



CUSTOMER FACTS



How to File an Informal Complaint

Before filing an informal complaint with the Public Utility Commission (PUC), contact your electric or telephone provider first and allow them to investigate your complaint.

If you are unable to come to a satisfactory resolution with your electric or telephone provider, you should then file a complaint with the PUC's Customer Protection Division.

Your complaint can be filed in one of four ways:

- Call 1-888-782-8477
- Online at www.puc.state.tx.us
- FAX to 1-512-936-7003
- Mail to:
 - PUC – Customer Protection Division
 - P.O. Box 13326
 - Austin, TX 78711-3326

What to include with your complaint:

- Your name, address, and telephone number
- Company's name, address, and telephone number
- Account number
- An explanation of the facts
- The specific resolution you are seeking
- Any documentation to support your complaint, such as copies of your bill etc.

Let Us Assist You

QUESTIONS:

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

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)

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

Fax: 1-512-936-7003 **Online:** www.puc.state.tx.us/ocp