



CUSTOMER FACTS

Paying Your Electric Bill

Pay your electric bill by the due date. Your due date must be no earlier than 16 days from the date of the bill or the postmark on the envelope. The payment is considered late if received after the due date. If you do not receive a bill, call your electric provider immediately.

What your bill must show:

- Billing period
- Amount Due
- Payments made since last bill
- Toll-free number for billing questions
- Toll-free number for outage report
- Kilowatt-hour (kWh) reading
- Kilowatt-hour (kWh) total
- Note if billed usage is based on estimated usage

What if I can't pay the entire bill?

You should make payment arrangements before your bill is due. Call your electric provider to make late payment arrangements or request to enter into a deferred payment plan. You are eligible for a **deferred payment plan** if you have not received more than two termination notices in the past year and are not currently in a deferred payment plan. Make sure that you keep up with the terms of the repayment plan. If you don't, you risk having your service disconnected. Be aware that most companies will require you to pay your regular bill in addition to the arranged deferred amount.

Electric customers may inquire about **level billing programs or average payment plans**, which offer bills that are about the same each month, making budgeting easier. All customers who are not currently delinquent in paying their electric bills or have been with their provider long enough for them to determine a 12-month average are eligible for this program. If you are having problems paying your bill, make sure you check with your service provider to determine what programs you might be eligible for.

What if I have been overcharged?

- Pay the undisputed portion of your bill or pay the entire bill under protest
- Ask the utility to investigate the disputed amount. The Public Utility Commission requires that the utility report its findings to you within 21 days.
- Be specific in providing information about your concern, such as an incorrect meter reading, a misapplied rate, or an already paid past-due balance.
- If you think the investigation finding is incorrect, you may file a complaint with the Public Utility Commission.
- Overcharges must be refunded within three billing cycles or interest must be paid to the customer.

More importantly, read your bill so that you understand all of the charges. If you don't understand something, contact your electric provider or call the Public Utility Commission.

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

Email: 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