

By: Turner of Harris

H.B. No. 1092

A BILL TO BE ENTITLED

AN ACT

relating to an annual report of residential electric customer complaints.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter C, Chapter 39, Utilities Code, is amended by adding Section 39.114 to read as follows:

Sec. 39.114. ANNUAL REPORT ON CUSTOMER COMPLAINTS. (a) Not later than December 31st of each year, the commission shall submit to the legislature a report that:

(1) identifies and defines categories of complaints made by residential customers to the commission;

(2) identifies the number of complaints in each category for:

(A) each retail electric provider; and

(B) customers with prepaid plans versus postpaid plans;

(3) analyzes the information in the report and compares the reported information to that reported in the previous year;

(4) identifies any differences in the content and format of the report from the previous year; and

(5) recommends changes in policy or statute necessary to increase accountability, to increase transparency, and to improve the public's use of the reported information.

1 (b) The report must be posted on the commission's website
2 and www.powertochoose.com in an accessible and readable format.

3 SECTION 2. This Act takes effect September 1, 2015.