



Public Utility Commission of Texas

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PUC WARNS ELECTRICITY CONSUMERS OF POTENTIAL FRAUD

Third parties not allowed to enroll customers in COVID-19 Electricity Relief Program

Austin, TX – The Public Utility Commission of Texas is reminding customers eligible for enrollment in the COVID-19 Electricity Relief Program (ERP) that third-party organizations cannot legally enroll them in the program. Further, the PUC is warning customers that solicitations for information relating to enrolling in the ERP may be fraudulent attempts to steal personal financial data.

According to program guidelines, participation in the ERP requires residential customers to self-enroll. If they are unable to self-enroll due to a medical condition or technology limitation, a household member or authorized legal representative may complete the enrollment process on their behalf. Any requests made by third-party entities will be denied.

“I have directed agency staff to look into reports of companies using online advertising to promote a ‘service’ to enroll customers in the ERP,” said PUC Executive Director, John Paul Urban, III.

“Consumers need to know that all attempted enrollments in this unauthorized manner will be rejected. They should also be concerned about putting their personal financial information at risk in an online scam.”

Customers are encouraged to report such activity to the PUC’s Customer Protection Division by emailing customer@puc.texas.gov or calling 888-782-8477.

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About the Public Utility Commission

Our mission is to serve Texans by regulating the state’s electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the PUC has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <http://www.puc.texas.gov>.