

Regulatory Compliance  
Services

Phone: 512-275-6442  
Email: rcs@your-rcs.com

# Prepay Electricity: The New §25.498

## What You Need to Know about the New §25.498

Prepay electricity has been offered in Texas since the market deregulated. The Commission has recently adopted changes to §25.498 that will apply to all prepay offerings in Texas. This half day training session will provide you with an overview of the provisions contained in this rule as adopted in docket 38675.

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### Agenda

Rule Applicability:  
Advance Pay, Prepay, and Smart Meters

Key Requirements for Prepay Service

The Prepay Disclosure Statement and  
Marketing Materials

The Summary of Usage and Payment  
Assistance, Critical Care Customers and  
Disconnects

**Who Should Attend:** REP staff members  
with responsibility for:

- Compliance • Customer Service
- Operations • Collections/Risk  
Mgmt.

### Documentation

All participants will be able to print out a copy of the training materials for their future reference.

### 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*