

CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.

Subchapter R. CUSTOMER PROTECTION RULES FOR RETAIL ELECTRIC SERVICE.

§25.488. Procedures for a Premise with No Service Agreement.

- (a) **Applicability.** This section applies to all retail electric providers (REPs).
- (b) **Service to premise with no service agreement.** If a REP finds that a current occupant at a premise for which the provider is shown as the REP of record in the ERCOT or TDU system is not the customer with whom the REP currently has a service agreement for retail electric service or the occupant is a customer whose prior service agreement has expired or is no longer in effect:
 - (1) the REP may establish service with the occupant. The REP shall obtain verification of the occupant's authorization to establish service with the REP consistent with the requirements of §25.474 of this title (relating to Selection or Change of Retail Electric Provider); or
 - (2) the REP with disconnection authority may issue a disconnection notice to the current occupant. The notice shall contain the following:
 - (A) The date the disconnection will occur, provided that the date shall not be sooner than ten days from the date the notice is issued;
 - (B) What actions the occupant must take if that occupant believes the notice is in error or desires to establish service with the REP; and
 - (C) A statement that informs the occupant of the right to obtain service from another licensed REP and that information about other REPs can be obtained from the commission.