

# UTILI-FACTS

## Electric Slamming

If you have been switched to a Retail Electric Provider without your permission, you may have been slammed.



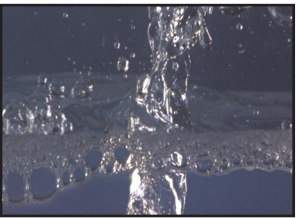
### Slamming is Illegal

The Public Utility Commission (PUC) rules establish a process for resolving the unauthorized change of a REP. This process is outlined in PUC Substantive Rule 25.495 and includes procedures for returning a customer to the original REP and resolving billing issues.

### If You Have Been Slammed:

- Report it to the Public Utility Commission (PUC) toll-free at 1-888-782-8477.
- Contact the REP that slammed you and ask to be switched back to your original provider.

- Please note upon your return to your original provider you may be responsible for the electric charges back to the



date service was slammed. Contact your provider if you need a payment plan for the charges.

### Things that May Prevent Slamming:

- Read your electric bill carefully each month.
- Know the name of the company that provides your electric service.
- Make sure that everyone in your household knows who is really authorized to make any changes to your electric service.
- Never sign anything without reading it thoroughly.
- Know when your contract with your REP will expire. If you see an early termination fee on your bill, this may be an indication that you have been slammed.
- If you receive a call or notice to "verify" a change in service that you did not authorize, notify your REP.
- If you don't receive your regular monthly bill or you receive a bill in someone else's name at your address, notify your REP.
- Review your mail. A postcard from ERCOT will notify you of a change in providers.

### QUESTIONS:

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

Write: PUC - Consumer Protection Division  
P.O. Box 13326, Austin, TX 78711-3326

Online: <http://www.puc.texas.gov/consumer/complaint/Complaint.aspx>

