

**CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.**

**Subchapter B. CUSTOMER SERVICE AND PROTECTION.**

**§25.26. Spanish Language Requirements.**

- (a) **Application.** This section applies to each electric utility that serves a county where the number of Spanish speaking persons as defined in §25.5 of this title (relating to Definitions) is 2000 or more according to the most current U.S. Census of Population (Bureau of Census, U.S. Department of Commerce, Census of Population and Housing).
- (b) **Written plan.**
  - (1) **Requirement.** Each electric utility shall have a commission-approved written plan that describes how a Spanish-speaking person is provided, or will be provided, reasonable access to the utility's programs and services.
  - (2) **Minimum elements.** The written plan required by paragraph (1) of this subsection shall include a clear and concise statement as to how the electric utility is doing or will do the following, for each part of its entire system:
    - (A) inform Spanish-speaking applicants how they can get information contained in the utility's plan in the Spanish language;
    - (B) inform Spanish-speaking applicants and customers of their rights contained in this subchapter;
    - (C) inform Spanish-speaking applicants and customers of new services, discount programs, and promotions;
    - (D) allow Spanish-speaking persons to request repair service;
    - (E) ballot Spanish-speaking customers for services requiring a vote by ballot;
    - (F) allow access by Spanish-speaking customers to services specified in subchapter F of this chapter (relating to Metering);
    - (G) inform its service and repair representatives of the requirements of the plan.