



CUSTOMER FACTS



Electric Cramming

“Cramming” is the practice of adding unauthorized charges for any services to your electric bill without your verified consent. It is illegal in Texas. You are not required to pay for unauthorized charges.

What to Watch For:

- Charges for services from companies that are unfamiliar to you.
- Charges for regulatory fees from companies that are not providing service to you.

A Service Provider Must:

- Inform you about services and their associated charges.
- Get your authorization and maintain that documentation for at least 24 months.

If You Have Been Crammed:

- Notify your electric company immediately.

- Request that the disputed charges be removed from your account.
- Do not pay the disputed charges, **but pay the rest of your electric bill on time.** Your electric service cannot be disconnected for non-payment of any disputed charges.
- Ask for a refund if you have already paid for disputed charges.
- An unfavorable credit report cannot be filed against you or any customer who has not paid disputed charges unless the dispute is ultimately resolved against the customer.
- If you are unable to come to a satisfactory resolution with your electric provider, file a complaint with the PUC by calling 1-888-782-8477.

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 5/09