

**Regulatory Compliance  
Services**

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# The PUCT's Customer Protection Rules

## An Overview of the Rules

The customer protection rules form the backbone of the PUCT's regulations for Retail Electric Providers. A clear understanding of what they do and don't say is essential if you wish to avoid any unpleasant encounters with PUCT staff. This training session will provide you with a thorough overview of these rules, including in many instances the background on why the rules say what they do.

### Training Dates and Locations

May 13, 2008 - Houston, Texas - Offices of StarTex Power, 3200 Southwest Freeway, First Floor Training Room  
May 15, 2008 - Dallas Texas - Offices of Stream Energy, 1950 N. Stemmons Fwy, Suite 6053 - in the InfoMart

### **Agenda:** (Breaks will be taken as needed)

- 8:45 Training Registration Desk Opens
- 9:00 Welcome and Introductions
- 9:15 Discrimination (§25.471)  
Foreign Language Requirements (§25.473)  
Marketing & Enrollment Rules (§25.474,  
§25.475 and §25.484)  
Refusal of Service (§25.477)  
Material Change Issues
- Lunch
- 1:00 Credit Requirements (§25.478)  
Credit Scoring  
Billing Customers (§25.479, §25.480,  
§25.481)  
Disconnecting Customers (§25.483)  
Critical Care  
Complaint resolution processes (§25.485  
and §25.495)  
A word about enforcement...
- 3:30 Q&A
- 4:00 Adjourn

### **Documentation Binders**

All participants will receive a documentation binder which contains all the overheads and presentation materials covered in the training sessions.



### **About the Presenter:**

**Patricia Dolese**, the founder of **Regulatory Compliance Services**, brings years of experience in the PUCT's Customer Protection Division, a unique "behind the scenes" viewpoint, and management expertise to her clients. As a PUCT staff member, Ms. Dolese led the effort to draft, implement and enforce the PUCT's original customer protection rules. Since leaving the PUCT, Ms. Dolese has shared her abundant knowledge with a wide variety of companies seeking to improve their understanding of the PUCT rules and their applicability in today's deregulated marketplace.



### **Feedback from previous RCS training sessions:**

"I learned so much today and am ready to go back home to educate my staff... your skills as a presenter are awesome." *Norma Hinojosa, Hino Electric Power*

"The best portion of this training was Trish's ability to discuss summarized information, then dive down when needed, I would recommend her to others." *Jim Burke, (when he was at Gexa)*

"I liked the way the information was presented, it was concise and to the point. Trish's presentation was humorous and informative." *Dan Schmidt, Tara Energy*

"Trish put the information into simple language, exactly what I needed." *Bobbi Glaze, Firefly Electricity*