

OFFICE OF PUBLIC UTILITY COUNSEL  
ANNUAL REPORT  
FOR  
FISCAL YEAR 2023



*Prepared for*

Senate Business and Commerce Committee

Senate Water and Rural Affairs Committee

Senate Finance Committee

House State Affairs Committee

House Natural Resources Committee

House Appropriations Committee



## OFFICE OF PUBLIC UTILITY COUNSEL

COURTNEY K. HJÄLTMAN, CHIEF EXECUTIVE & PUBLIC COUNSEL

January 9, 2024

Honorable Members:

The Office of Public Utility Counsel (“OPUC”) serves as the designated advocate for the interests of residential and small commercial consumers in public utility matters in Texas. This role includes providing legal and technical expertise for the Texas Consumer and intervening on their behalf in contested cases, rulemaking projects, as well as policy discussions involving public utilities. The goal of OPUC has been and will continue to be to provide a voice for the Texas Consumer and to be a resource for them in their utility needs.

OPUC is pleased to submit our Fiscal Year 2023 Annual Report, as required by Section 13.063 of the Public Utility Regulatory Act. This report provides an overview of OPUC’s dedication to advocate for and represent residential and small commercial consumers in the electric, water, wastewater, and telecommunication utility industries during fiscal year 2023. Below is a brief summary of our key accomplishments this past year:

- Securing approximately \$632 million in current year (2023) bill savings through the representation of residential and small commercial consumers, as a class, in 63 contested case proceedings before the Public Utility Commission of Texas;
- Participation in 3 appeals of decisions by the Public Utility Commission of Texas to state court; and
- Participation on behalf of residential and small commercial consumers in 32 individual rulemaking and policy projects and 6 standing projects.

Respectfully submitted,

*Courtney K. Hjältman*

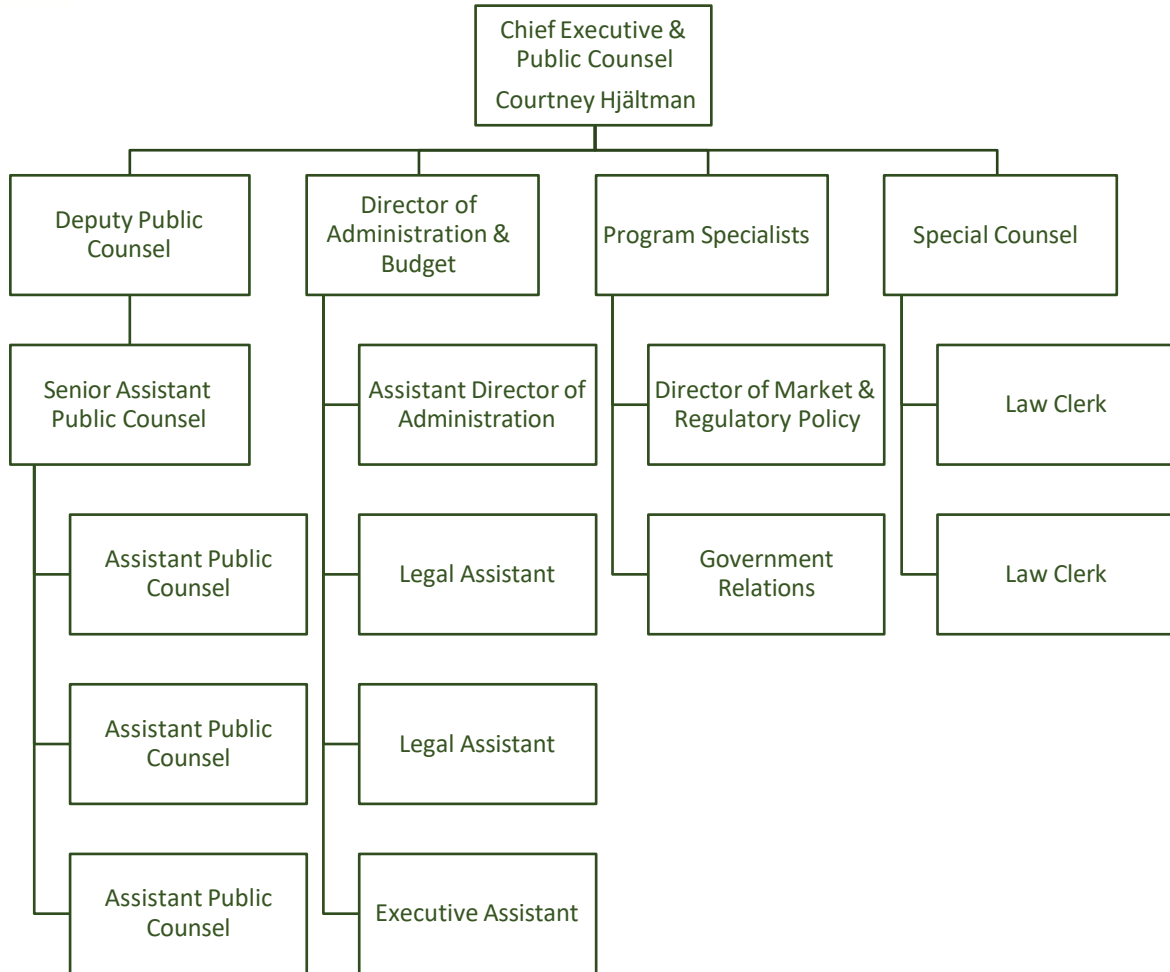
Courtney K. Hjältman,  
Chief Executive & Public Counsel

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# ORGANIZATION CHART



**CHIEF EXECUTIVE & PUBLIC COUNSEL** OPUC is led by the Chief Executive & Public Counsel, who is appointed by the Governor with the advice and consent of the Senate and serves a two-year term. The Chief Executive & Public Counsel must be licensed to practice law in Texas; demonstrate a strong commitment to and involvement in efforts to safeguard the rights of the public; and possess the knowledge and experience necessary to practice effectively in utility proceedings. The Chief Executive & Public Counsel oversees the operations of the agency, including budget and staffing, and leads the agency’s representation of residential and small commercial consumers in utility proceedings in Texas.

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# EXECUTIVE SUMMARY

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**A HISTORY OF ADVOCACY** The Office of Public Utility Counsel (“OPUC”) was created in 1983 as part of the 68<sup>th</sup> Legislature’s Sunset Review of the Public Utility Commission of Texas (“PUC”). While OPUC’s responsibilities have varied over the years, OPUC has always served as the designated advocate for the interests of residential and small commercial consumers and provides legal and technical expertise to represent, protect, and promote consumer interests in public utility contested cases and policymaking proceedings in Texas. OPUC has represented consumers as a voting member of the Electric Reliability Council of Texas (“ERCOT”) since the electric market was restructured by the 76<sup>th</sup> Legislature in 1999. OPUC also serves as a nonvoting member on the Texas Reliability Entity (“Texas RE”), a nonprofit organization with authority to monitor compliance with reliability standards set by the North American Electric Reliability Corporation in the ERCOT region on behalf of the Federal Energy Regulatory Commission. Since 2013, OPUC’s Chief Executive & Public Counsel has served on the Texas Coordinating Council for Veterans Services (“TCCVS”). Finally, in 2021, the 87<sup>th</sup> Legislature created the Texas Energy Reliability Council (“TERC”) to enhance the reliability of the energy and electric industries in the state and named OPUC’s Chief Executive & Public Counsel as a member. The 88<sup>th</sup> Legislature continued OPUC through the passage of its Sunset Bill, House Bill 1500.

**DEDICATED TO EXCELLENCE** OPUC was allocated 25.5 full-time equivalent staff in fiscal year 2023, comprised of attorneys and law clerks, market and regulatory policy staff, a government relations specialist, and administrative staff. OPUC participates in contested case proceedings, rulemaking projects, and policy discussions involving public utilities throughout the year in multiple settings to ensure residential and small commercial consumers have a voice in Texas. Because of staff’s dedication to advocacy, OPUC saved consumers \$251 for every \$1 appropriated to the agency in fiscal year 2023 – money that, rather than appearing on a water or electric bill, can stay in consumers’ pockets.

Legislative changes from the 88th Regular Session have been a key driver of increased water cases involving the sale, transfer, or merger of companies; changes in ERCOT oversight and processes, like ancillary services; and numerous improvements to electric and water regulation in the Sunset bill for OPUC, PUC, and ERCOT. Throughout this report, readers will find an explanation of the office’s

## FISCAL YEAR 2023 BY THE NUMBERS

Bill Savings: \$632,360,001  
Contested Case Interventions: 63  
Hours Spent on Cases: 8,712.10  
Average Cost per Case: \$12,473  
Appeals to State Court: 3  
Hours Spent on Appeals: 359.50  
Policymaking Projects: 38  
Average Cost per Project: \$11,304  
Hours Spent on Projects: 8,488.50  
Customer Inquiries Answered: 155

representation of residential and small commercial consumers at ERCOT and in litigation and policymaking procedures before the PUC.

**PROVIDING EXCEPTIONAL CUSTOMER SERVICE** OPUC maintains a process to address and resolve utility-related consumer concerns promptly and efficiently. OPUC’s legal assistants and government relations staff work with consumers, the PUC, and industry stakeholders to address and resolve consumer concerns. This work includes assisting consumers with filing and tracking complaints at the PUC and directing consumers to bill payment assistance resources. OPUC is proud to provide consumers with assistance explaining their rights as a utility customer, finding financial assistance resources, and understanding their bill components. Additional materials have been provided in this report to assist constituents across the state in reading their electric bills, navigating retail competition, and understanding how legislation is implemented in the public utility industry.

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## 2023 ANNUAL MEETING

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OPUC held its annual meeting in Corpus Christi, Texas, on October 23, 2023, hosted by Todd Hunter, Chairman of the Texas House of Representatives State Affairs Committee and supporter of multiple pieces of legislation improving public utilities for Texans in the 88<sup>th</sup> Regular Session.

Spearheaded by OPUC, the 2023 Annual Meeting featured speakers throughout the electric industry, including PUC, ERCOT, and multiple Nueces County utility stakeholders including Calpine, a power generation company; Texas Electric Cooperatives; and AEP Texas, an energy delivery company operating a transmission and distribution system. Discussions centered on crucial aspects of the Texas grid to teach consumers how the ERCOT market works, what to look for on their bill, and what Texas is doing to fortify the grid against extreme weather, enhance reliability, and ensure consumer affordability. OPUC and guest speakers were able to engage

consumers in-person and online, answer questions, and give the public an opportunity to be involved in OPUC’s work.



*Pictured left to right: ERCOT CEO, Pablo Vegas; PUC Director of Office of Public Engagement, Mike Hoke; PUC Interim Chair, Kathleen Jackson, OPUC Chief Executive & Public Counsel, Courtney Hjältman; AEP Texas President & COO, Judith Talavera; Calpine Vice President of Government Affairs, Bryan Sams; and Texas Electric Cooperatives Director of Regulatory and Legal Affairs, Zach Stephenson*

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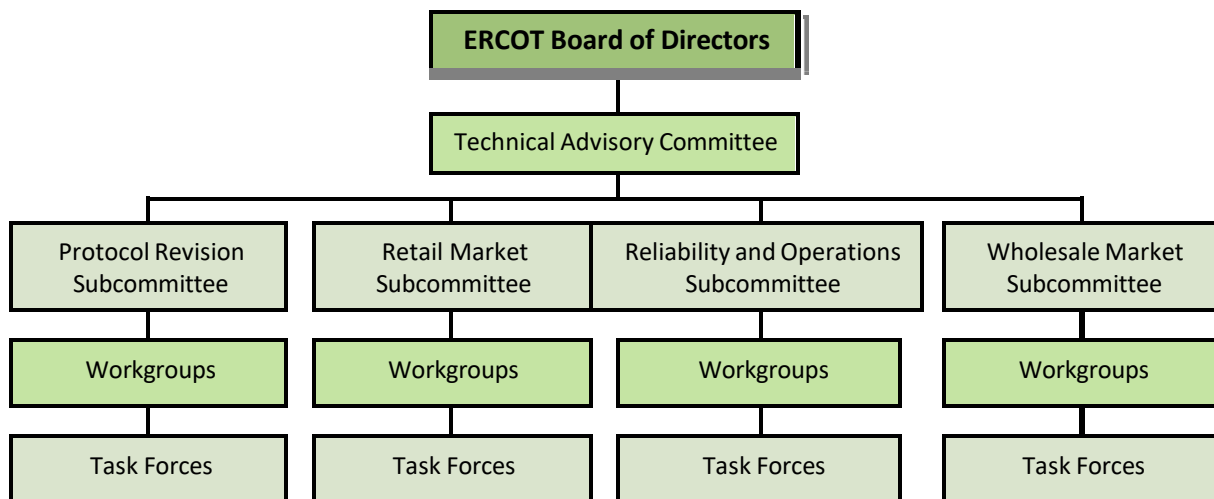
# ERCOT INVOLVEMENT

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ERCOT manages the electric grid for about 90 percent of Texas as the independent system operator (“ISO”). ERCOT is responsible for monitoring projects like new generation resources offering electricity into the grid, planning and oversight of transmission lines transporting energy across the state, and financial obligations in the wholesale electric market. ERCOT is a 501(c)(4) nonprofit corporation governed by a board and subject to oversight by the PUC. OPUC’s Chief Executive and Public Counsel serves as a member of the ERCOT Board of Directors. Members of ERCOT include consumers, cooperatives, generators, power marketers, retail electric providers, transmission and distribution providers, and municipally owned electric utilities. OPUC is a corporate member of ERCOT representing residential consumers, and OPUC is an active participant in the ERCOT stakeholder and board governance processes.

## STAKEHOLDER COMMITTEE STRUCTURE

The ERCOT Board of Directors is supported by the Technical Advisory Committee (“TAC”), which in turn is supported by four subcommittees that each may have working groups and task forces to work with staff, industry participants, and other stakeholders through specific projects or proposed changes. The chart below outlines this structure. TAC and its subcommittees are comprised exclusively of employees or agents of ERCOT Members, other than the Residential Consumer Representative at TAC. As a result, OPUC has dedicated staff to represent residential and small commercial consumer interests in every step of the ERCOT stakeholder process: on the Board, at TAC, and in each of the four standing subcommittees.





TAC is comprised of stakeholders, including OPUC on behalf of residential consumers. Members are relied upon by the ERCOT Board of Directors for expertise and industry knowledge, to make recommendations regarding policies and procedures, and prioritize projects through various processes. TAC is supported by four subcommittees:

- **The Protocol Revisions Subcommittee** is responsible for the ERCOT protocols, which outline the processes and procedures that ERCOT and market participants must follow to ensure the orderly functioning of the ERCOT system and market.
- **The Reliability and Operations Subcommittee** develops, reviews, and maintains operating guides and planning criteria, such as operating reserve obligations and emergency operations.
- **The Retail Market Subcommittee** monitors rulings from the PUC that apply to retail markets and participants and ensures requirements are updated in the Retail Market Guides. This subcommittee also serves as a forum for retail market matters affecting ERCOT.
- **The Wholesale Market Subcommittee** reviews and monitors wholesale market issues, similar to the Retail Market Subcommittee, and makes recommendations for improvement. This committee also provides input regarding competitive constraints, ancillary services, and resource adequacy.

Besides these four subcommittees, TAC has three subgroups that assist in specific subject areas: the Large Flexible Load Task Force, the Credit Finance Subgroup, and the Real-Time Co-optimization plus Batteries Task Force.

Stakeholders work in these different work groups and task forces, which ultimately make recommendations to TAC and its subcommittees. Consumers are represented on all committees, which meet monthly. Numerous task forces and working groups reporting to these major subcommittees also meet regularly. TAC makes recommendations to the board regarding ERCOT policies and procedures and is responsible for prioritizing projects through the protocol revision request, system change request and guide revision processes. The ERCOT Board of Directors relies on TAC to provide technical guidance and expertise, as well as a variety of viewpoints from all stakeholder groups, and is a critical component in fair and effective regulation.

## OPUC at ERCOT

OPUC has been involved in numerous projects at ERCOT. Nodal protocol revision requests are particularly important, as these outline the processes and procedures that ERCOT and market participants must follow.

As of November 2023, OPUC was engaged in the following projects:

Nodal Protocol Revision Request	34
Nodal Operating Guide Revision Request	6
Other Binding Document Revision Request	1
Planning Guide Revision Request	10
Retail Market Guide Revision Request	4
System Change Request	3
Verifiable Cost Manual Revision Request	1
Resource Registration Glossary Revision Request	2
Settlement Metering Operating Guide Revision Request	3
Load Profiling Guide Revision Request	1



# CASE INTERVENTION

In FY 2023, OPUC participated in 63 contested case proceedings and three appeals of PUC decisions to state court. A list of all contested cases and appeals can be found at the end of this report in Appendix A. Each week, OPUC reviews cases filed at PUC to determine whether OPUC’s intervention is appropriate and necessary for the representation of residential and small commercial consumers. In fiscal year 2023, about 70 percent of all OPUC cases involved electric utilities and 30 percent involved water/wastewater utilities, a shift from about 85 percent electric and 15 percent water cases in the previous fiscal year. OPUC does not typically intervene in telecommunications contested cases because of the detailed regulatory structure and nature of the proceedings. However, OPUC does participate in telecommunications projects, explained elsewhere in this report.

A major portion of OPUC’s staff resources were devoted to advocating for reasonable rates from electric and water utilities operating in Texas. Issues in comprehensive utility base rate cases typically include the utility’s total investment in providing services, capital structure, revenue requirement, return on equity, rate of return, class cost allocation, and rate design. Staff attorneys lead the agency’s efforts to advocate for residential and small commercial consumers in each proceeding, but OPUC also relies on expert testimony from regulatory accountants, financial analysts, engineers, economists, and other industry experts to litigate these important issues. In total, OPUC’s litigation efforts in contested case proceedings at the PUCT resulted in lowering costs for residential and small commercial consumers by approximately \$632 million in current year bill savings.

In 2013, the Texas Legislature transferred regulation of water utility rates from the Texas Commission on Environmental Quality (“TCEQ”) to the PUC, and consumer advocacy in water utility rate proceedings to OPUC. Additionally, changes in law in 2021 encouraged the consolidation of smaller water/wastewater utilities to improve infrastructure and services to consumers, especially in rural Texas. As a result, OPUC attorneys are more frequently advocating for reasonable rates from water utilities in a wider variety of cases.

Typical Cases for Intervention	
<p><b>Electric Cases</b></p> <ul style="list-style-type: none"> <li>• Base Rate Case Filings for Non-ERCOT Utilities</li> <li>• Generation and Transmission Certificates of Convenience and Necessity</li> <li>• Wholesale Transmission Cost of Service Rate/Cost of Service for ERCOT utilities</li> <li>• Generation Cost Recovery</li> <li>• Utility Sale/Transfer/Merger</li> <li>• Fuel Reconciliation or Fixed Fuel Factor Filings</li> <li>• Surcharges or Refunds</li> <li>• Storm Restoration Costs and Securitization</li> </ul>	<p><b>Water/Wastewater</b></p> <ul style="list-style-type: none"> <li>• Base Rate Case Filings for Investor-Owned Utilities</li> <li>• Utility Sale/Transfer/Merger</li> <li>• Amendments to Investor-Owned Utility Certificates of Convenience and Necessity</li> <li>• Pass-Through Rate Cases</li> </ul>

OPUC also participated in three appeals of contested cases from PUC to state courts:

- Docket No. 40443: After a petition for rehearing was denied at the Supreme Court in Case No. 21-0817, *PUC and Southwestern Electric Power Co. v. Tex. Industrial Energy Consumers, et al.*, the Court of Appeals for the Third District of Texas finally reversed and remanded the case to PUC on June 13, 2023, in Case No. 03-17-00490-CV.
- Docket No. 51415: This case, styled D-1-GN-22-002373, involves an appeal of PUC’s order regarding Southwestern Electric Power Company’s application to change rates. The case is currently pending at district court.
- Docket No. 52715: Denton Municipal Electric appealed an order by PUC in a wholesale transmission rate case. The Motion for Rehearing is pending at PUC, and case no. D-1-GN-22-006855 is pending at district court.

## WHAT’S THAT?

### BASE RATE CASE

A base rate case establishes a key charge in utility bills and are typically comprised of two main parts: first, the overall revenue requirement for the utility to operate at a reasonable profit; and second, the allocation of those rates between different classes of customers, such as large industrial, residential, and commercial consumers.

### CERTIFICATE OF CONVENIENCE AND NECESSITY – “CCN”

A CCN is a grant of authority to operate an electric, water, or wastewater utility within a certain area, usually exclusively. A CCN is generally required for most electric and water utilities, subject to statutory exceptions.

# PROJECT PARTICIPATION

OPUC actively participates in policy projects and rulemakings at every stage of the process to ensure that Texans’ consumer rights and interests are protected and represented effectively. While OPUC is prohibited from lobbying the Legislature as a state agency, it is specifically authorized to recommend legislation that would positively affect the interests of residential and commercial consumers.<sup>1</sup> OPUC regularly meets with Legislators and other state leadership as a resource on utility topics before, during, and after each legislative session.

Like all legislation, a bill impacting utilities must pass both the House of Representatives and the Senate and be signed by the Governor. A timeline of recent major legislation follows this section of the report. After the legislative session ends and new laws begin to take effect, agencies with jurisdiction over the matter begin to implement the new or changing requirements. The PUC regulates electric and telecommunications utilities and the economic aspects of water and wastewater utilities in Texas. OPUC works with the PUC and other regulatory agencies, including the

<sup>1</sup> Sections 556.004 and 556.006, Texas Government Code; section 13.003(a)(8), Texas Utilities Code.

Railroad Commission of Texas and the Broadband Development Office at the Texas Comptroller of Public Accounts, to provide input on rules and other policies. While some legislation does not require rulemaking, actions that will impact the rights of Texas citizens, utility companies, or other regulated individuals, or procedures or practices the public must follow at the agency, are typically considered “rules” under the Administrative Procedure Act.<sup>2</sup> The rulemaking process ensures there are opportunities for public participation and clear standards for agency consideration of new regulations.



In the case of the PUC, the agency will typically first assign a project or docket number to each new rulemaking action, which lets the public track filed information on its online forum at <http://interchange.puc.texas.gov>. PUC staff then ask for comments from the public and stakeholders, either through questions for stakeholders to answer to shape a rule or by proposing a rule for stakeholders to comment on directly. Eventually, the PUC commissioners vote to adopt, modify, or reject proposed rules or policies to ensure the laws are implemented consistent with PUC’s authority and the clear intent of the legislature.

Rules are fundamental to the implementation of legislation and policy in Texas. Often, rules will fill in technical details of policies or programs that statute leaves out and can significantly impact consumers and regulated utilities, economically or otherwise. For example, a new law may give the PUC the authority to set rates for specific actions. Rules would outline the components of the rate, what factors may or may not be considered in setting the rate, and consequences for violating the set rates, as well as the process PUC will follow to identify violations and issue penalties. OPUC closely follows and participates in the rulemaking process to provide a vital voice for residential and small commercial consumers in these important conversations. In fiscal year 2023, OPUC participated in 38 total projects. Of those, 32 individual projects affected a host of topics like wholesale electric market design, middle mile broadband plans, and distributed energy resources. OPUC also continued its work in 6 standing projects related to its core responsibilities, including reviewing small water company applications, communications activities, and participating at ERCOT and the Texas RE. A full list of projects is available in Appendix A.

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In fiscal year 2023, OPUC participated in 23 unique electricity projects, 6 water or wastewater projects, and 3 telecommunications projects.

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<sup>2</sup> Section 2001.003(6), Texas Government Code.

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# MAJOR LEGISLATION

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OPUC was established in 1983 as Texas’s advocate for residential and small commercial consumers in public utility proceedings. In the past ten years, OPUC has maintained a voice for Texas Consumers as the public utility industries have undergone, and continue to undergo, substantial changes.

**2013:** S.B. 567 transferred regulation of water utility rates to PUC from the Texas Commission on Environmental Quality and expands OPUC’s authority to advocate in water rate proceedings.

**2017:** S.B. 735 required most electric utilities in Texas to file a rate case at PUC every four years.

**2021:** Following Winter Storm Uri, the 87th Texas Legislature passed S.B. 3, which required PUC and ERCOT to improve the electric grid’s reliability and better respond to weather emergencies and power outages. Additionally, S.B. 2 restructured ERCOT’s board to be comprised of eleven disinterested members, including the chair of PUC and OPUC’s Public Counsel, rather than market participants. Other bills, like H.B. 16, H.B. 1510, H.B. 385, and H.B. 4492, also affected public utility regulation.

**2015:** H.B. 1535 required certain electric utilities to file a rate case at PUC on a regular basis. PUC later determined a four-year schedule in rule.

**2019:** H.B. 1397 allowed certain utilities to file a generation cost recovery rider prior to placing power in service and without filing a full rate case.

**2023:** H.B. 1500 continued OPUC, PUC, and ERCOT for six years and made significant changes to the electric industry. Several other bills passed by the 88th Texas Legislature changed the regulatory landscape for electric utilities, including H.B. 2555, H.B. 5066, S.B. 1699, and S.J.R. 93; water and wastewater utilities, including H.B. 2373, S.B. 317, S.B. 947, and S.B. 1965; and telecommunications utilities, including H.B. 9 and S.B. 2119.

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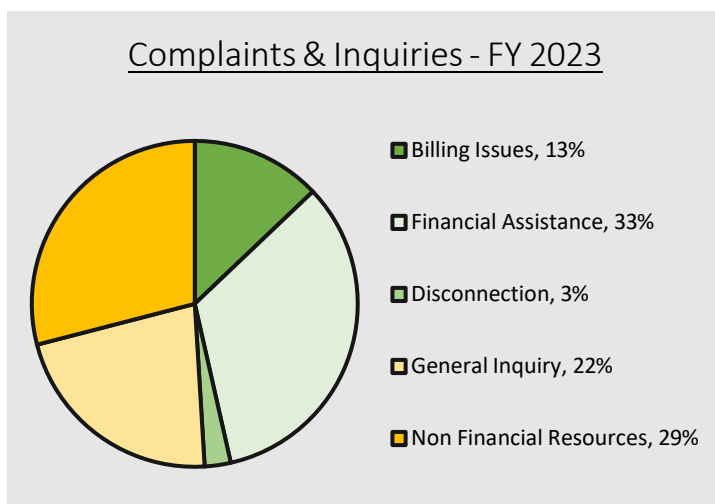
# CONSUMER PROTECTION

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**OUTREACH** Through increased digital outreach and engagement on social media, OPUC strives to provide consumers with important information, including OPUC activities, PUC and ERCOT developments, energy conservation measures that can provide potential savings on consumer utility bills, and grid reliability and outage matters. OPUC has a presence on various platforms to interact with as many consumers as possible.

**CONSUMER INQUIRIES AND ASSISTANCE** OPUC received 155 inquiries from Texans in fiscal year 2023 through its online contact form, by phone, and by email. Staff regularly provide assistance reading bills, connecting individuals to resources for financial and other assistance, and providing answers to basic utility questions.

**RESOURCES** OPUC proactively maintains information on its website for individuals to access anytime they need. OPUC also provides this information to those who request assistance regarding consumer protection and rights, how to file a complaint at the PUC, and need information about assistance programs available to help consumers reduce or pay utility bills. Additionally, Texans have access to numerous resources and rights that can help with utility costs. For example:



- **Deferred Payments**, which allows an electricity customer in Texas to partly delay a payment, if they do not have previous unpaid charges, so they have more time to meet their financial obligations.
- **Critical Care Customer Waivers**, which prevent electric utility disconnections for residents who have been diagnosed by a physician to be dependent upon a medical device that needs electricity to live.
- **Deposit Waivers**, which allow certain customers — those at least 65 years old, victims of domestic violence, or applicants that have provided a letter of credit — to apply to waive their initial deposit upon switching Retail Electric Providers.
- **Deposit Refunds**, which allow residential customers that have promptly paid their water/wastewater bills for 18 consecutive billing cycles to be eligible to receive back their full deposits.
- **Telephone Payment Assistance Programs**, which are government benefits that provide discounts on phone service for qualifying low-income consumers.

The following pages contain tips for consumers in competitive retail electric markets in the ERCOT region. OPUC is proud to serve all Texans in navigating utility concerns and welcomes input from across the state.

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# NAVIGATING ELECTRIC COMPETITION

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Most consumers in Texas have the option to choose which company to buy electricity from – also known as a Retail Electric Provider (“REP”). REPs buy energy from the wholesale market and sell it to customers, including residential homes and small businesses. Different REPs will offer different plans based on location. Consumers can use the state’s official electric choice website at [www.PowerToChoose.org](http://www.PowerToChoose.org) to find out which REPs are in each area and compare plans. Choosing a REP, and choosing an electricity plan, are important and sometimes stressful financial decisions. Here are some things consumers should keep in mind:



- **Electricity Use** The current usage should be available on a consumer’s electricity bill, explained on the next page. REPs usually advertise plans at rates set in a “per kilowatt hour” amount based on a 1,000 kilowatt hour average usage (not including taxes or other fees). When comparing rates, consumers should ensure rates are based on the same usage amount, and how that usage compares to their own.
- **Fixed and Variable Rates** A fixed rate locks in a rate for a set amount of time, which makes planning easier and avoids some risks if market prices are unsteady. Variable rates can be hard to plan for, but consumers may have more control over month-to-month costs by avoiding a long-term contract. Additionally, consumers should be aware of other costs, like transmission costs or monthly customer charges, that are not included in the advertised rate.
- **Plan Terms** Consumers should know the terms and total costs before selecting any plan, including terms regarding any deposit, missed payment, or contract breaches. Consumers should also review the terms explaining what happens when a plan expires.
- **Alternative Energy Options** Many REPs offer a renewable energy plan or plans offering “green” power, which includes electricity generated from relatively clean natural gas produced in Texas. Each plan’s Electricity Facts Label will show what percentage of electricity is generated from renewable sources. REPs may include additional fees for renewable or green plans. Additionally, some plans will allow consumers to sell renewable power, such as solar power from residential panels, back to the electric company.

OPUC can help navigate the Power to Choose website, explain how to compare plan terms, or provide guidance regarding issues with a REP. Consumers can contact OPUC online or by phone toll-free at 1-877-839-0363.

# READING ELECTRICITY BILLS

Texas law requires most electricity bills to show specific information, although each provider can choose their own bill designs.<sup>3</sup> For help finding information on their bills, consumers can contact the Office of Public Utility Counsel online at [www.opuc.texas.gov](http://www.opuc.texas.gov) or by phone toll-free at 1-877-839-0363.

- **Retail Electric Provider Information** including the company name, address, and PUC license number;
- **Customer Service Telephone Numbers**
  - One toll-free telephone number must be available to customers for inquiries and complaints during specified hours; and
  - One toll-free telephone number must be available 24 hours a day, seven days a week, for customers to report power outages or safety issues;
- **Customer Information** including the address at which service is provided and the customer’s electric service identifier and account number;
- **Service Information** including the service period billed and the date the bill was issued;
- **Payment Information**
  - the due date and any other deadline, if different, to avoid late fees or other collection action;
  - the current charges for electric service;
  - the average unit price for electric service (expressed as cents per kilowatt-hour);
  - any other charges, including non-recurring charges, identified and itemized; and
  - balances and payments made since the preceding bill, and current amount due;
- **Usage Information** if available, showing the previous and current meter read and dates, units measured, and whether the amount was based on estimated usage; and
- **Notices** such as voluntary donations to the bill payment assistance program, new services or changes in pricing, and retail choice information including the website [www.PowerToChoose.org](http://www.PowerToChoose.org).

Account Summary	
<b>Amount Due:</b>	<b>\$93.80</b>
Previous Balance:	\$75.23
Credits/Payments:	\$70.00
Balance Forward:	\$5.23
Current Charges:	\$88.57
<b>Date Due</b>	<b>January 3, 2024</b>
<b>Customer Name</b> Jane Doe	<b>Invoice Number</b> XXX-XXXX-XXXXXXXX
<b>Account Number</b> XXXXXXXXXXXX	<b>Invoice Date</b> December 2, 2023
<b>24/7 Customer Service: 555-555-5555</b>	

<sup>3</sup> 16 Texas Admin. Code § 25.479.



Appendix A  
OPUC List of FY 2023 Cases, Projects, and Appeals

<b>Cases</b>	
48745	Entergy Texas, Inc. Compliance Filing Relating to Participation in Smart Meter Texas and Changes To Its Advanced Metering System
49334	Copano Cove Water Company for Authority to Change Rates
50197	Application of Timbercrest Partners LLC for Authority to Change Rates
50721	Crystal Clear Water, Inc. Application for Authority to Change Rates
50788	Ratepayers Appeal of the Decision By Windermere Oaks Water Supply Corporation To Change Water And Sewer Rates
51867	Commission Staff's Petition to Revoke the Retail Electric Provider Certification of Entrust Energy, Inc.
51902	Commission Staff's Petition to Revoke the Retail Electric Provider Certificate of Power of Texas Holdings, Inc.
52040	El Paso Electric Company Application for Approval of Advanced Metering System (AMS) Deployment Plan, AMS Surcharge, and Non-Standard Metering Service Fees
52195	El Paso Electric Company Application to Change Rates
52389	Southwestern Electric Power Company's (SWEPCO) Request for Approval of Advanced Metering System (AMS) Deployment Plan, AMS Surcharge & Non-Standard Metering Service Fees
52365	Application of Medina Highlands, Inc. d/b/a Avalon Point Water System, LLC for Authority to Change Rates
52485	Southwestern Public Service Company to Amend Its Certificate of Convenience And Necessity To Convert Harrington Generating Station From Coal To Natural Gas
52487	Entergy Texas, Inc. (ETI) Application to Amend Its Certificate of Convenience & Necessity to Construct Orange County Advanced Power Station
52715	Denton Municipal Electric Application to Change Rates for Wholesale Transmission Service
52728	City of College Station Application to Change Rates for Wholesale Transmission Service

Appendix A  
OPUC List of FY 2023 Cases, Projects and Appeals

52797	Application of Conroe Resort Utilities, LLC and Undine Development LLC For Sale, Transfer, or Merger of Facilities and Certificate Rights in Montgomery County
52828	Golden Spread Electric Cooperative Application to Change Wholesale Transmission Service Rates
53034	Southwestern Public Service Company Application for Authority to Reconcile Fuel & Purchased Power Costs for the Period July 1, 2018 through June 30 2021
53109	Undine Development, LLC Application for System Improvement Charges
53234	Application of Crystal Springs Water Company, Inc. for Authority to Change Rates
53428	Application of Aqua Texas, Inc. for System Improvement Charges
53529	Application of The City of Lubbock, Acting by and through Lubbock Power & Light for Authority to Connect the Remaining Portion of its Load With ERCOT and for Approval of Settlement Agreement
53601	Application of Oncor Electric Delivery Company LLC for Authority to Change Rates
53625	Application of Southwestern Electric Power Company for Certificate of Convenience and Necessity Authorization and Related Relief for the Acquisition of Generation Facilities
53652	Application of Houston County Electric Cooperative, Inc. for Interim Update of Wholesale Transmission Rates
53719	Application of Entergy Texas, Inc. (ETI) for Authority to Change Rates
53758	Application of Grid United Texas, LLC for a Certificate of Convenience and Necessity Under PURA §§ 37.051(c-1) and 37.056(b)(2)
53759	Application of Nerro Supply, LLC for Authority to Change Rates
53765	Application of Crystal Systems Texas, LLC and Undine Texas, LLC for Sale, Transfer, or Merger of Facilities and Certificate Rights in Smith County
53766	Application of Southwestern Public Service Company (SPS) for Authority to Implement a Net Surcharge Associated with Docket No. 51802
53797	Petition to Direct Disbursement of PURA Chapter 39, Subchapter N Proceeds Designated for V247 Power Corporation
53815	Application of Corix Utilities (Texas) Inc. for Authority to Change Rates
53894	Application of Cross Texas Transmission LLC for Interim Update of Wholesale Transmission Rates

Appendix A  
OPUC List of FY 2023 Cases, Projects and Appeals

53931	Application of Southwestern Electric Power Company for Authority to Reconcile Fuel Costs
53992	Entergy Texas, Inc.'s Statement of Intent and Application for Approval of Rate Schedule UODG (Utility-Owned Distribution Generation)
54042	Petition of John Hancock Life Insurance Company (U.S.A.), John Hancock Infrastructure Master fund 2, L.P., and Infrastructure Investments TNT (US) LLC for a Declaratory Order
54057	Application of Entergy Texas, Inc. for Authority to Reconcile Fuel and Purchased Power Costs
54142	Application of El Paso Electric Company for Authority to Reconcile Fuel Costs
54171	Application of Monarch Utilities I LP and CS Water Corporation for Sale, Transfer, or Merger of Facilities and Certificate Rights in Bosque County
54316	Joint Application of SW Merger Acquisition Corp., Corix Infrastructure (US) Inc., Texas Water Utilities, LP, Corix Utilities (Texas) Inc., SWWC Utilities, Inc., and Midway Water Utilities, Inc. for an Order Finding that Approval of Merger Transaction is Not Required Under Texas Water Code § 13.302 or, Alternatively, For Approval of Merger Transaction Under Texas Water Code § 13.302
54348	Application of Wind Energy Transmission Texas, LLC for Good Cause Waiver of Rate Filing Requirement Under 16 TAC § 25.247 and Adoption of Rate Settlement
54502	Application of Electric Transmission Texas, LLC for Good Cause Waiver of Rate Filing Requirement Under 16 TAC § 25.247 and Adoption of Rate Settlement
54546	Application of Texas Water Utilities, LP ("TWU") and Woodland Oaks Utility LP ("WOU") for Sale, Transfer, or Merger of Facilities and Certificate Rights Montgomery County
54565	Application of CSWR-Texas Utility Operating Company, LLC for Authority to Change Rates
54593	Application of Oncor Electric Delivery Company, LLC For an Accounting Order Relating to Implementation of an Accounts Receivable Collateralization Program
54605	Application of El Paso Electric Company to Amend it's Certificate of Convenience (and Necessity) Regarding Generating Unit 6 at Newmen Generating Station.
54614	Application of El Paso Electric Company for Approval of Texas Electric-Vehicle-Ready Pilot Programs and Tariffs.

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54617	Application of Texas Water Utilities, LP and Southern Horizons Development, Inc. For Sale, Transfer, or Merger of Facilities and Certificate Rights in Liberty and Montgomery Counties
54634	Application of Southwestern Public Service Company for Authority to Change Rates
54657	Application Of The City Of Lubbock, Acting By And Through Lubbock Power & Light (LP&L) To Change Rates For Wholesome Transmission Service
54659	Application of El Paso Company for a Generation Cost Recovery Rider
54674	Application of Entergy Texas, Inc. to Revise Fixed Fuel Factor (Schedule FF) In Compliance With Order In Docket No. 32915
54830	Application of Centerpoint Energy Houston Electric, LLC ("Centerpoint") for Approval to Amend its Temporary Emergency Electric Energy Facilities Rider
54855	Application of Park Water Company for Authority to Change Rates
54929	Application of El Paso Electric Company ("EPE") to Amend its Certificate of Convenience and Necessity for a 150 MW Solar Facility
54940	Application of Integra Water Texas, LLC for Authority to Change Rates
54952	Application of Southwestern Public Service Company for Authority to Revise it's Fuel Factor Formula; Interim Approval; and for Related Relief
55029	Application of Wind Energy Transmission Texas, LLC for Interim Update of Wholesale Transmission Rates
55155	Remand of Docket No. 40443 (Application of Southwester Electric Power Company for Authority to Chance Rates and Reconcile Fuel Costs)
55176	Application of El Paso Electric Company to Implement A Voluntary Texas Business Solar Power Program
55255	Application of Southwestern Public Service Company to Amend its Certificate of Convenience and Necessity to Construct Generation Facilities in Lamb County, Texas and Lea County, New Mexico; For Good-Cause Exceptions; and for Related Relief
55338	Proceeding to Resolve Issues in Docket No. 53719 Related to Transportation Electrification and Charging Infrastructure.
55390	Application of Entergy Texas, Inc. to Revise Fixed Fuel Factor (Schedule FF) in Compliance With Order in Docket No. 32915 and 40654

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<b>Projects</b>	
50514-P	Project to Amend Class A, B, C, D Water & Sewer Annual Report Forms
50664-P	Issues Related to the State of Disaster for Coronavirus Disease 2019
50796-P	Review of TUSF Rate
51603-P	Review of Distributed Energy Resources
51839-P	Electric-Gas Coordination
51888-P	Review of Critical Load Standards and Processes
51889-P	Review of Communications for the Electric Market
52266-P	Review of Summer 2021 ERCOT Market Performance
52373-P	Review of Wholesale Electric Market Design
52405-P	Review of Certain Water Customer Protection Rules
52796-P	Review of Market Participant Qualifications and Reporting
53140-P	Review of Texas Universal Service Fund
53169-P	Review of Transmission Rates for Experts from ERCOT
53298-P	Wholesale Electric Market Design Implementation
53401-P	Electric Weather Preparedness Standards - Phase II
53403-P	Review of Chapter 25.101
53443-P	Middle Mile Broadband Plans Under 16 TAC 25.218
53820-P	Review of Rates Applicable to POLR Services
53911-P	Aggregate Distributed Energy Resource (ADER) ERCOT Pilot Project
53924-P	Water and Sewer Utility Rates After Acquisition
53971-P	Petition for Rulemaking of Lone Star Chapter of the Sierra Club to Amend 16 TAC §§ 25.181 (Energy Efficiency Goal) and 25.182 (Energy Cost Recovery Factor)
54062-P	Review of Class D Water and Sewer Utility Rate Adjustments
54163-P	ERCOT Interconnection Study for 2023 Biennial Report
54224-P	Cost Recovery for Service to Distributed Energy Resources (DERs)
54335-P	Review of Market Reform Assessment Produced by Energy and Environmental Economics, Inc. (E3)
54584-P	Reliability Standard for the ERCOT Market

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54585-P	Emergency Pricing Program
54932-P	Review of 16 TAC 24.101 - Water Rate Appeals
55153-P	Review of §22.52
55250-P	Transmission and Distribution System Resiliency Plans
OPUC 02-2	ERCOT Activities
OPUC 07-1	OPUC's Project Number for Customer Complaints
OPUC 09-3	Customer & External Communications Activities
OPUC 10-5	Texas Reliability Entity (Texas RE) Activities
OPUC 20-1	OPUC Activities related to COVID-19
OPUC 23-1	RRC Proposed Amendments to §3.65, Critical Designation of Natural Gas Infrastructure (SB3, HB 3648)
OPUC 23-2	Comptroller of Public Accounts (CPAs) Broadband Development Program 34 TAC §§ 16.30 - 16.46
OPUC 23-3	OPUC's Review of Class D Water Utility Applications filed with the Public Utility Commission of Texas

<b>Appeals</b>	
A-40443	[D-1-GV-14-000612-OPUC] [CONSOLIDATED: D-1-GV-14-000536-State Agencies] [D-1-GN-14-001378-TIEC] [D-1-GN-14-001373-CARD] [03-17-00490-CV] Appeal of PUC Docket No. 40443
A-51415	D-1-GN-22-002373 Appeal of PUC Docket No. 51415
A-51416	D-1-GN-22-006855 Appeal of PUC Docket No. 52715 (Appeal is occurring concurrently with the active PUC Docket)