offer programs.
- (i) Market transformation programs.
- (j) Self-delivered programs.
- (k) Requirements for standard offer, market transformation, and self-delivered programs.
- (l) Energy efficiency plans and reports (EEPR).
- (m) Review of programs.
- (n) Inspection, measurement and verification.
- (o) Evaluation, measurement, and verification (EM&V).
- (p) Targeted low income energy efficiency program.
- (q) Energy Efficiency Implementation Project – EEIP.
- (r) Retail providers.
- (s) Customer protection.
- (t) Grandfathered programs.
- (u) Identification notice.
- (v) Administrative penalty.

§25.182. Energy Efficiency Cost Recovery Factor.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Cost-recovery.
- (e) Energy efficiency performance bonus.

§25.183. Reporting and Evaluation of Energy Efficiency Programs.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Reporting.

(e) Evaluation.

§25.186. Goal for Average Total Residential Load Reduction.

(a) Application.

(b) Definition.

(c) Responsive Device Program.

(d) Average total residential load reduction goal.

(e) Confidentiality.

(f) Funding.

(g) Additional information.

SUBCHAPTER I. TRANSMISSION AND DISTRIBUTION.

DIVISION 1: Open -Access Comparable Transmission Service for Electric Utilities in the Electric Reliability Council of Texas.

§25.191. Transmission Service Requirements.

- (a) Purpose.
- (b) Applicability.
- (c) Nature of transmission service.
- (d) Obligation to provide transmission service.

§25.192. Transmission Service Rates.

- (a) Tariffs.
- (b) Charges for transmission service delivered within ERCOT.
- (c) Transmission cost of service.
- (d) Billing units.
- (e) Transmission rates for exports from ERCOT.
- (f) Transmission revenue.
- (g) Revision of transmission rates.
- (h) Interim Update of Transmission rates.

§25.193. Distribution Service Provider Transmission Cost Recovery Factors (TCRF).

- (a) Application.
- (b) TCRF authorized.
- (c) TCRF Formula.
- (d) TCRF charges.
- (e) Reports.

§25.195. Terms and Conditions for Transmission Service.

- (a) Applicability.
- (b) Definitions.
- (c) Interconnection agreement.
- (d) Transmission service provider responsibilities.
- (e) Construction of new facilities.
- (f) Cost responsibilities to interconnect transmission-level generators at transmission voltage.
- (g) Curtailment of service.
- (h) Filing of contracts.
- (i) Transmission-level generator interconnection costs report.

§25.196. Standards of Conduct.

- (a) Applicability.
- (b) Standards of conduct.

§25.198. Initiating Transmission Service.

- (a) Initiating service.
- (b) Conditions precedent for receiving service.
- (c) Procedures for initiating transmission service.
- (d) Facilities study.
- (e) Technical arrangements to be completed prior to commencement of service.
- (f) Transmission service customer facilities.
- (g) Transmission arrangements for resources located outside of the ERCOT region.
- (h) Changes in service requests.
- (i) Annual load and resource information updates.
- (j) Termination of transmission service.

§25.199. Transmission Planning, Licensing and Cost-Recovery for Utilities within the Electric Reliability Council of Texas.

- (a) Purpose.
- (b) Applicability.
- (c) Eligibility for filing a request under this section.
- (d) Filing requirements.
- (e) Standard for review.
- (f) Threshold requirements.
- (g) Notice.
- (h) Cost effectiveness.
- (i) Commission order.

§25.200. Load Shedding, Curtailments, and Redispatch.

- (a) Procedures.
- (b) Congestion management principles.
- (c) Transmission constraints.
- (d) System reliability.
- (e) Transition provision on priority for transmission service and ancillary services.

§25.202. Commercial Terms for Transmission Service.

- (a) Billing and payment.
- (b) Indemnification and liability.
- (c) Creditworthiness for transmission service.

§25.203. Alternative Dispute Resolution (ADR).

- (a) Obligation to use alternative dispute resolution.
- (b) Referral to senior representatives.
- (c) Mediation or arbitration.
- (d) Arbitration.
- (e) Effect of pending alternative dispute resolution.
- (f) Effect on rights under law.

DIVISION 2: Transmission and Distribution Applicable to All Electric Utilities.

§25.211. Interconnection of On-Site Distributed Generation (DG).

- (a) Application.
- (b) Purpose.
- (c) Definitions.
- (d) Terms of Service.
- (e) Disconnection and reconnection.
- (f) Incremental demand charges.
- (g) Pre-interconnection studies for non-network interconnection of distributed generation.
- (h) Network interconnection of distributed generation.
- (i) Pre-Interconnection studies for network interconnection of distributed generation.
- (j) Communications concerning proposed distributed generation projects.
- (k) Equipment pre-certification.
- (l) Designation of utility contact persons for matters relating to distributed generation interconnection.
- (m) Time periods for processing applications for interconnection and parallel operation.
- (n) Reporting requirements.
- (o) Distributed natural gas generation facility.
- (p) Agreement for Interconnection and Parallel Operation of Distributed Generation.
- (q) Tariff for Interconnection and Parallel Operation of Distributed Generation.

- §25.212. Technical Requirements for Interconnection and Parallel Operation of On-Site Distributed Generation.**
- (a) Purpose.
 - (b) General interconnection and protection requirements.
 - (c) Prevention of interference.
 - (d) Control, protection and safety equipment requirements specific to single phase generators of 50 kilowatts (kW) or less connected to the utility's system.
 - (e) Control, protection and safety equipment requirements specific to three-phase synchronous generators, induction generators, and inverter systems.
 - (f) Facilities not identified.
 - (g) Requirements specific to a facility paralleling for sixty cycles or less (closed transition switching).
 - (h) Inspection and start-up testing.
 - (i) Site testing and commissioning.
 - (j) Metering.
- §25.213. Metering for Distributed Renewable Generation and Certain Qualifying Facilities.**
- (a) Application.
 - (b) Metering.
 - (c) Metering Provision Specific to an Electric Utility Subject to PURA Chapter 39, Subchapter L.
- §25.214. Terms and Conditions of Retail Delivery Service Provided by Investor Owned Transmission and Distribution Utilities.**
- (a) Purpose.
 - (b) Application.
 - (c) Tariff.
 - (d) Pro-forma Retail Delivery Tariff.
- §25.215. Terms and Conditions of Access by a Competitive Retailer to the Delivery System of a Municipally Owned Utility or Electric Cooperative that has Implemented Customer Choice.**
- (a) Purpose.
 - (b) Application.
 - (c) Access tariff.
 - (d) Pro-forma access tariff.
- §25.216. Selection of Transmission Service Providers.**
- (a) Application.

- (b) Purpose.
- (c) Definitions.
- (d) Selection process.
- (e) Selection of Designated TSP.
- (f) Performance of Designated TSP.
- (g) Filing requirements.

§25.217. Distributed Renewable Generation.

- (a) Application.
- (b) Definitions.
- (c) Interconnection.
- (d) Renewable Energy Credits (RECs)
- (e) Sale of out-flows by an ISD-SG Owner.
- (f) Sale of out-flows by a DRGO.
- (g) Transition provision.
- (h) Authority to act on behalf of a customer.
- (i) Exemptions.

§25.218. Middle Mile Broadband Service.

- (a) Purpose and application.
- (b) Definitions.
- (c) Authorization for middle mile broadband service.
- (d) Charges.
- (e) Participation by electric utility.
- (f) Commission review of electric utility middle mile broadband service plan.
- (g) Cost recovery for deployment of middle mile broadband facilities.
- (h) Reliability of electric systems maintained.

§25.219. Terms and Conditions of Access by a Competitive Retailer to the Delivery System of a Municipally Owned Utility or Electric Cooperative that Implements Customer Choice after May 1, 2023.

- (a) Purpose and Application.
- (b)
- (c) Access tariff.
- (d) Pro-Forma Retail Access Tariff.

§25.221. Electric Cost Separation.

- (a) Purpose.
- (b) Application.

- (c) Definitions.
- (d) Cost separation.
- (e) Compliance filing.

§25.223. Unbundling of Energy Service.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Review of energy services.
- (e) Accessible utility information.
- (f) Filing.

SUBCHAPTER J. COSTS, RATES AND TARIFFS.

DIVISION 1: Retail Rates.

§25.231. Cost of Service.

- (a) Components of cost of service.
- (b) Allowable expenses.
- (c) Return on invested capital.

§25.232. Adjustment for House Bill 11, Acts of 72nd Legislature, First Called Special Session 1991.

- (a)
- (b)
- (c)
- (d)
- (e)
- (f)

§25.234. Rate Design.

- (a)
- (b)

§25.235. Fuel Costs – General.

- (a) Purpose.
- (b) Notice of fuel proceedings.
- (c) Reports; confidentiality of information.

§25.236. Recovery of Fuel Costs.

- (a) Eligible fuel expenses.
- (b) Reconciliation of fuel expenses.
- (c) Petitions to reconcile fuel expenses.
- (d) Fuel reconciliation proceedings.
- (e) Refunds.
- (f) Procedural schedule.

§25.237. Fuel Factors.

- (a) Use and calculation of fuel factors.
- (b) Petitions to revise fuel factors.
- (c) Fuel factor revision proceeding.
- (d) Schedule for filing petitions to revise fuel factors.
- (e) Procedural schedules.
- (f) Emergency revisions to the fuel factor.

§25.238. Purchased Power Capacity Cost Recovery Factor (PCRFF).

- (a) Application.
- (b) Definitions.
- (c) Establishment, adjustment, and termination of a PCRFF.
- (d) Pre-approval of purchased power agreements.
- (e) Notice of PCRFF proceeding.
- (f) Procedural schedule.
- (g) Exclusion from fuel factor.
- (h) PCRFF formula.
- (i) True-up
- (j) Reconciliation of PCRFF expenses.
- (k) Transition issues.

§25.239. Transmission Cost Recovery Factor for Certain Electric Utilities.

- (a) Application.
- (b) Definitions.
- (c) Recovery authorized.
- (d) Transmission cost recovery factor (TCRF).
- (e) Transmission cost recovery factor revenue requirement (RR).
- (f) Setting and amending the TCRF.
- (g) TCRF forms.

§25.240. Contribution Disclosure Statements in Appeals of Municipal Utility Rates.

- (a) Pursuant to Chapter 33, Subchapter D.
- (b) Pursuant to PURA §33.123.
- (c) Hearings on statements.

§25.241. Form and Filing of Tariffs.

- (a) Application.
- (b) Effective tariff.
- (c) Requirements as to size, form, identification and filing of tariffs.
- (d) Composition of tariffs.
- (e) Tariff filings in response to commission orders.
- (f) Symbols for changes.
- (g) Availability of tariffs.
- (h) Rejection.
- (i) Effective date of tariff change.
- (j) Compliance.

§25.242. Arrangements Between Qualifying Facilities and Electric Utilities.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Negotiation and filing of rates.
- (e) Availability of electric utility system cost data.
- (f) PTB REP and electric utility obligations.
- (g) Rates for purchases from a qualifying facility.
- (h) Standard rates for purchases from qualifying facilities with a design capacity of 100 kilowatts or less.
- (i) Tariffs setting out the methodologies for purchases of nonfirm power from a qualifying facility.
- (j) Periods during which purchases not required.
- (k) Rates for sales to qualifying facilities.
- (l) System emergencies.
- (m) Enforcement.

§25.243. Distribution Cost Recovery Factor (DCRF)

- (a) Purpose and application.
- (b) Definitions.
- (c) Application for a DCRF.
- (d) Calculation of DCRF.
- (e) Procedures for DCRF proceeding.
- (f) DCRF reconciliation.
- (g) DCRF's effect on electric utility's financial risk and rate of return.
- (h) Reports.
- (i) Expiration.

§25.244. Billing Demand for Certain Utility Customers.

- (a) Application.
- (b) Definitions.
- (c) Rates.
- (d) Annual Verification.

§25.245. Rate-Case Expenses.

- (a) Application.
- (b) Requirements for claiming recovery of or reimbursement for rate-case expenses.
- (c) Criteria for review and determination of reasonableness.

(d) Calculation of allowed or disallowed rate-case expenses.

§25.246. Rate Filing Standards and Procedures for Non-ERCOT Utilities.

- (a) Application.
- (b) Adjustments to test year information.
- (c) Requirement to initiate rate proceeding.
- (d) Relation back of rates.

§25.247. Rate Review Schedule.

- (a) Application.
- (b) Filing requirements for investor-owned electric utilities.
- (c) Transition issues for investor-owned electric utilities.
- (d) Filing requirements for non-investor-owned transmission service providers.
- (e) Transition period for filings by non-investor-owned transmission service providers.

§25.248. Generation Cost Recovery Rider.

- (a) Applicability.
- (b) Definitions.
- (c) GCRR Requirements.
- (d) Calculation of GCRR Rates.
- (e) Jurisdictional and class allocation factors.
- (f) Customer classification.
- (g) GCRR application.
- (h) Update of generation invested capital.
- (i) Reconciliation.
- (j) Threshold to initiate base-rate proceeding.

§25.251. Renewable Energy Tariff.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Eligible renewable resources.
- (e) Renewable energy tariff requirements.
- (f) Tariff attributes and operation.
- (g) Marketing.
- (h) Accountability.
- (i) Tariff approval process.
- (j) Education program.

- (k) Criteria for educational materials.
- (l) Cost recovery.
- (m) Commission review.

DIVISION 2: Recovery of Stranded Costs.

§25.261. Stranded Cost Recovery of Environmental Cleanup Costs.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Requirements.
- (e) Request for approval of cost-effectiveness determination.
- (f) Reconciliation of environmental cleanup costs during the true-up proceedings.

§25.263. True-up Proceeding.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Obligation to file a true-up proceeding.
- (e) True-up filing procedures.
- (f) Quantification of market value of generation assets.
- (g) Quantification of net book value of generation assets.
- (h) True-up of final fuel balance.
- (i) True-up of capacity auction proceeds.
- (j) True-up of PTB revenues.
- (k) Regulatory assets.
- (l) TDU/APGC true-up balance.
- (m) TDU/AREP true-up balance.
- (n) Proceeding subsequent to the true-up.

§25.264. Quantification of Stranded Costs of Nuclear Generation Assets.

§25.265. Securitization by River Authorities and Electric Cooperatives.

- (a) Application.
- (b) Definition of stranded costs.
- (c) Quantification of stranded costs.
- (d) Demonstration of tangible and quantifiable benefits to ratepayers.
- (e) Limit on amount of qualified costs to be securitized.
- (f) Use of proceeds.

- (g) True-up in the event of sale.
- (h) Recovery of stranded costs.
- (i) Financing order.

SUBCHAPTER K. RELATIONSHIPS WITH AFFILIATES.

§25.271. Foreign Utility Company Ownership by Exempt Holding Companies.

- (a) Certification to Securities and Exchange Commission.
- (b) Policy goals.
- (c) Safe harbor investments.
- (d) Other investments.
- (e) Post-investment reporting.
- (f) Commission standards for granting or maintaining certification.

§25.272. Code of Conduct for Electric Utilities and Their Affiliates.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Separation of a utility from its affiliates.
- (e) Transactions between a utility and its affiliates.
- (f) Safeguards relating to provision of products and services.
- (g) Information safeguards.
- (h) Safeguards relating to joint marketing and advertising.
- (i) Remedies and enforcement.

§25.273. Contracts Between Electric Utilities and Their Competitive Affiliates.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Competitive bidding required.
- (e) Contracts.

§25.275. Code of Conduct for Municipally Owned Utilities and Electric Cooperatives Engaged in Competitive Activities.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Annual report of code-related activities.
- (e) Copies of contracts or agreements.
- (f) Tracking migration and sharing of employees.
- (g) Reporting deviations from the code of conduct.
- (h) Ensuring compliance for new competitive affiliates.
- (i) Separation of a TDBU from its competitive affiliates.
- (j) Transactions between a TDBU and its competitive affiliates.

- (k) Safeguards relating to provision of products and services.
- (l) Information safeguards.
- (m) Safeguards relating to joint marketing and advertising.
- (n) Remedies and enforcement.
- (o) Provisions for Bundled MOU/COOPs.

SUBCHAPTER L. NUCLEAR DECOMMISSIONING.

§25.301. Nuclear Decommissioning Trusts.

- (a) Duties of electric utilities.
- (b) Agreements between the electric utility and the institutional trustee or investment manager.
- (c) Trust investments.

§25.303. Nuclear Decommissioning Following the Transfer of Texas Jurisdictional Nuclear Generating Plant Assets.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Transfer of Nuclear Decommissioning Trust Funds.
- (e) Administration of the Nuclear Decommissioning Trust Funds.
- (f) Periodic reviews of decommissioning costs and Nuclear Decommissioning Trust Funds.
- (g) Collecting utility rate proceedings for decommissioning charges.
- (h) Good cause exception.

§25.304. Nuclear Decommissioning Funding and Requirements for Power Generation Companies.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Application.
- (e) Commission Review.
- (f) Order.
- (g) Annual Reports.
- (h) Periodic Commission Review.
- (i) Annual Decommissioning Funding Amount.
- (j) Creditworthiness of PGC.
- (k) State Assurance Obligation.
- (l) Annual Funding Obligation.
- (m) Funding Shortfall and Unspent Funds.
- (n) Administration of the PGC Decommissioning Trust Funds.
- (o) Trust investments.

SUBCHAPTER M. COMPETITIVE METERING.

§25.311. Competitive Metering Services.

- (a) Purpose.
- (b) Definitions.
- (c) Meter ownership.
- (d) Data ownership.
- (e) Metering equipment.
- (f) Conformance with metering standards.
- (g) Testing of meters.
- (h) Use of meter data for settlement and TDU billing.
- (i) Competitive metering service credit.

SUBCHAPTER O. UNBUNDLING AND MARKET POWER.

DIVISION 1: Unbundling.

§25.341. Definitions.

§25.342. Electric Business Separation.

- (a) Purpose.
- (b) Application.
- (c) Compliance and timing.
- (d) Business separation.
- (e) Business separation plans.
- (f) Separation of transmission and distribution utility services.

§25.343. Competitive Energy Services.

- (a) Purpose.
- (b) Application.
- (c) Competitive energy service separation.
- (d) Petitions relating to the provision of competitive energy services.
- (e) Filing requirements.
- (f) Exceptions related to certain competitive energy services.
- (g) Emergency provision of certain competitive energy services.
- (h) Evaluation of competitive energy services.
- (i) Sales of non-roadway security lighting assets.

§25.344. Cost Separation Proceedings.

- (a) Purpose.
- (b) Application.
- (c) Compliance and timing.
- (d) Test year.
- (e) Rate of return.
- (f) Separation of affiliate costs and functional cost separation.
- (g) Jurisdiction and Texas retail class allocation.
- (h) Determination of ERCOT and Non-ERCOT transmission costs.
- (i) Rate design.

§25.345. Recovery of Stranded Costs Through Competition Transition Charge (CTC).

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Right to recover stranded costs.

- (e) Recovery of stranded cost from wholesale customers.
- (f) Quantification of stranded costs.
- (g) Recovery of stranded costs through securitization.
- (h) Allocation of stranded costs.
- (i) Applicability of CTC to customers receiving power from new on-site generation or eligible generation.
- (j) Collection and rate design of CTC charges.

§25.346. Separation of Electric Utility Metering and Billing Service Costs and Activities.

- (a) Purpose.
- (b) Application.
- (c) Separation of transmission and distribution utility billing system service costs.
- (d) Separation of transmission and distribution utility billing system service activities.
- (e) Uncollectibles and customer deposits.
- (f) Separation of transmission and distribution utility metering system service costs.
- (g) Separation of transmission and distribution utility metering system service activities.
- (h) Competitive energy services.
- (i) Electronic data interchange.

DIVISION 2: Independent Organizations.

§25.361. Electric Reliability Council of Texas (ERCOT).

- (a) Applicability.
- (b) Functions.
- (c) Liability.
- (d) Planning.
- (e) Information and coordination.
- (f) Interconnection standards.
- (g) ERCOT administrative fee.
- (h) Reports.
- (i) Anti-trust laws.
- (j) Decertification.
- (k) Pilot Projects.

§25.362. Electric Reliability Council of Texas (ERCOT) Governance.

- (a) Purpose.
- (b) Application.
- (c) Adoption of rules by ERCOT and commission review.
- (d) Access to meetings.
- (e) Access to information.
- (f) Conflicts of interest.
- (g) Qualifications, selection, and removal of members of the governing board.
- (h) Chief executive officer.
- (i) Required reports and other information.
- (j) Compliance with rules or orders.
- (k) Priority of commission rules.

§25.363. ERCOT Budget and Fees.

- (a) Scope.
- (b) System of accounts and reporting.
- (c) Allowable expenses.
- (d) Budget Submission.
- (e) Commission review and action.
- (f) Performance measures.
- (g) User Fees.

§25.364. Decertification of an Independent Organization.

- (a) Purpose.
- (b) Applicability.
- (c) Initiation of proceeding to decertify.
- (d) Standard for decertification.
- (e) Order revoking certification.
- (f) Selection of successor organization.
- (g) Transfer of assets.
- (h) Continuity of operations.

§25.365. Independent Market Monitor.

- (a) Purpose.
- (b) Definitions.
- (c) Objectives of market monitoring.
- (d) Responsibilities of the IMM.
- (e) Authority of the IMM.

- (f) Selection of the IMM.
- (g) Funding of the IMM.
- (h) Staffing requirements and qualification of IMM director and staff.
- (i) Ethics standards governing the IMM director and staff.
- (j) Confidentiality standards governing the IMM director and staff.
- (k) Reporting requirement.
- (l) Communication between the IMM and the commission.
- (m) ERCOT's responsibilities and support role.
- (n) Liability of the IMM.
- (o) Contractual Provisions.

§25.366. Internet Broadcasting of Public Meetings of an Independent Organization.

- (a) Purpose.
- (b) Applicability.
- (c) Internet Broadcasting.
- (d) Cost Recovery by the Independent Organization.

§25.367. Cybersecurity Monitor.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Selection of the Cybersecurity Monitor.
- (e) Qualifications of Cybersecurity Monitor.
- (f) Responsibilities of the Cybersecurity Monitor.
- (g) Authority of the Cybersecurity Monitor.
- (h) Ethics standards governing the Cybersecurity Monitor.
- (i) Confidentiality standards.
- (j) Reporting requirement.
- (k) Communication between the Cybersecurity Monitor and the Commission.
- (l) ERCOT's Responsibilities and Support Role.
- (m) Participation in the Cybersecurity Monitor Program.
- (n) Funding of the Cybersecurity Monitor.

DIVISION 3: Capacity Auction.

§25.381. Capacity Auctions.

- (a) Applicability.
- (b) Purpose.
- (c) Definitions.
- (d) General requirements.
- (e) Product types and characteristics.
- (f) Product descriptions for capacity auctions in ERCOT.
- (g) Product descriptions for capacity in non-ERCOT areas.
- (h) Auction process.
- (i) Resale of entitlement.
- (j) True-up process.
- (k) True-up process for electric utilities with divestiture.
- (l) Modification of auction procedures or products.
- (m) Contract terms.

DIVISION 4: Other Market Power Issues.

§25.401. Share of Installed Generation Capacity.

- (a) Application.
- (b) Share of installed generation capacity.
- (c) Capacity ratings.
- (d) Installed generation capacity of a power generation company.
- (e) Total installed generation.

DIVISION 5: Competition in Non-ERCOT Areas.

§25.421. Transition to Competition for a Certain Area Outside the Electric Reliability Council of Texas Region.

- (a) Purpose.
- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
- (e) Transition to competition.
- (f) Applicability of energy efficiency and renewable energy requirements.
- (g) Applicability of other rules.
- (h) Good cause.

§25.422. Transition to Competition for Certain Areas within the Southwest Power Pool.

- (a) Purpose.
- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
- (e) Transition to competition.
- (f) Annual report.
- (g) Pilot project continuation.
- (h) Protection of contractual rights.
- (i) Energy efficiency and renewable energy requirements.
- (j) Applicability of other sections.
- (k) Good cause.

SUBCHAPTER P. PILOT PROJECTS.

§25.431. Retail Competition Pilot Projects.

- (a) Purpose.
- (b) Application.
- (c) Intent of pilot projects.
- (d) Definitions.
- (e) Requirements for participants that are not retail customers.
- (f) Customer education.
- (g) Customer choice during pilot projects.
- (h) Transmission and distribution rates and tariffs.
- (i) Billing requirements.
- (j) Evaluation of the pilot projects by the commission; reporting.
- (k) Pilot project administration and recovery of associated costs.
- (l) Compliance filings.

**SUBCHAPTER R. CUSTOMER PROTECTION RULES FOR RETAIL
ELECTRIC SERVICE.**

§25.471. General Provisions of Customer Protection Rules.

- (a) Application.
- (b) Purpose.
- (c) Prohibition against discrimination.
- (d) Definitions.

§25.472. Privacy of Customer Information.

- (a) Mass customer lists.
- (b) Individual customer and premise information.

§25.473. Non-English Language Requirements.

- (a) Applicability.
- (b) Retail electric providers (REPs).
- (c) Aggregators.
- (d) Dual language requirement.
- (e) Prohibition on mixed language.

§25.474. Selection of Retail Electric Provider.

- (a) Applicability.
- (b) Purpose.
- (c) Initial REP selection process.
- (d) Enrollment via the Internet.
- (e) Written enrollment.
- (f) Enrollment via door-to-door sales.
- (g) Personal solicitations other than door-to-door marketing.
- (h) Telephonic enrollment.
- (i) Record retention.
- (j) Right of rescission.
- (k) Submission of an applicant's switch or move-in request to the registration agent.
- (l) Duty of the registration agent.
- (m) Exemptions for certain transfers.
- (n) Fees.
- (o) TDU cost recovery.
- (p) Meter reads for the purpose of a standard switch.
- (q) Scheduled switch date.

§25.475. General Retail Electric Provider Requirements and Information Disclosures to Residential and Small Commercial Customers.

- (a) Applicability.
- (b) Definitions.
- (c) General Retail Electric Provider requirements.
- (d) Changes in contract and price and notice of changes.
- (e) Contract expiration and renewal offers.
- (f) Terms of service document.
- (g) Electricity Facts Label.
- (h) Your Rights as a Customer disclosure.
- (i) Advertising claims.

§25.476. Renewable and Green Energy Verification.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Marketing standards for “green” and “renewable” electricity products.
- (e) Compilation of scorecard data.
- (f) Calculating renewable generation and authenticating “green” claims.
- (g) Fuel Mix for Renewable Energy.
- (h) Annual update.
- (i) Compliance and enforcement.

§25.477. Refusal of Electric Service.

- (a) Acceptable reasons to refuse electric service.
- (b) Insufficient grounds for refusal to serve.
- (c) Disclosure upon refusal of service.
- (d)

§25.478. Credit Requirements and Deposits.

- (a) Credit requirements for residential customers.
- (b) Credit requirements for non-residential customers.
- (c) Initial deposits for applicants and existing customers.
- (d) Additional deposits by existing customers.
- (e) Amount of deposit.
- (f) Interest on deposits.
- (g) Notification to customers.
- (h) Records of deposits.
- (i) Guarantees of residential customer accounts.

- (j) Refunding deposits and voiding letters of guarantee.
- (k) Re-establishment of credit.
- (l) Upon sale or transfer of company.

§25.479. Issuance and Format of Bills.

- (a) Application.
- (b) Frequency and delivery of bills.
- (c) Bill content.
- (d) Public service notices.
- (e) Estimated bills.
- (f) Non-recurring charges.
- (g) Record retention.
- (h) Transfer of delinquent balances or credits.

§25.480. Bill Payment and Adjustments.

- (a) Application.
- (b) Bill due date.
- (c) Penalty on delinquent bills for electric service.
- (d) Overbilling.
- (e) Underbilling by a REP.
- (f) Disputed bills.
- (g) Alternate payment programs or payment assistance.
- (h) Level and average payment plans.
- (i) Payment arrangements.
- (j) Deferred payment plans and other alternative payment arrangements.
- (k) Allocation of partial payments.
- (l) Switch-hold
- (m) Placement and Removal of Switch-holds
- (n) Annual reporting requirement.

§25.481. Unauthorized Charges.

- (a) Authorization of charges.
- (b) Requirements for billing charges.
- (c) Responsibilities for unauthorized charges.
- (d) Notice to customers.
- (e) Compliance and enforcement.

§25.482. Prompt Payment Act.

- (a) Application.
- (b) Time for payment by a governmental entity.
- (c) Disputed bills.
- (d) Interest on overdue payment.

- (e) Notice.

§25.483. Disconnection of Service.

- (a) Disconnection and reconnection policy.
- (b) Disconnection authority.
- (c) Disconnection with notice.
- (d) Disconnection without prior notice.
- (e) Disconnection prohibited.
- (f) Disconnection on holidays or weekends.
- (g) Disconnection of Critical Care Residential Customers.
- (h) Disconnection of Chronic Condition Residential Customers.
- (i) Disconnection of energy assistance clients.
- (j) Disconnection during extreme weather.
- (k) Disconnection of master-metered apartments.
- (l) Disconnection notices.
- (m) Contents of disconnection notice.
- (n) Reconnection of service.
- (o) Electric service disconnection of a non-submetered master metered multifamily property.

§25.484. Electric No-Call List.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Requirement of REPs.
- (e) Exemptions.
- (f) Electric no-call database.
- (g) Notice.
- (h) Violations.
- (i) Record retention; Provision of records; Presumptions.
- (j) Evidence.
- (k) Enforcement and penalties.

§25.485. Customer Access and Complaint Handling.

- (a) Applicability.
- (b) Customer access.
- (c) Complaint handling.
- (d) Complaints to REPs or aggregators.
- (e) Complaints to the commission.

§25.486. Customer Protections for Brokerage Services.

- (a) Applicability.
- (b) Definitions.
- (c) Voluntary alteration of customer protections.
- (d) Broker communications.
- (e) Language requirements.
- (f) Required disclosures.
- (g) Client agent requirements.
- (h) Unauthorized charges and unauthorized changes of retail electric provider.
- (i) Discrimination prohibited.
- (j) Proprietary client information.
- (k) Client access and complaint handling.
- (l) Record retention.

§25.487. Obligations Related to Move-In Transactions.

- (a) Applicability.
- (b) Definition.
- (c) Standard move-in request.
- (d) Safety-net move-in request.
- (e) Sunset provision for review of safety-net process.

§25.488. Procedures for a Premise with No Service Agreement.

- (a) Applicability.
- (b) Service to premise with no service agreement.

§25.489. Treatment of Premises with No Retail Electric Provider of Record.

- (a) Applicability.
- (b) Definition.
- (c) Obligation of TDUs to identify premises with no REP of record.
- (d) Submission of No REP of Record List to REPs.
- (e) Customer notification.
- (f) Wires charges billed to customer with no REP of record.
- (g) Format of notice.
- (h) REP Obligation to submit move-in transaction.
- (i) Disconnection of premise with no REP of record.
- (j) Expedited reconnection of premise.

§25.490. Moratorium on Disconnection on Move-Out.

- (a) Applicability.
- (b) Moratorium on disconnection on move-out.
- (c) Reporting requirement.
- (d) Relaxation of moratorium on disconnection.

- (e) Elimination of reporting requirement.
 - (f) Notice of moratorium status.
- §25.491. Record Retention and Reporting Requirements.**
- (a) Application.
 - (b) Record retention.
 - (c) Annual reports.
 - (d) Information regarding payment options and payment assistance programs
 - (e) Additional information.
- §25.492. Non-Compliance with Rules or Orders; Enforcement by the Commission.**
- (a) Noncompliance.
 - (b) Commission investigation.
 - (c) Suspension and revocation of certification.
- §25.493. Acquisition and Transfer of Customers from one Retail Electric Provider to another.**
- (a) Application.
 - (b) Notice requirement.
 - (c) Contents of notice for adverse changes in terms of service.
 - (d) Contents of notice for transfers with no adverse change in terms of service.
 - (e) Process to transfer customers.
- §25.495. Unauthorized Change of Retail Electric Provider.**
- (a) Process for resolving unauthorized change of retail electric provider (REP).
 - (b) Customer complaints, record retention and enforcement.
- §25.497. Critical Load Industrial Customers, Critical Load Public Safety Customers, Critical Care Residential Customers, and Chronic Condition Residential Customers.**
- (a) Definitions.
 - (b) Eligibility for protections.
 - (c) Benefits for Critical Load Public Safety Customers, Critical Load Industrial Customers, Critical Care Residential Customers, and Chronic Condition Residential Customers.
 - (d) Notice to customers concerning Critical Care Residential Customer and Chronic Condition Residential Customer status.
 - (e) Procedure for obtaining Critical Care Residential Customer or Chronic Condition Residential Customer designation.
 - (f) Effect of Critical Care Residential Customer or Chronic Condition Residential Customer status on payment obligations.
 - (g) TX SET changes.
 - (h) Effective date.
 - (i) TDU annual report.

§25.498. Prepaid Service.

- (a) Applicability.
- (b) Definitions.
- (c) Requirements for prepaid service.
- (d) Customer acknowledgement.
- (e) Prepaid disclosure statement (PDS).
- (f) Marketing of prepaid services.
- (g) Landlord as customer of record.
- (h) Summary of usage and payment (SUP).
- (i) Deferred payment plans.
- (j) Disconnection of service.
- (k) Service to Critical Care Residential Customers and Chronic Condition Residential Customers.
- (l) Compliance period.
- (m) Transition of Financial Prepaid Service Customers.

§25.499. Acknowledgement of Risk Requirements for Certain Commercial Contracts.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Acknowledgement of Risk (AOR).

§25.500. Privacy of Advanced Metering System Information.

SUBCHAPTER S. WHOLESALE MARKETS.

§25.501. Wholesale Market Design for the Electric Reliability Council of Texas.

- (a) General.
- (b) Bilateral markets and default provision of energy and ancillary capacity services.
- (c) Day-ahead energy market.
- (d) Adequacy of operational information.
- (e) Congestion pricing.
- (f) Nodal energy prices for resources.
- (g) Energy trading hubs.
- (h) Zonal energy prices for loads.
- (i) Congestion rights.
- (j) Pricing safeguards.
- (k) Simultaneous optimization of ancillary capacity services.
- (l) Multi-settlement system for procuring energy and ancillary capacity services.
- (m) Energy Storage.

§25.502. Pricing Safeguards in Markets Operated by the Electric Reliability Council of Texas.

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Control of resources.
- (e) RMR resources.
- (f) Noncompetitive constraints.

§25.503. Oversight of Wholesale Market Participants.

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Standards and criteria for enforcement of ERCOT procedures and PURA.
- (e) Guiding ethical standards.
- (f) Duties of market entities.
- (g) Prohibited activities.
- (h) Defenses.
- (i) Official interpretations and clarifications regarding the Protocols.
- (j) Role of ERCOT in enforcing operating standards.

- (k) Responsibilities of the Reliability Monitor.
- (l) Selection of the Reliability Monitor.
- (m) Funding of the Reliability Monitor.
- (n) Standards for record keeping.
- (o) Investigation.
- (p) Remedies.

§25.504. Wholesale Market Power in the Electric Reliability Council of Texas Power Region.

- (a) Application.
- (b) Definitions.
- (c) Exemption based on installed generation capacity.
- (d) Withholding of production.
- (e) Voluntary mitigation plan.
- (f) Review of voluntary mitigation plans.

§25.505. Resource Adequacy Reporting Requirements in the Electric Reliability Council of Texas Power Region.

- (a) Definitions.
- (b) Resource Adequacy Reports.
- (c) Daily assessment of system adequacy.
- (d) Filing of resource and transmission information with ERCOT.
- (e) Operating Reserve Demand Curve (ORDC) report.
- (f) Development and implementation.

§25.506. Publication of Resource and Load Information in the Electric Reliability Council of Texas Power Region.

- (a) General Requirements.
- (b) Development and implementation.

§25.507. Electric Reliability Council of Texas (ERCOT) Emergency Response Service (ERS)

- (a) Purpose.
- (b) ERS procurement.
- (c) Definitions.
- (d) Participation in ERS.
- (e) ERS Payment and Charges
- (f) Compliance.
- (g) Reporting.
- (h) Implementation.
- (i) Self Provision.

§25.508. Reliability Standard for the Electric Reliability Council of Texas (ERCOT) Region.

- (a) Definitions.
- (b) Reliability standard for the ERCOT region.
- (c) Reliability assessment.

§25.509. Scarcity Pricing Mechanism for the Electric Reliability Council of Texas Power Region.

- (a) Definitions.
- (b) Scarcity Pricing Mechanism (SPM).
- (c) Emergency Pricing Program (EPP).
- (d) Review of System-Wide offer Cap Programs.
- (e) Development of Implementation.

§25.510. Texas Energy Fund In-ERCOT Generation Loan Program.

- (a) Purpose.
- (b) Definitions.
- (c) Eligibility.
- (d) Notice of intent to apply.
- (e) Application requirements and process.
- (f) Evaluation Criteria.
- (g) Loan Structure.
- (h) Loan Terms and Agreements.
- (i) Deposits.
- (j) No Contested Case or Appeal.
- (k) Expiration.

§25.511. Texas Energy Fund Completion Bonus Grant Program.

- (a) Purpose.
- (b) Definitions.
- (c) Eligibility.
- (d) Determination of eligibility for completion bonus grant award.
- (e) Completion bonus grant award amount.
- (f) Grant payment process.
- (g) Performance standards.
- (h) Grant payment discount formula.
- (i) No Contested Case or Appeal.
- (j) Expiration.

§25.512. Texas Energy Fund Grants for Facilities outside of the ERCOT Region.

- (a) Purpose.
- (b) Eligibility.
- (c) Application.
- (d) Application review.
- (e) Grant award amount.
- (f) Grant payment terms.
- (g) Period of performance.
- (h) No contested case or appeal.
- (i) Project monitoring.
- (j) Expiration.

§25.515. Texas Backup Power Package Advisory Committee.

- (a) Definitions.
- (b) Purpose and duties.
- (c) Composition and membership.
- (d) Membership term.
- (e) Reimbursement.
- (f) Meetings.
- (g) Duration.

- APPENDIX I CROSS REFERENCE: LOCATION OF RULE SECTION IN
CHAPTER 23 TO NEW LOCATION IN CHAPTER 25 OR
CHAPTER 26**
- APPENDIX II COMMONLY USED ACRONYMS**
- APPENDIX III RECORDS, REPORTS, AND OTHER INFORMATION THAT
MAY BE REQUIRED**
- APPENDIX IV NO LONGER EXISTS – see §25.214(d)(1) for Retail Electric
Delivery Service Tariff**
- APPENDIX V TARIFF FOR COMPETITIVE RETAILER ACCESS**