



CUSTOMER FACTS

Electric Slamming

You have been slammed if your Retail Electric Provider (REP) has been switched without your permission.

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 the customer to the original REP and resolving billing issues.

Be Aware Of:

- Promotions offering discounts on your electric bill. Your signature may be interpreted as an agreement to switch your electric provider.
- Telemarketers or sales vendors promising free gifts, lower rates, and better service for switching.
- Service changing without any customer contact.

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.

How to 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.

QUESTIONS:

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

Visit: www.puc.state.tx.us

Email: customer@puc.state.tx.us

COMPLAINTS:

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

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

Online: <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>