



The Public Utility Commission of Texas (PUC) is here to help Texas consumers resolve issues with their utility services, and we encourage public participation in PUC proceedings.

If you want to voice a concern with your utility or participate in PUC proceedings such as rate cases, formal complaints, or rulemakings, there are multiple options available to you.

WHEN SHOULD YOU....

FILE A COMPLAINT?

If you have a concern about your utility service, the PUC encourages you to contact your provider first. If you can't reach a resolution, you can file an informal complaint with the PUC. Common reasons for filing a complaint include:

- You think your bill amount is incorrect
- You think there is an issue with your meter
- You think your utility may have violated PUC rules
- You have a concern about your service contract

If your issue is not resolved through an informal complaint, you have the option to file a formal complaint against the utility provider.

PROTEST?

If you oppose a utility's proposal to change its rates or where a utility proposes to build a transmission line, or you want to take a position in another formal proceeding, you can file comments as a protestor. Common reasons for protesting include:

- You want to comment on a proposed rate increase
- You are concerned about the proposed site of a new transmission line

Protestor comments are entered into the official record of a proceeding.

INTERVENE?

If you have a legal interest in a case before the PUC and you want to formally participate in the proceedings you can apply to be an intervenor. Intervenors typically:

- Make legal arguments
- Participate in formal hearings
- File testimony
- Cross-examine witnesses

You must submit a written application explaining why you have a legal interest in a particular proceeding to become an intervenor. The administrative law judge assigned to the case will approve or deny the applications to intervene.

FOR MORE INFORMATION, CONTACT THE PUC'S OFFICE OF PUBLIC ENGAGEMENT AT PUBLIC@PUC.TEXAS.GOV.