



Consumer Affairs Tabloid



Keeping you in the “KNOW”

287- CITY

Army Community Service Financial Readiness Branch

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Excerpt from the Public Utility Commission of Texas

Electric Service in Texas

www.puc.state.tx.us/ocp/electric/index.cfm



In this section, you'll find resources to help you better understand your electric service in Texas.

This includes information about your electric service such as:

[Texas Electric Choice](#) - a PUC website designed to inform you on electric competition in Texas, and help you decide which electric provider is right for you.

[Understanding your electric bill](#) - a PUC fact sheet describing the charges on your bill. Check out other helpful [Customer Fact Sheets and PUC publications](#) as well.

[Your Rights as a Customer](#) - These customer protection rules were adopted by the PUC and apply to all retail electric providers (REPs) and the provider of last resort (POLR), unless otherwise noted. You should receive a copy of this document from your Retail Electric Provider.

[Municipal Electric Utilities and Electric Co-ops](#) - find information regarding these utilities serving areas of the state not open to electric competition.

[Utility Directories](#) - view lists and contact information for Aggregators, Power Generation Companies, Power Marketers, Self-Generators, Retail Electric Providers, Investor Owned Utilities (IOUs), Co-ops and Municipal Electric Utilities operating in Texas.



Excerpt from the Public Utility Commission of Texas

www.puc.state.tx.us/ocp/electric/rights.cfm

Your Rights as a Consumer

Disputes With Your Provider

Complaint Resolution: Please contact your Retail Electric Provider (REP) if you have specific comments, questions or complaints. Upon receipt of a complaint, your REP must investigate and notify you of the results within 21 days. If you are dissatisfied with the results of the investigation, you may request a supervisory review, if available. Your REP must advise you of the results of the supervisory review within 10 business days of your request.

If you are dissatisfied with the results of the investigation or supervisory review, you may file a complaint with the PUC or the Office of the Attorney General, Consumer Protection Division. Please include your name and account number, as well as an explanation of the facts and the resolution you desire in your complaint. For a complaint involving a disputed bill, your REP may not initiate collection activities or disconnection activities or report the delinquency to a consumer reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, your REP may disconnect your service for non-payment of any undisputed portion of the bill.

Excerpt from The Smart Meter Texas (SMT)
www.smartmetertexas.com



We all think about it to some extent – but how much electric energy are you really using? Things like catching up on your laundry on the weekend, running the dishwasher or cooling your home on a hot Texas day. The average Texas household spends \$789 per year to cool their home, \$184 per year on lighting and \$206 per year using space heaters. What can you do to reduce your electricity consumption – to save you money and help the environment?

That's where Smart Meter Texas comes in. The Smart Meter Texas web site will allow you to:

- Access your electricity use – daily and interval information is reported and can be accessed by you via the Smart Meter Texas web site -- including each 15 minutes of electricity used every day!
- See your usage patterns with easy to read reports and make cost-saving adjustments

So what's in it for you? Using the Smart Meter Texas web site doesn't cost you anything – but there is much to gain in savings by monitoring and reducing your use of electricity. To sum it up -- the Smart Meter Texas web site allows you to become an active participant in practicing energy efficiency for your home or business.

Through the Smart Meter Texas web site, residential and business customers can view and analyze electricity use, and find ways to make electricity usage more efficient.



From the files of Fort Hood Consumer Affairs Office

Is your electric bill through the roof? Conduct a Do-It-Yourself Home Energy Audit. You can find more information about locating air leaks, insulation, heating/cooling equipment, and lighting on the US Department of Energy website.

www.energysavers.gov/your_home/energy_audits/index.cfm/mytopic=11170

The Oncor Take A Load Off, Texas, Residential Energy Audit Program offers comprehensive Texas Home Energy Audits to owners of existing homes. Low-Income Home Weatherization is another program offered for homes built before 2002. Go to www.takealoadofftexas.com and click on the Home tab for more details about these and other programs.

Summer's hot weather can bring an increase in energy use. Each degree below 78 degrees can increase your energy consumption 6 to 8%. See the Public Utility Connection Aug 2009 for more tips Families can do to reduce energy usage. www.puc.state.tx.us/publications/connection/2009/aug09.pdf

Back issues of the Consumer Affairs Tabloid are available on the Financial Readiness section of the ACS website at www.hoodmwr.com/acs.

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