

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

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- (i) Site testing and commissioning.
- (j) Metering.

**§25.213. Metering for Distributed Renewable Generation and Certain Qualifying Facilities.**

- (a) Application.
- (b) Metering.
- (c) Metering Provision Specific to an Electric Utility Subject to PURA Chapter 39, Subchapter L.

**§25.214. Terms and Conditions of Retail Delivery Service Provided by Investor Owned Transmission and Distribution Utilities.**

- (a) Purpose.
- (b) Application.
- (c) Tariff.
- (d) Pro-forma Retail Delivery Tariff.

**§25.215. Terms and Conditions of Access by a Competitive Retailer to the Delivery System of a Municipally Owned Utility or Electric Cooperative that has Implemented Customer Choice.**

- (a) Purpose.
- (b) Application.
- (c) Access tariff.
- (d) Pro-forma access tariff.

**§25.216. Selection of Transmission Service Providers.**

- (a) Application.
- (b) Purpose.
- (c) Definitions.
- (d) Selection process.
- (e) Selection of Designated TSP.
- (f) Performance of Designated TSP.
- (g) Filing requirements.

**§25.217. Distributed Renewable Generation.**

- (a) Application.
- (b) Definitions.
- (c) Interconnection.
- (d) Renewable Energy Credits (RECs)
- (e) Sale of out-flows by an ISD-SG Owner.
- (f) Sale of out-flows by a DRGO.
- (g) Transition provision.
- (h) Authority to act on behalf of a customer.
- (i) Exemptions.

**§25.218. Middle Mile Broadband Service.**

- (a) Purpose and application.
- (b) Definitions.
- (c) Authorization for middle mile broadband service.
- (d) Charges.
- (e) Participation by electric utility.
- (f) Commission review of electric utility middle mile broadband service plan.
- (g) Cost recovery for deployment of middle mile broadband facilities.
- (h) Reliability of electric systems maintained.

**§25.221. Electric Cost Separation.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Cost separation.
- (e) Compliance filing.

**§25.223. Unbundling of Energy Service.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Review of energy services.
- (e) Accessible utility information.
- (f) Filing.

**§25.227. Electric Utility Service for Public Retail Customers.**

- (a) Purpose.
- (b) Application.

- (c) Definitions.
- (d) Obligations of affected utilities.
- (e) Filing requirements.
- (f) Tariff requirements.
- (g) Competition transition charge (CTC).
- (h) Rate design for electric utilities.

**SUBCHAPTER J. COSTS, RATES AND TARIFFS.**

**DIVISION 1: Retail Rates.**

**§25.231. Cost of Service.**

- (a) Components of cost of service.
- (b) Allowable expenses.
- (c) Return on invested capital.

**§25.232. Adjustment for House Bill 11, Acts of 72<sup>nd</sup> Legislature, First Called Special Session 1991.**

- (a)
- (b)
- (c)
- (d)
- (e)
- (f)

**§25.234. Rate Design.**

- (a)
- (b)

**§25.235. Fuel Costs – General.**

- (a) Purpose.
- (b) Notice of fuel proceedings.
- (c) Reports; confidentiality of information.

**§25.236. Recovery of Fuel Costs.**

- (a) Eligible fuel expenses.
- (b) Reconciliation of fuel expenses.
- (c) Petitions to reconcile fuel expenses.
- (d) Fuel reconciliation proceedings.
- (e) Refunds.
- (f) Procedural schedule.

**§25.237. Fuel Factors.**

- (a) Use and calculation of fuel factors.
- (b) Petitions to revise fuel factors.
- (c) Fuel factor revision proceeding.
- (d) Schedule for filing petitions to revise fuel factors.
- (e) Procedural schedules.
- (f) Emergency revisions to the fuel factor.

**§25.238. Purchased Power Capacity Cost Recovery Factor (PCRf).**

- (a) Application.
- (b) Definitions.
- (c) Establishment, adjustment, and termination of a PCRf.
- (d) Pre-approval of purchased power agreements.
- (e) Notice of PCRf proceeding.
- (f) Procedural schedule.
- (g) Exclusion from fuel factor.
- (h) PCRf formula.
- (i) True-up
- (j) Reconciliation of PCRf expenses.
- (k) Transition issues.

**§25.239. Transmission Cost Recovery Factor for Certain Electric Utilities.**

- (a) Application.
- (b) Definitions.
- (c) Recovery authorized.
- (d) Transmission cost recovery factor (TCRF).
- (e) Transmission cost recovery factor revenue requirement (RR).
- (f) Setting and amending the TCRF.
- (g) TCRF forms.

**§25.240. Contribution Disclosure Statements in Appeals of Municipal Utility Rates.**

- (a) Pursuant to Chapter 33, Subchapter D.
- (b) Pursuant to PURA §33.123.
- (c) Hearings on statements.

**§25.241. Form and Filing of Tariffs.**

- (a) Application.
- (b) Effective tariff.
- (c) Requirements as to size, form, identification and filing of tariffs.
- (d) Composition of tariffs.
- (e) Tariff filings in response to commission orders.
- (f) Symbols for changes.
- (g) Availability of tariffs.
- (h) Rejection.
- (i) Effective date of tariff change.
- (j) Compliance.

**§25.242. Arrangements Between Qualifying Facilities and Electric Utilities.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Negotiation and filing of rates.
- (e) Availability of electric utility system cost data.
- (f) PTB REP and electric utility obligations.
- (g) Rates for purchases from a qualifying facility.
- (h) Standard rates for purchases from qualifying facilities with a design capacity of 100 kilowatts or less.
- (i) Tariffs setting out the methodologies for purchases of nonfirm power from a qualifying facility.
- (j) Periods during which purchases not required.
- (k) Rates for sales to qualifying facilities.
- (l) System emergencies.
- (m) Enforcement.

**§25.243. Distribution Cost Recovery Factor (DCRF)**

- (a) Purpose and application.
- (b) Definitions.
- (c) Application for a DCRF.
- (d) Calculation of DCRF.
- (e) Procedures for DCRF proceeding.
- (f) DCRF reconciliation.
- (g) DCRF's effect on electric utility's financial risk and rate of return.
- (h) Reports.
- (i) Expiration.

**§25.244. Billing Demand for Certain Utility Customers.**

- (a) Application.
- (b) Definitions.
- (c) Rates.
- (d) Annual Verification.

**§25.245. Rate-Case Expenses.**

- (a) Application.
- (b) Requirements for claiming recovery of or reimbursement for rate-case expenses.
- (c) Criteria for review and determination of reasonableness.
- (d) Calculation of allowed or disallowed rate-case expenses.

**§25.246. Rate Filing Standards and Procedures for Non-ERCOT Utilities.**

- (a) Application.
- (b) Adjustments to test year information.
- (c) Requirement to initiate rate proceeding.
- (d) Relation back of rates.

**§25.247. Rate Review Schedule.**

- (a) Application.
- (b) Filing requirements for investor-owned electric utilities.
- (c) Transition issues for investor-owned electric utilities.
- (d) Filing requirements for non-investor-owned transmission service providers.
- (e) Transition period for filings by non-investor-owned transmission service providers.

**§25.248. Generation Cost Recovery Rider.**

- (a) Applicability.
- (b) Definitions.
- (c) GCRR Requirements.
- (d) Calculation of GCRR Rates.
- (e) Jurisdictional and class allocation factors.
- (f) Customer classification.
- (g) GCRR application.
- (h) Update of generation invested capital.
- (i) Reconciliation.
- (j) Threshold to initiate base-rate proceeding.

**§25.251. Renewable Energy Tariff.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Eligible renewable resources.
- (e) Renewable energy tariff requirements.

- (f) Tariff attributes and operation.
- (g) Marketing.
- (h) Accountability.
- (i) Tariff approval process.
- (j) Education program.
- (k) Criteria for educational materials.
- (l) Cost recovery.
- (m) Commission review.



**DIVISION 2: Recovery of Stranded Costs.**

**§25.261. Stranded Cost Recovery of Environmental Cleanup Costs.**

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Requirements.
- (e) Request for approval of cost-effectiveness determination.
- (f) Reconciliation of environmental cleanup costs during the true-up proceedings.

**§25.263. True-up Proceeding.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Obligation to file a true-up proceeding.
- (e) True-up filing procedures.
- (f) Quantification of market value of generation assets.
- (g) Quantification of net book value of generation assets.
- (h) True-up of final fuel balance.
- (i) True-up of capacity auction proceeds.
- (j) True-up of PTB revenues.
- (k) Regulatory assets.
- (l) TDU/APGC true-up balance.
- (m) TDU/AREP true-up balance.
- (n) Proceeding subsequent to the true-up.

**§25.264. Quantification of Stranded Costs of Nuclear Generation Assets.**

**§25.265. Securitization by River Authorities and Electric Cooperatives.**

- (a) Application.
- (b) Definition of stranded costs.
- (c) Quantification of stranded costs.
- (d) Demonstration of tangible and quantifiable benefits to ratepayers.
- (e) Limit on amount of qualified costs to be securitized.
- (f) Use of proceeds.
- (g) True-up in the event of sale.
- (h) Recovery of stranded costs.
- (i) Financing order.

## **SUBCHAPTER K. RELATIONSHIPS WITH AFFILIATES.**

### **§25.271. Foreign Utility Company Ownership by Exempt Holding Companies.**

- (a) Certification to Securities and Exchange Commission.
- (b) Policy goals.
- (c) Safe harbor investments.
- (d) Other investments.
- (e) Post-investment reporting.
- (f) Commission standards for granting or maintaining certification.

### **§25.272. Code of Conduct for Electric Utilities and Their Affiliates.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Separation of a utility from its affiliates.
- (e) Transactions between a utility and its affiliates.
- (f) Safeguards relating to provision of products and services.
- (g) Information safeguards.
- (h) Safeguards relating to joint marketing and advertising.
- (i) Remedies and enforcement.

### **§25.273. Contracts Between Electric Utilities and Their Competitive Affiliates.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Competitive bidding required.
- (e) Contracts.

### **§25.275. Code of Conduct for Municipally Owned Utilities and Electric Cooperatives Engaged in Competitive Activities.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Annual report of code-related activities.
- (e) Copies of contracts or agreements.
- (f) Tracking migration and sharing of employees.
- (g) Reporting deviations from the code of conduct.
- (h) Ensuring compliance for new competitive affiliates.
- (i) Separation of a TDBU from its competitive affiliates.
- (j) Transactions between a TDBU and its competitive affiliates.

- (k) Safeguards relating to provision of products and services.
- (l) Information safeguards.
- (m) Safeguards relating to joint marketing and advertising.
- (n) Remedies and enforcement.
- (o) Provisions for Bundled MOU/COOPs.

## **SUBCHAPTER L. NUCLEAR DECOMMISSIONING.**

### **§25.301. Nuclear Decommissioning Trusts.**

- (a) Duties of electric utilities.
- (b) Agreements between the electric utility and the institutional trustee or investment manager.
- (c) Trust investments.

### **§25.303. Nuclear Decommissioning Following the Transfer of Texas Jurisdictional Nuclear Generating Plant Assets.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Transfer of Nuclear Decommissioning Trust Funds.
- (e) Administration of the Nuclear Decommissioning Trust Funds.
- (f) Periodic reviews of decommissioning costs and Nuclear Decommissioning Trust Funds.
- (g) Collecting utility rate proceedings for decommissioning charges.
- (h) Good cause exception.

### **§25.304. Nuclear Decommissioning Funding and Requirements for Power Generation Companies.**

- (a) Purpose.
- (b) Applicability.
- (c) Definitions.
- (d) Application.
- (e) Commission Review.
- (f) Order.
- (g) Annual Reports.
- (h) Periodic Commission Review.
- (i) Annual Decommissioning Funding Amount.
- (j) Creditworthiness of PGC.
- (k) State Assurance Obligation.
- (l) Annual Funding Obligation.
- (m) Funding Shortfall and Unspent Funds.
- (n) Administration of the PGC Decommissioning Trust Funds.
- (o) Trust investments.

**SUBCHAPTER M. COMPETITIVE METERING.**

**§25.311. Competitive Metering Services.**

- (a) Purpose.
- (b) Definitions.
- (c) Meter ownership.
- (d) Data ownership.
- (e) Metering equipment.
- (f) Conformance with metering standards.
- (g) Testing of meters.
- (h) Use of meter data for settlement and TDU billing.
- (i) Competitive metering service credit.

## **SUBCHAPTER O. UNBUNDLING AND MARKET POWER.**

### **DIVISION 1: Unbundling.**

#### **§25.341. Definitions.**

#### **§25.342. Electric Business Separation.**

- (a) Purpose.
- (b) Application.
- (c) Compliance and timing.
- (d) Business separation.
- (e) Business separation plans.
- (f) Separation of transmission and distribution utility services.

#### **§25.343. Competitive Energy Services.**

- (a) Purpose.
- (b) Application.
- (c) Competitive energy service separation.
- (d) Petitions relating to the provision of competitive energy services.
- (e) Filing requirements.
- (f) Exceptions related to certain competitive energy services.
- (g) Emergency provision of certain competitive energy services.
- (h) Evaluation of competitive energy services.
- (i) Sales of non-roadway security lighting assets.

#### **§25.344. Cost Separation Proceedings.**

- (a) Purpose.
- (b) Application.
- (c) Compliance and timing.
- (d) Test year.
- (e) Rate of return.
- (f) Separation of affiliate costs and functional cost separation.
- (g) Jurisdiction and Texas retail class allocation.
- (h) Determination of ERCOT and Non-ERCOT transmission costs.
- (i) Rate design.

#### **§25.345. Recovery of Stranded Costs Through Competition Transition Charge (CTC).**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Right to recover stranded costs.

- (e) Recovery of stranded cost from wholesale customers.
- (f) Quantification of stranded costs.
- (g) Recovery of stranded costs through securitization.
- (h) Allocation of stranded costs.
- (i) Applicability of CTC to customers receiving power from new on-site generation or eligible generation.
- (j) Collection and rate design of CTC charges.

**§25.346. Separation of Electric Utility Metering and Billing Service Costs and Activities.**

- (a) Purpose.
- (b) Application.
- (c) Separation of transmission and distribution utility billing system service costs.
- (d) Separation of transmission and distribution utility billing system service activities.
- (e) Uncollectibles and customer deposits.
- (f) Separation of transmission and distribution utility metering system service costs.
- (g) Separation of transmission and distribution utility metering system service activities.
- (h) Competitive energy services.
- (i) Electronic data interchange.

**DIVISION 2: Independent Organizations.**

**§25.361. Electric Reliability Council of Texas (ERCOT).**

- (a) Applicability.
- (b) Functions.
- (c) Liability.
- (d) Planning.
- (e) Information and coordination.
- (f) Interconnection standards.
- (g) ERCOT administrative fee.
- (h) Reports.
- (i) Anti-trust laws.
- (j) Decertification.
- (k) Pilot Projects.

**§25.362. Electric Reliability Council of Texas (ERCOT) Governance.**

- (a) Purpose.

- (b) Application.
- (c) Adoption of rules by ERCOT and commission review.
- (d) Access to meetings.
- (e) Access to information.
- (f) Conflicts of interest.
- (g) Qualifications, selection, and removal of members of the governing board.
- (h) Chief executive officer.
- (i) Required reports and other information.
- (j) Compliance with rules or orders.
- (k) Priority of commission rules.

**§25.363. ERCOT Budget and Fees.**

- (a) Scope.
- (b) System of accounts and reporting.
- (c) Allowable expenses.
- (d) Budget Submission.
- (e) Commission review and action.
- (f) Performance measures.
- (g) User Fees.

**§25.364. Decertification of an Independent Organization.**

- (a) Purpose.
- (b) Applicability.
- (c) Initiation of proceeding to decertify.
- (d) Standard for decertification.
- (e) Order revoking certification.
- (f) Selection of successor organization.
- (g) Transfer of assets.
- (h) Continuity of operations.

**§25.365. Independent Market Monitor.**

- (a) Purpose.
- (b) Definitions.
- (c) Objectives of market monitoring.
- (d) Responsibilities of the IMM.
- (e) Authority of the IMM.
- (f) Selection of the IMM.
- (g) Funding of the IMM.



- (h) Staffing requirements and qualification of IMM director and staff.
- (i) Ethics standards governing the IMM director and staff.
- (j) Confidentiality standards governing the IMM director and staff.
- (k) Reporting requirement.
- (l) Communication between the IMM and the commission.
- (m) ERCOT's responsibilities and support role.
- (n) Liability of the IMM.
- (o) Contractual Provisions.

**§25.366. Internet Broadcasting of Public Meetings of an Independent Organization.**

- (a) Purpose.
- (b) Applicability.
- (c) Internet Broadcasting.
- (d) Cost Recovery by the Independent Organization.

**DIVISION 3: Capacity Auction.**

**§25.381. Capacity Auctions.**

- (a) Applicability.
- (b) Purpose.
- (c) Definitions.
- (d) General requirements.
- (e) Product types and characteristics.
- (f) Product descriptions for capacity auctions in ERCOT.
- (g) Product descriptions for capacity in non-ERCOT areas.
- (h) Auction process.
- (i) Resale of entitlement.
- (j) True-up process.
- (k) True-up process for electric utilities with divestiture.
- (l) Modification of auction procedures or products.
- (m) Contract terms.

**DIVISION 4: Other Market Power Issues.**

**§25.401. Share of Installed Generation Capacity.**

- (a) Application.
- (b) Share of installed generation capacity.
- (c) Capacity ratings.
- (d) Installed generation capacity of a power generation company.

- (e) Total installed generation.

**DIVISION 5: Competition in Non-ERCOT Areas.**

**§25.421. Transition to Competition for a Certain Area Outside the Electric Reliability Council of Texas Region.**

- (a) Purpose.
- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
- (e) Transition to competition.
- (f) Applicability of energy efficiency and renewable energy requirements.
- (g) Applicability of other rules.
- (h) Good cause.

**§25.422. Transition to Competition for Certain Areas within the Southwest Power Pool.**

- (a) Purpose.
- (b) Application.
- (c) Readiness for retail competition.
- (d) Cost-of-service regulation.
- (e) Transition to competition.
- (f) Annual report.
- (g) Pilot project continuation.
- (h) Protection of contractual rights.
- (i) Energy efficiency and renewable energy requirements.
- (j) Applicability of other sections.
- (k) Good cause.

## **SUBCHAPTER P. PILOT PROJECTS.**

### **§25.431. Retail Competition Pilot Projects.**

- (a) Purpose.
- (b) Application.
- (c) Intent of pilot projects.
- (d) Definitions.
- (e) Requirements for participants that are not retail customers.
- (f) Customer education.
- (g) Customer choice during pilot projects.
- (h) Transmission and distribution rates and tariffs.
- (i) Billing requirements.
- (j) Evaluation of the pilot projects by the commission; reporting.
- (k) Pilot project administration and recovery of associated costs.
- (l) Compliance filings.

**SUBCHAPTER R. CUSTOMER PROTECTION RULES FOR RETAIL  
ELECTRIC SERVICE.**

**§25.471. General Provisions of Customer Protection Rules.**

- (a) Application.
- (b) Purpose.
- (c) Prohibition against discrimination.
- (d) Definitions.

**§25.472. Privacy of Customer Information.**

- (a) Mass customer lists.
- (b) Individual customer and premise information.

**§25.473. Non-English Language Requirements.**

- (a) Applicability.
- (b) Retail electric providers (REPs).
- (c) Aggregators.
- (d) Dual language requirement.
- (e) Prohibition on mixed language.

**§25.474. Selection of Retail Electric Provider.**

- (a) Applicability.
- (b) Purpose.
- (c) Initial REP selection process.
- (d) Enrollment via the Internet.
- (e) Written enrollment.
- (f) Enrollment via door-to-door sales.
- (g) Personal solicitations other than door-to-door marketing.
- (h) Telephonic enrollment.
- (i) Record retention.
- (j) Right of rescission.
- (k) Submission of an applicant's switch or move-in request to the registration agent.
- (l) Duty of the registration agent.
- (m) Exemptions for certain transfers.
- (n) Fees.
- (o) TDU cost recovery.
- (p) Meter reads for the purpose of a standard switch.
- (q) Scheduled switch date.

**§25.475. General Retail Electric Provider Requirements and Information Disclosures to Residential and Small Commercial Customers.**

- (a) Applicability.
- (b) Definitions.
- (c) General Retail Electric Provider requirements.
- (d) Changes in contract and price and notice of changes.
- (e) Contract expiration and renewal offers.
- (f) Terms of service document.
- (g) Electricity Facts Label.
- (h) Your Rights as a Customer disclosure.
- (i) Advertising claims.

**§25.476. Renewable and Green Energy Verification.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Marketing standards for “green” and “renewable” electricity products.
- (e) Compilation of scorecard data.
- (f) Calculating renewable generation and authenticating “green” claims.
- (g) Fuel Mix for Renewable Energy.
- (h) Annual update.
- (i) Compliance and enforcement.

**§25.477. Refusal of Electric Service.**

- (a) Acceptable reasons to refuse electric service.
- (b) Insufficient grounds for refusal to serve.
- (c) Disclosure upon refusal of service.
- (d)

**§25.478. Credit Requirements and Deposits.**

- (a) Credit requirements for residential customers.
- (b) Credit requirements for non-residential customers.
- (c) Initial deposits for applicants and existing customers.
- (d) Additional deposits by existing customers.
- (e) Amount of deposit.
- (f) Interest on deposits.
- (g) Notification to customers.
- (h) Records of deposits.
- (i) Guarantees of residential customer accounts.

- (j) Refunding deposits and voiding letters of guarantee.
- (k) Re-establishment of credit.
- (l) Upon sale or transfer of company.

**§25.479. Issuance and Format of Bills.**

- (a) Application.
- (b) Frequency and delivery of bills.
- (c) Bill content.
- (d) Public service notices.
- (e) Estimated bills.
- (f) Non-recurring charges.
- (g) Record retention.
- (h) Transfer of delinquent balances or credits.

**§25.480. Bill Payment and Adjustments.**

- (a) Application.
- (b) Bill due date.
- (c) Penalty on delinquent bills for electric service.
- (d) Overbilling.
- (e) Underbilling by a REP.
- (f) Disputed bills.
- (g) Alternate payment programs or payment assistance.
- (h) Level and average payment plans.
- (i) Payment arrangements.
- (j) Deferred payment plans and other alternative payment arrangements.
- (k) Allocation of partial payments.
- (l) Switch-hold
- (m) Placement and Removal of Switch-holds
- (n) Annual reporting requirement.

**§25.481. Unauthorized Charges.**

- (a) Authorization of charges.
- (b) Requirements for billing charges.
- (c) Responsibilities for unauthorized charges.
- (d) Notice to customers.
- (e) Compliance and enforcement.

**§25.482. Prompt Payment Act.**

- (a) Application.
- (b) Time for payment by a governmental entity.
- (c) Disputed bills.
- (d) Interest on overdue payment.

- (e) Notice.

**§25.483. Disconnection of Service.**

- (a) Disconnection and reconnection policy.
- (b) Disconnection authority.
- (c) Disconnection with notice.
- (d) Disconnection without prior notice.
- (e) Disconnection prohibited.
- (f) Disconnection on holidays or weekends.
- (g) Disconnection of Critical Care Residential Customers.
- (h) Disconnection of Chronic Condition Residential Customers.
- (i) Disconnection of energy assistance clients.
- (j) Disconnection during extreme weather.
- (k) Disconnection of master-metered apartments.
- (l) Disconnection notices.
- (m) Contents of disconnection notice.
- (n) Reconnection of service.
- (o) Electric service disconnection of a non-submetered master metered multifamily property.

**§25.484. Electric No-Call List.**

- (a) Purpose.
- (b) Application.
- (c) Definitions.
- (d) Requirement of REPs.
- (e) Exemptions.
- (f) Electric no-call database.
- (g) Notice.
- (h) Violations.
- (i) Record retention; Provision of records; Presumptions.
- (j) Evidence.
- (k) Enforcement and penalties.

**§25.485. Customer Access and Complaint Handling.**

- (a)
- (b) Customer access.
- (c) Complaint handling.
- (d) Complaints to REPs or aggregators.
- (e) Complaints to the commission.

**§25.486. Customer Protections for Brokerage Services.**

- (a) Applicability.

- (b) Definitions.
- (c) Voluntary alteration of customer protections.
- (d) Broker communications.
- (e) Language requirements.
- (f) Required disclosures.
- (g) Client agent requirements.
- (h) Unauthorized charges and unauthorized changes of retail electric provider.
- (i) Discrimination prohibited.
- (j) Proprietary client information.
- (k) Client access and complaint handling.
- (l) Record retention.

**§25.487. Obligations Related to Move-In Transactions.**

- (a) Applicability.
- (b) Definition.
- (c) Standard move-in request.
- (d) Safety-net move-in request.
- (e) Sunset provision for review of safety-net process.

**§25.488. Procedures for a Premise with No Service Agreement.**

- (a) Applicability.
- (b) Service to premise with no service agreement.

**§25.489. Treatment of Premises with No Retail Electric Provider of Record.**

- (a) Applicability.
- (b) Definition.
- (c) Obligation of TDUs to identify premises with no REP of record.
- (d) Submission of No REP of Record List to REPs.
- (e) Customer notification.
- (f) Wires charges billed to customer with no REP of record.
- (g) Format of notice.
- (h) REP Obligation to submit move-in transaction.
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## **SUBCHAPTER S. WHOLESALE MARKETS.**

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