

ELECTRIC UTILITY REGULATION IN THE CITY OF HOUSTON

ELECTRIC UTILITY LANDSCAPE



ERCOT Grid



MISO Grid

UTILITY REGULATION PROCESS



- Houston reviews electric utilities' applications for rate increases, tariff amendments, and other changes that affect rates, operations, and services.
- Houston City Council approves or denies an electric utility's requests for rate changes.
- Utilities can appeal Houston's decision to the Public Utility Commission of Texas (PUC).
- Houston can intervene in appeals at the PUC and other cases filed directly with the PUC.
- Houston occasionally leads or participates in coalitions of local cities with common interests in electric utility issues.



- Electric utilities, including CenterPoint Energy and Entergy Texas, are also regulated by the Public Utility Commission of Texas and state law (Texas Utilities Code and PUC rules).
- The Public Utility Commission, which includes five Governor-appointed members, makes final determinations in contested cases.
- The Texas Legislature approves laws regarding electric utility operations and the rate-making process, including utilities' authorized expenditures and what expenses are recoverable through rates.

ELECTRIC UTILITY RATE INCREASES

Electric utilities may request rate changes through the following mechanisms:

- Comprehensive rate proceeding once every four years
- Distribution cost recovery factor (DCRF) proceedings up to two times per year
- Energy efficiency cost recovery factor once per year
- Wholesale transmission rate update up to twice per year
- Transmission cost recovery factor up to twice per year
- Temporary emergency electric energy facility rider (TEEEF)



ELECTRIC UTILITY REGULATION IN THE CITY OF HOUSTON

WHY DOES THE CITY RESPOND TO ELECTRIC UTILITY ISSUES?

- Houston intervenes to ensure rates are just, reasonable, and in compliance with state law (Texas Utilities Code/Public Utility Regulatory Act) with the goal of balancing the interests of consumers and utilities.
- The City oversees electric utilities' compliance with applicable statutes and regulations.

ELECTRIC UTILITY CONTACT INFORMATION


CENTERPOINT

 **713-207-2222** or **800-332-7143** to report an electric power outage/downed line

 CenterPoint Website www.centerpointenergy.com

 CenterPoint Outage Map www.tracker.centerpointenergy.com/map/


ENERGY

 **800-368-3749** for customer service and **800-968-8243** to report a downed line

 Entergy Website www.entropy-texas.com/

 Entergy Outage Map www.etrviewoutage.com/map?state=TX

CITY OF HOUSTON

 **832-393-8591** Administration & Regulatory Affairs, Utility Regulation

 Utility Regulation Website www.houstontx.gov/ara/utility/

 Utility Complaint Email utilitycomplaint@houstontx.gov

PUBLIC UTILITY COMMISSION OF TEXAS (PUC)

 File a PUC Complaint PUC.Texas.gov/Consumer/Complaint/Complaint.aspx

CHRONIC CONDITION OR CRITICAL CARE STATUS

Customers who rely on an electric-powered device to sustain life or manage a serious medical condition may request their physician to complete the PUC "Chronic Condition or Critical Care Status" form. Those with an active form will be given priority for service restoration after an outage. The form must be renewed according to PUC rules.

FTP.PUC.Texas.gov/Public/PUCt-info/Industry/Electric/Forms/Critical/ccform.pdf

