

Nicaraguan Institute of Energy



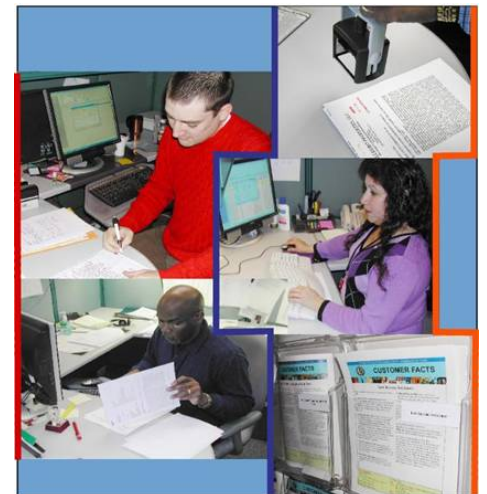
**Public Utility Commission of Texas
Customer Protection Division
July 15, 2008**





Customer Protection Division

- Customer Care
- Information & Education



Customer Protection Staff





What Do We Do?

- Assist Texas customers with complaints
- Educate and inform the public
- Texas Electric Choice Education Program



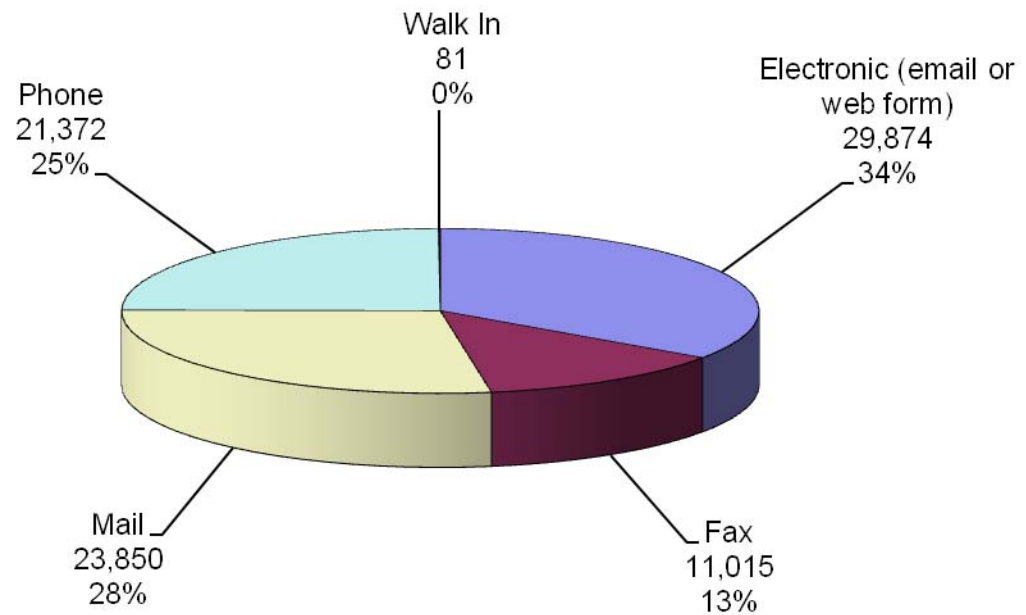
Receive and respond to customer contacts

Customer Care

- Receive customer contact via phone, fax, electronic (online form & email), mail and walk-ins
- Investigate complaints for resolution
- Slamming, cramming, billing and TX No Call violations are the majority of complaints
- Complaint information is maintained in Complaints Database

Customer contact methods

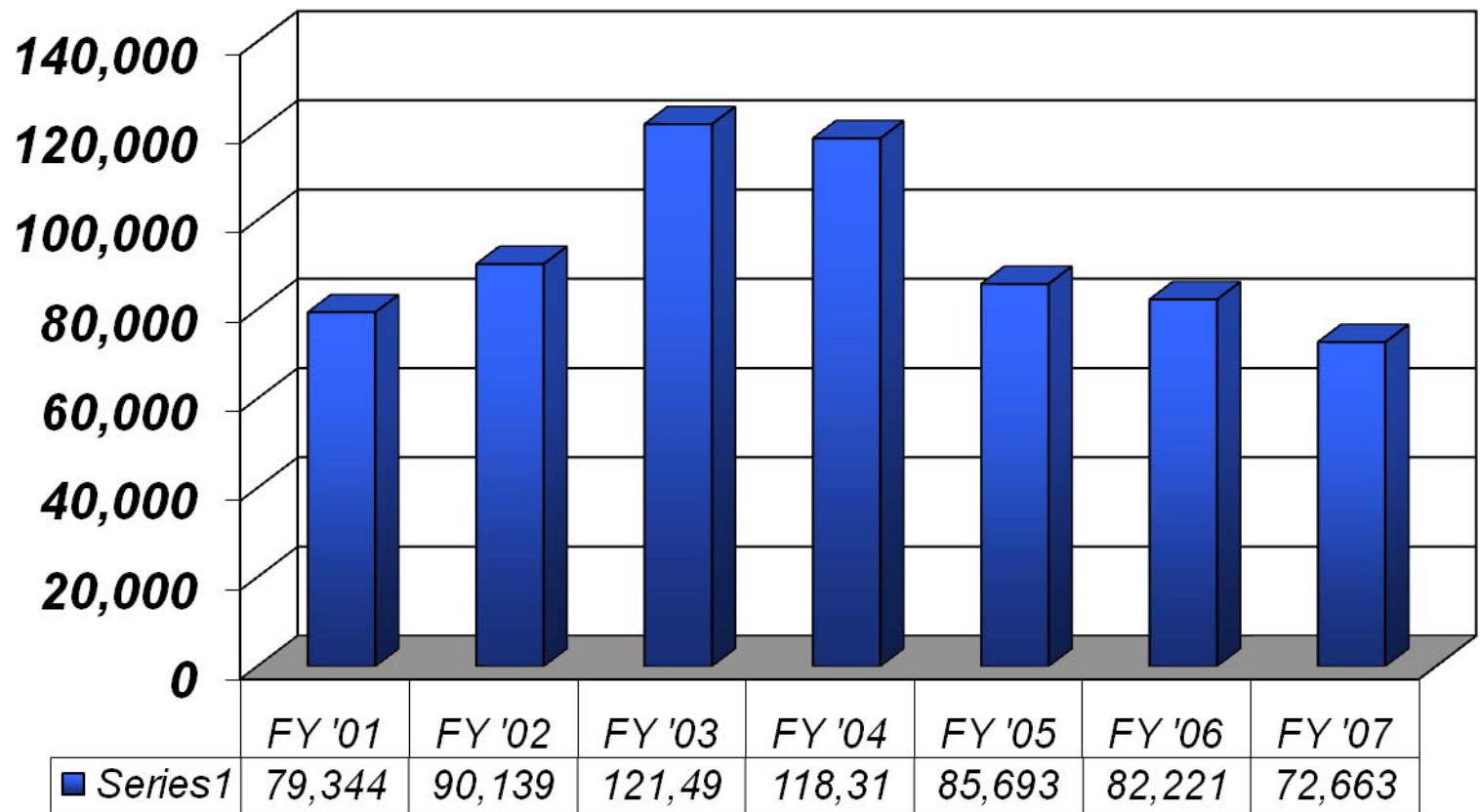
Sept., 2004 - Dec., 2007





Receive and respond to customer calls

Intake Center





Incoming Phone Calls

- FY'07 calls received – 72,663
- Average daily calls – 293
- Average daily calls per individual – 49
- Calls received daily from 9 a.m. – 4 p.m.



Types of customer contacts

Complaints

- Communicate with customers, telephone & electric service providers and other entities
- Complaints are reviewed to determine if a rule or statute has been violated
- Customer information is entered into the database.

Opinions

- Entered into database.





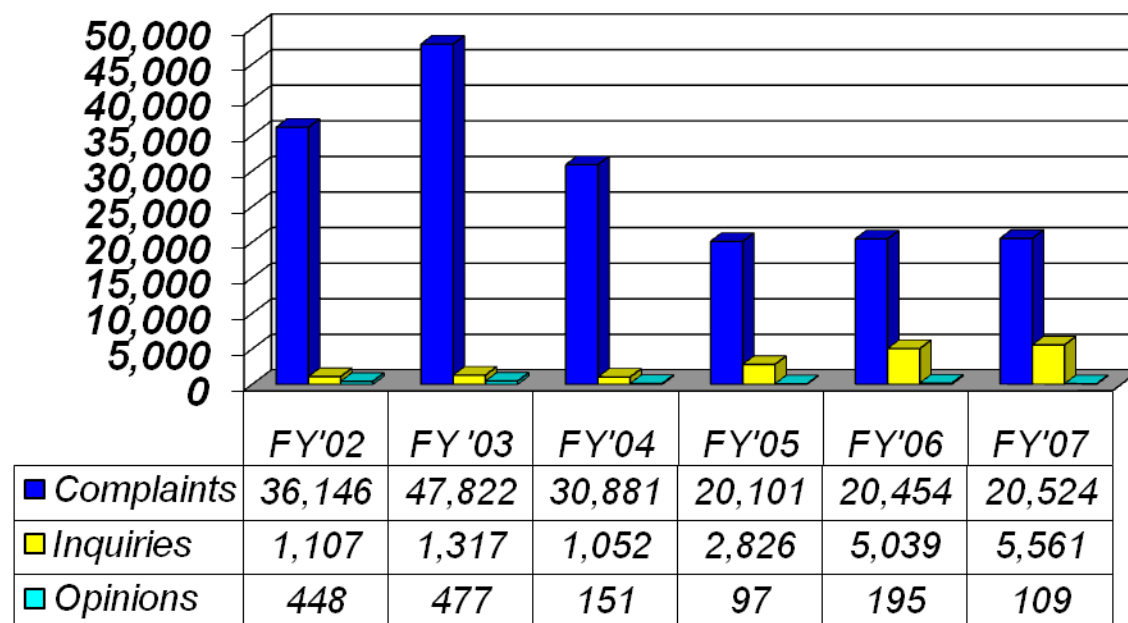
Types of customer contacts

Inquiries

- Inquiries to the PUC are answered with a return letter to the customer
- An inquiry that requires interaction with a telephone or electric service provider is sent to the provider with a request that they contact their customer.

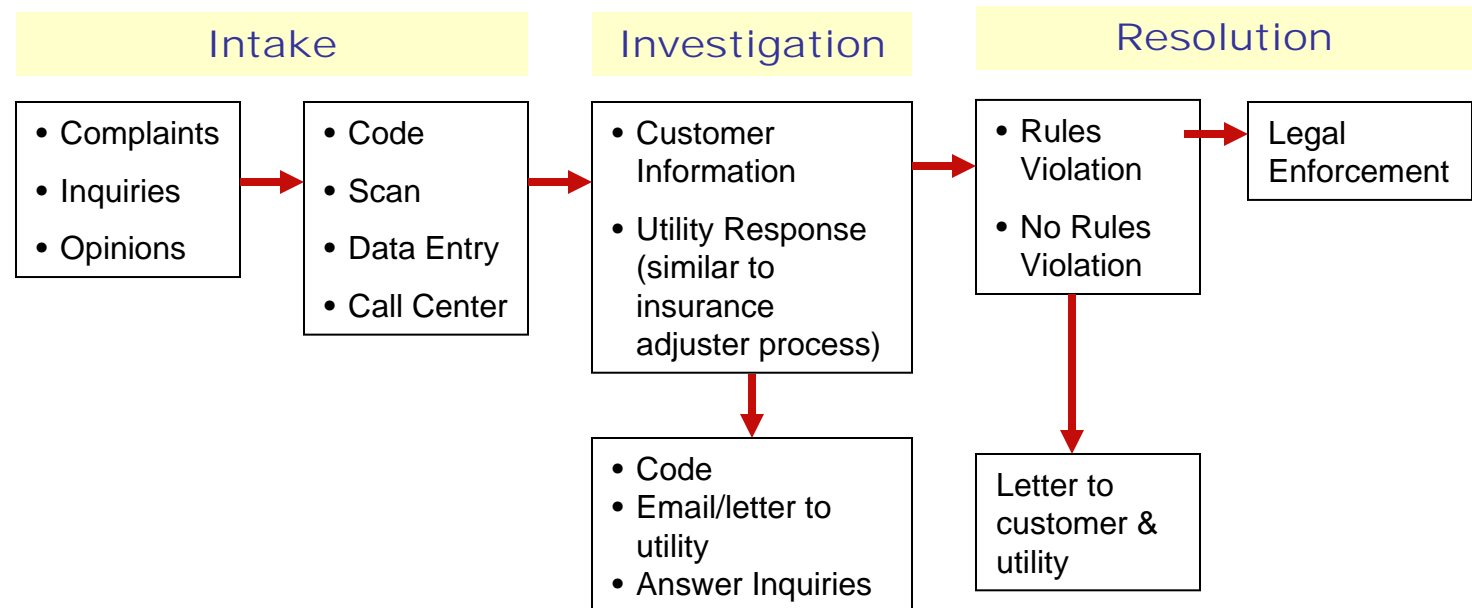
Customer Contacts

Total Complaints, Inquiries and Opinions Received
FY '02 - FY '07



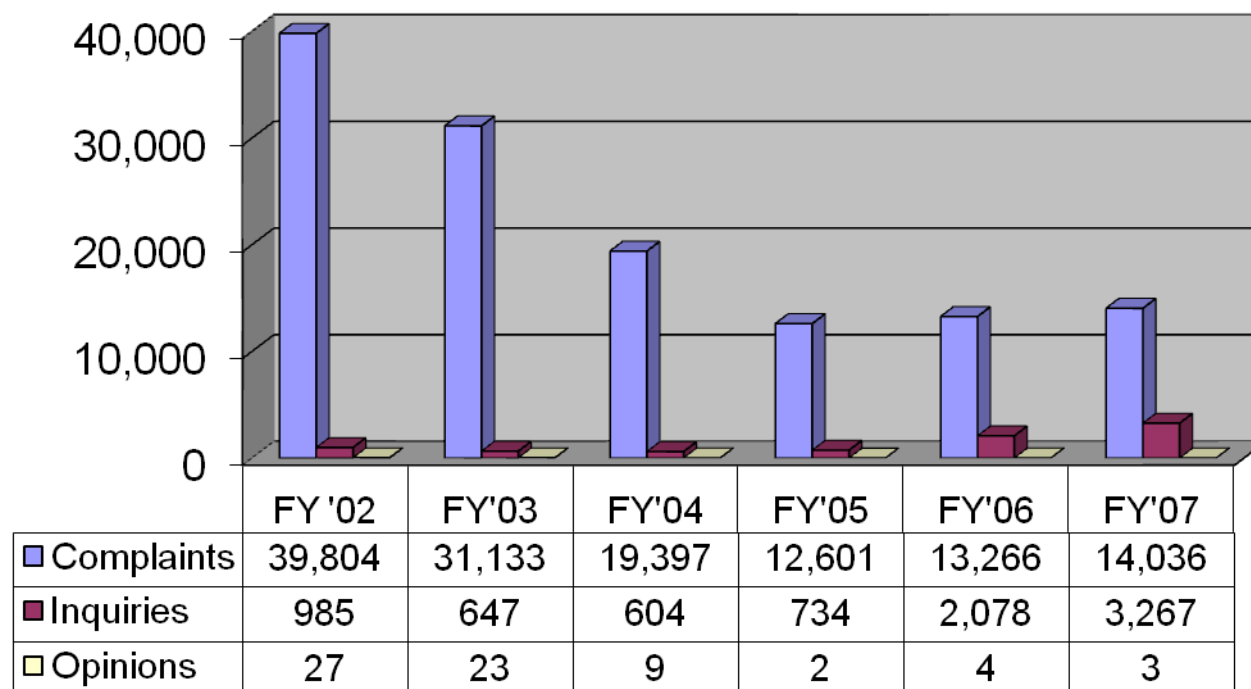


Complaints Process



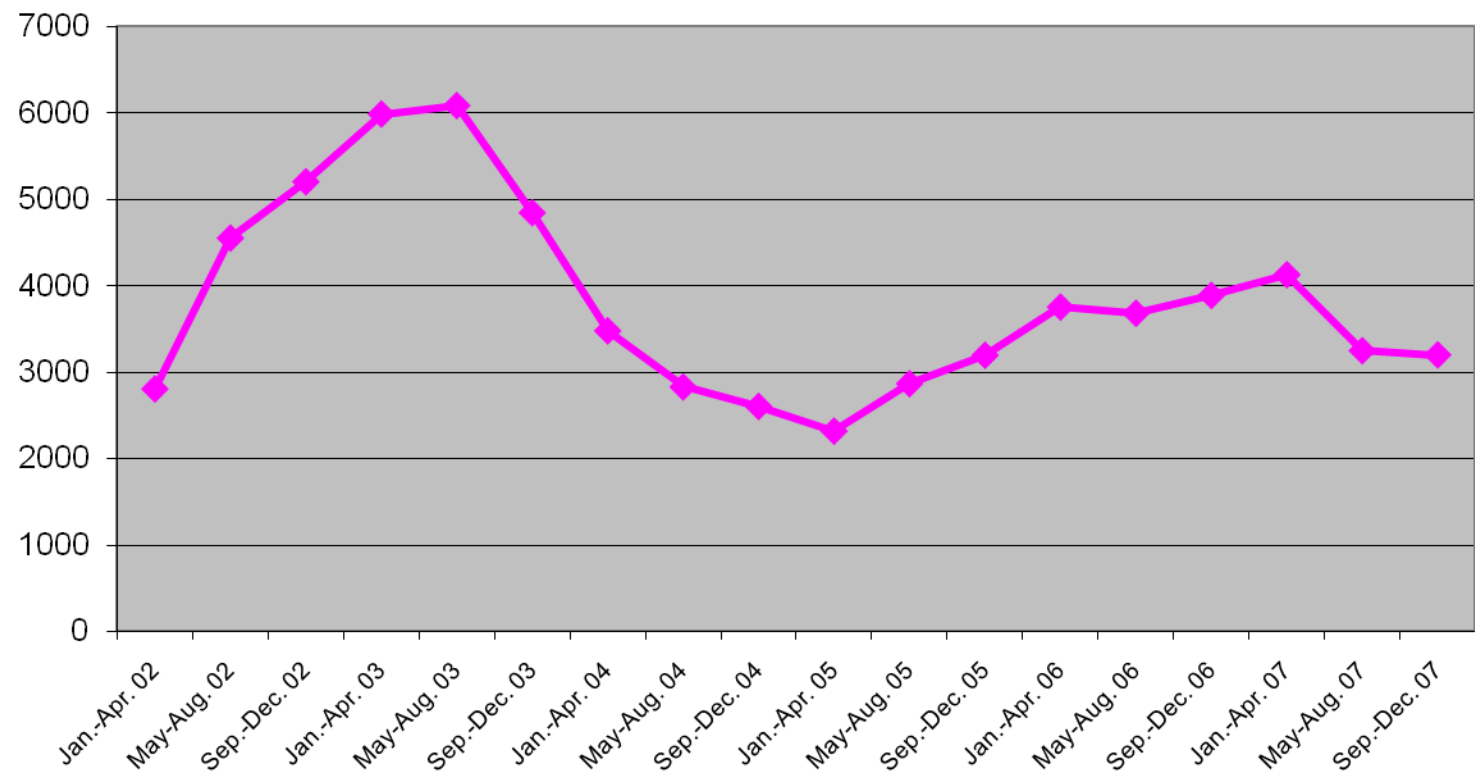
Complaint Resolution

Total Complaints, Inquiries and Opinions Closed FY'02 - FY'07





Electric Complaints Received January 2002 – December 2007





2007 Statistics

Complaints

Electric	10,593
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Telephone	9,369
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Average Time to Resolve	21 days
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Inquiries	3,531
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Opinions	56
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Credits/Refunds	\$1,300,000
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Information & Education

- Texas Electric Choice Customer Education Campaign:
 - Answer Center operations
 - Website operations
 - Marketing activities
- Customer Communications:
 - Newsletters
 - Fact sheets
 - Web site content
 - Public service announcements
 - Newspaper clippings



I & E Target Audiences

- Residential and small commercial electric & local telephone customers
- Community-based organizations
- Low-income customers
- Senior citizens
- Spanish-speaking customers
- Civic/business leaders
- Electric industry
- Telephone industry



I & E – Developing Communication Materials

- Public Utility Connection
- PUC Facts Sheets
- PUC Update
- PUC Clips
- Official Guide to Electric Choice



Horse Hollow Wind Farm



Television News Telethon





Benefits to Texans & PUC

How we help Texas customers

- Frontline service
- Assist public with solving problems with local telephone and electric service
- Increase awareness of consumer rights and protections
- Increase knowledge of public regarding local telephone and electric service in Texas
- “One-Stop” Shop for Help & Information