



# CUSTOMER FACTS

## Unauthorized Switching of Your Retail Electric Provider

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.

### Let Us Assist You

#### 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](http://www.puc.state.tx.us)

**Email:** [customer@puc.state.tx.us](mailto: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, P.O. Box 13326,  
Austin, TX 78711-3326

**Online:** [www.puc.state.tx.us/consumer/complaint/Complaint.aspx](http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx)