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Ask Amy: Complaints To PUC Are Down

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HOUSTON – From inaccurate meter readings to poor customer service, the Public Utility Commission takes all kinds of complaints about your electric bill.

But have you ever wondered who else is complaining and what the PUC finds when it investigates your problem?

A newly released study by an Austin consulting company shows complaints to the PUC were down in 2007 from 2006.

You may be surprised, though, by the numbers that are going up.

"I could have sent my 8-year-old grandson to do it and he would've done a lot better job," Mickey Thompson told Local 2 Investigates last year.

A meter misread stuck him with a \$17,000 electric bill from TXU and he had had enough.

So had 2,810 others. That's the total number of customers who filed complaints against TXU in 2005.

But in 2007, the number of complaints dropped against the Dallas-based company dropped to 2,034.

What may be more telling, though, is how often the PUC found electric companies at fault.

That number is going up. In 2005, in 6 percent of the complaints investigated, electric companies were found violating commission rules. It was 10 percent in 2006, and up to 12 percent last year.

So how did your electric company fare?

You can read the release that Regulatory Compliance Services sent to KPRC below.

Tonight at 10, Local 2 investigates your electric bill.

Are electric prices rising or falling? And what can you expect this summer? Don't miss the story on KPRC Local 2 at 10 p.m.

More Information:

- [News Release: Electric Complaints To PUCT Hold Steady In 2007](#)
- [How To File Complaint With PUC](#)

If you have a consumer question to "Ask Amy," send her an [e-mail](#).

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