

Email received by Pat Bonds on November 20th

Good afternoon, Mr. Bonds:

Thank you for your time this afternoon. As requested during our phone call, please find information for filing complaints below.

The Public Utility Commission of Texas regulates the rates and services for certain electric, telephone, and water and sewer utilities. If consumers have concerns that they have been unable to resolve with their utility, they may file a complaint with our Consumer Protection Division.

In accordance with Commission Rules, we will provide the company notice of our investigation and require their response to the complaint. At the conclusion of our investigation, we will send a letter to the consumer describing our findings along with any recommendations for the company.

Complaints may be filed online at <https://www.puc.texas.gov/consumer/complaint/complaint.aspx>

Consumers may also call us toll free at 1-888-782-8477 (M-F, 8am-5pm), and one of our representatives can assist with filing a complaint.

Feel free to contact us if you have any questions.

Sincerely,



Consumer Protection Division

Public Utility Commission of Texas

P.O. Box 13326

Austin, TX 78711-3326

Toll-Free: (888) 782-8477|**Fax:** (512) 936-7003