



# CUSTOMER FACTS

## Overview of The Commission

The Public Utility Commission of Texas (PUC) was established by the Texas Legislature in 1975 and given regulatory oversight over electric and telecommunications utilities in the state. The mission of the PUC is to protect customers, foster competition, and promote high quality infrastructure. The governing legislation for the PUC is the Public Utility Regulatory Act (PURA) (Utilities Code, Title 2).

### PUC Jurisdiction

The PUC was originally created to regulate the rates and services of electric and telephone utilities. Prior to 1997, these services were generally provided by monopoly providers with designated services areas. Changes to PURA have resulted in significant restructuring of electric and telecommunications markets in Texas and corresponding changes in the PUC's authority over the various types of service providers.

The PUC has jurisdiction over rates and services of:

- Investor-owned electric utilities that are not in deregulated areas of the state and transmission and distribution utilities
- Incumbent local telephone providers that have not elected incentive regulation

The PUC has jurisdiction over the service quality of:

- All local telephone providers
- Retail electric providers

The PUC has oversight authority over:

- Wholesale and retail electric and telecommunications markets.

The PUC has **no** regulatory authority over the following:

- Long distance telephone providers, except in instances of slamming and cramming
- Wireless telecommunications service
- Natural gas rates or service
- Water rates or service
- Cable rates or service
- Municipally-owned electric utility rates or service, except wholesale transmission rates
- Electric cooperative rates or service, except wholesale transmission rates

### If You Have A Problem With Your Service

The PUC's Customer Protection Division is available to assist customers in resolving problems they are having with their electric or telecommunication providers. However, before calling the PUC, customers are encouraged first to contact their service provider directly. If you do not hear from the service provider within a reasonable time, or if you are not satisfied with the company's action, contact the PUC by telephone, e-mail, fax, mail, or by visiting us online. In case of emergency situations, customers should contact their service provider immediately, contacting the PUC only if the problem is not resolved.

### QUESTIONS:

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

**Visit:** [www.puc.texas.gov](http://www.puc.texas.gov)

**Email:** [consumer@puc.texas.gov](mailto:consumer@puc.texas.gov)

### COMPLAINTS:

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

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

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