

Regulatory Compliance  
Services

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# The PUCT's New Customer Protection Rules

## A Workshop on "What You Need to Know"

April 27, 2004 - Texas Training and Conference Centers -- 11200 Richmond Avenue, Suite 100 Houston, TX  
May 4, 2004 - Offices of Gexa Energy -- 24 Greenway Plaza, Suite 604 Houston, TX  
May 18, 2004 -- Offices of Alliance Data Systems - 17657 Waterview Pkwy, Dallas, TX

### Workshop Agenda

8:45	Workshop Registration Desk Opens
9:00	Welcome and Introductions
9:15	A Summary of the Key Changes to the Electric Customer Protection Rules
	So now how can you get a customer?
9:45	A Focus on changes to sales, marketing and enrollment requirements (part 1) - (Substantive Rules 25.473-25.475 and 25.497)
10:30	Fifteen Minute Break
	So now how can you get a customer?
10:45	A Focus on changes to sales, marketing and enrollment requirements (part 2) (Substantive Rules 25.473-25.475 and 25.497)
	Do I have to provide service to everyone?
11:30	A Quick Review of Credit and Deposit Requirements -- (Substantive Rules 25.477 and 25.478)
12:00	Lunch (provided)
12:45	Billing customers -- can we or can't we? -- (Substantive Rule 25.479 and 25.481)
1:15	Getting your customers to pay you! -- (Substantive Rule 25.480)
1:45	They didn't pay -- now what? (Substantive Rules 25.482 and 25.483)
2:45	Fifteen Minute Break
3:00	Responding to Complaints -- what you need to know! (Substantive Rules 25.485 and 25.495)
3:30	Q&A