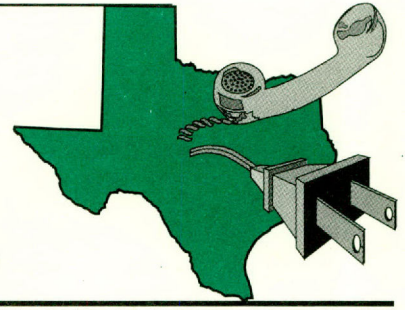


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Public Utility Connection

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Volume 3, Issuery

Public Utility Commission of Texas

Spring 2000

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Slams, Crams and Scams

Have you been slammed, crammed or scammed?

If so, contact the Public Utility Commission (PUC) and let us share your experiences to prevent other unsuspecting customers from becoming victims.

One customer told the PUC he received a telephone call announcing he won \$70,000. The caller said the company offering the prize was in Canada and that duty charges would substantially reduce the prize money. The caller offered to save the prize winner \$25,000 in fees. He was told to send in a \$7,000 fee and he would receive a check for the remaining \$63,000.

Never send money to someone you don't know. Ask for more details and request the information in writing. Never make a snap decision just because money is offered.

Several customers report responding to phone, pager or e-mail requests to dial a number beginning with the 809 area code to "settle an unpaid account" or to "collect a prize." The area code is in the Caribbean and can be set up as a "pay-per-call" number (like 900 numbers in the United States). People who respond to these requests often end up with huge phone bills for international calls.

Do not respond if you are asked to call the 809 area code. It will be hard to dispute the charge if you actually placed the call. Your local phone company

continued on p.2

Home energy audits can help Texans save money

Although Texas electric rates are average, extensive air conditioning use during the summer months contribute to making Texans' annual electric bills among the highest in the nation. Every time someone flips on the lights, opens a refrigerator door, or turns on the air conditioner, they're using energy.

Most likely, part of the money spent on energy bills each month is wasted. Inefficient appliances, leaky windows, inadequate insulation, and other ways energy is wasted can add hundreds of dollars to a utility bill each year.

A home energy audit is the first step in assessing energy usage and evaluating what measures should be taken to make a home more energy efficient.

A home energy inspection can pinpoint where a home is losing energy and determine the efficiency of its heating and cooling systems.

Currently, Texans can call their electric utility to get a free energy audit. The cost of the audit is paid for through the electric rates. But Senate Bill 7, the electric restructuring law approved last year by the

See Home energy, p. 2

Letter from the Commissioners

Summer heat can sap power Texans can help lower electricity demand

Dear Customer:

With summer coming, Texans will seek comfort in their air-conditioned homes. That's a main reason why Texas ranks first nationally in power consumption. A hot summer combined with a strong economy will continue to boost the state's appetite for electricity.

For the last two summers, warning signals resulted from our growing electricity demand. Some southeast Texas customers lost power in July '99 when high temperatures and unforeseen power plant breakdowns caused rolling power outages.

Across Texas some interruptible customers – those willing to absorb occasional outages in return for lower rates – have faced some downtime when their power was

shut off.

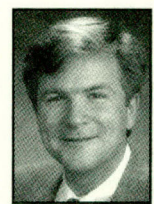
The Public Utility Commission (PUC) wants to make sure the entire state has the electricity it needs this summer, so we're working to ensure power is always there when you hit the switch.

Every investor-owned utility in the state has given us details explaining how they will meet this summer's electricity demand.

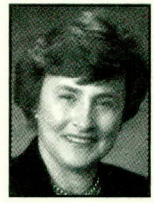
And more help is on the way. Electric restructuring, with retail competition beginning in 2002, has been designed to enhance rather than compromise reliability. Some 23 power plants are being built to supply more electricity.

More than 4,779 megawatts of electricity with enough power for more than a million Texas homes

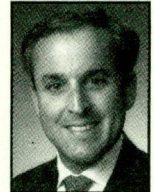
See Texans, p. 2



Wood



Walsh



Perlman



Home energy audits help reduce electric bills

Continued from p. 1

Texas Legislature will change this. The law requires investor-owned electric utilities to unbundle their activities into separate units: a power generation company, a retail electric provider, and a regulated transmission and distribution company. Utilities must also separate business activities into competitive and regulated components.

Beginning September 1, 2000 energy audits will be considered a competitive service and will no longer be provided by electric utilities. Instead, customers will get more choices for saving energy. Under new rules adopted by the Public Utility Commission (PUC), utilities must offer incentive programs to independent service providers who install energy efficiency measures and services for retail electric customers.

Independent service providers will conduct energy audits and offer a range of products and services such as energy-efficient windows, appliances, lighting, and high-performance insulation that can lower customers' electric bills. Providers may charge a fee for energy audits, but it is expected that they will offer free audits

with the purchase of energy-efficient appliances and home improvements.

Providers may even pass on rebates to customers who purchase their products and services.

Investing in energy-efficient measures can reduce energy bills by 10 to 50 percent. That can translate into significant savings when the summertime heat forces Texans to take refuge in their air-conditioned homes. Energy-efficient improvements can also yield long-term financial rewards. Reduced utility costs more than

make up for the higher price of energy-efficient appliances and home improvements over the lifetime of the appliance or product.

Improvements may also qualify homeowners for an energy efficiency mortgage, which allows lenders to use a higher-than-normal debt-to-income ratio to calculate loan potential.

Beginning in September, the Public Utility Commission of Texas will have a list of independent energy efficiency service providers for the state.

Texans can help conserve power

Continued from p. 1

and 9,100 more megawatts of capacity are being built.

New power plants are being built that use newer combustion technologies, so they require less fuel to produce the same amount of energy. These plants are more cost effective and produce less pollution than older plants. This new technology is also more reliable and requires fewer shutdowns for maintenance.

There are ways you can support our state's electric reliability and lower your electric bills:

- Lower your thermostat enough to keep comfortable and stay healthy, but don't overcool your home or office.
- Turn off your air conditioning if you leave home for more than several hours at a time.

- Invest in a programmable thermostat for comfort and economy.
- Switch from hot, inefficient incandescent lights to cool, high-efficiency compact fluorescent bulbs and turn off the lights when you leave a room.
- Contact your local electric provider for other money-saving programs.

The new competitive climate in the Texas electric industry demands that providers, customers and the PUC share the responsibility in assuring a reliable supply of electricity for the state. By working together we'll have the power to enjoy another Texas summer.

Sincerely,
Chairman Pat Wood, III
Commissioner Judy Walsh
Commissioner Brett A. Perlman

Public Utility Connection

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PHONE: 512-936-7000

FAX: 512-936-7003

TTY: 512-936-7136

QUESTIONS OR COMPLAINTS

1-888-782-8477

customer@puc.state.tx.us

WEB SITE: www.puc.state.tx.us

Slams, Crams and Scams

Continued from p. 1

and long distance carrier will not want to get involved since they only provide billing. You could end up dealing with a foreign company that will assure you they have done nothing wrong. The phone call could cost you as much as \$25 per minute!

One customer reports opening an e-mail on his computer that asked him to download something at no charge. After completing the download, he received a message that the download constituted an international call for which he would be charged. He later

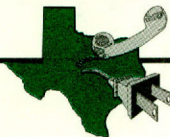
was billed for \$163.06 plus \$16.92 in taxes.

Be cautious about opening e-mail attachments that are sent to you by people you don't know. You leave yourself open for scams as well as computer viruses.

• • •

You can help us warn other unsuspecting customers so they do not become victims.

If you are the victim of slamming, cramming or any other type of scam, contact the PUC Office of Customer Protection toll free at 1-888-PUC-TIPS (1-888-782-8477).



A closer look

PUC probes TUSF charges on customers' bills

The Public Utility Commission (PUC) agreed on April 27 to open a formal investigation into whether telecommunications providers are charging appropriate Texas Universal Service Fund (TUSF) fees on customers' bills. Although most companies that choose to recover their TUSF assessment charge the correct amount, the PUC's Office of Customer Protection has received complaints that a few companies may be collecting TUSF charges that are too high.

The TUSF was established to provide basic telephone service to all Texans by keeping the cost of phone service affordable in the high cost, rural parts of the state. A small portion of the TUSF sup-

ports service to low-income and hearing-impaired Texans.

The law requires all telecommunications providers, including local, long distance and wireless companies, to contribute 3.955 percent of their "Texas taxable telecommunications receipts" to the fund. Companies are not required to collect this charge from their customers, but most of them do. Under PUC rules, if a company chooses to recover its TUSF assessment from customers, it can recover one month's assessment at a time and the charge must be shown as a percentage of the customer's bill.

But some customers have noticed a flat TUSF charge on their bill, regardless of the amount of telephone charges incurred. And

other customers have seen TUSF charges as high as 5.85 percent of their bill. Customers with calling plans that charge a monthly fee should also be aware that long distance companies might assess the TUSF even if they have not made any calls.

The PUC will investigate TUSF charges collected by telecommunications providers to ensure that no company is over-collecting the fee.

The Commission will also look into whether companies are fairly assessing the charge on customers' bills.

For more information about charges on your phone bill, visit the PUC website, or call the PUC Office of Customer Protection toll-free at 1-888-782-8477.

Sprint gets nod as provider for Relay Texas program

The Public Utility Commission (PUC) has selected Sprint Corporation as the provider for the Relay Texas program until Aug. 31, 2005. Relay Texas provides telephone-interpreting service between people who can hear and those who are deaf, hard-of-hearing, deaf-blind or speech-disabled.

The PUC found Sprint provided the best value for the state based on the company's high comparative ranking for service enhancements, cost, network sophistication and administrative reporting. Seven PUC staff members with particular specialties (legal, accounting, relay service issues) evaluated proposals from AT&T, Hamilton, and Sprint. PUC Commissioners approved the evaluators' recommendation that incumbent Sprint be selected to provide relay service in Texas.

In 1990, the PUC selected Sprint to provide the first statewide relay services for Texas. At that time, Texas was the first state to have Sprint as its telecommunications relay service (TRS) provider. Today, Sprint provides TRS for 27 states – more than any other company.

During the first month of relay service in September 1990, Relay Texas agents processed approximately 50,000 calls. Today, Relay Texas continues to add service enhancements and handles an average of 385,000 calls a month at no charge to the Relay user. Approximately 16 percent of all Relay calls are initiated by hearing persons. Nearly all of the \$11.4 million annual budget for Relay Texas is paid for by the Texas Universal Service Fund (TUSF), which is supported by all Texas telephone customers, including pager and wireless customers. Approximately 2.1 percent of the TUSF goes to Relay Texas.

How Do You Really Feel?

Texans say what they mean, and mean what they say.

These comments are from a customer who was reportedly slammed twice by the same company:

"Of course, I won't pay them, but it is irritating to have to comb through my bill every month. When I see a charge from them my blood pressure soars. Imagine how much money they haul in from people who don't read their bills! Jesse James had a gun. He would have made out better with a billing service!"

These comments are from a customer who had problems with long distance carriers:

"I now use a company just 25 miles east of me. If I have a problem now, I can pull on my boots, fire up my hot rod Chevy pick'em up truck, load up my ugly Rottenweiler (yeah, she's rotten) and have a pep rally eyeball to eyeball with the varmints! At least I know where their offices are and can talk to a real person and not some minimum wage flunky whose job it is to sound dumb and incapable of forwarding a call to someone with authority."

And this from a customer complaining about the number of fees and charges on his long distance bill:

"Consider an analogy using gasoline. Stations advertise at 99.9 cents per gallon. However, in addition there are variable charges such as poison control surcharge, an admission fee, a per-minute fee for pump charge, a save the whales charge, a lighting fee if at night, a heating fee if at winter, an attendant's child's braces fee, an Exxon Valdez spill fee, a vaccinate-the-children of Ghana charge, a trans-ocean freight charge, a port offloading fee, a refining charge, an Iraqi no-fly zone patrol surcharge, ad infinitum, not to mention a basketful of taxes, plus a weekly fill-up charge based on your residence being within the station's local area."





More companies offering local service plans

Increased competition in the telephone industry has created new opportunities that could save you money. More and more companies are offering local service in Texas, now competing against long-time providers that in past years operated as a monopoly. In order to take advantage of any available savings, you need to know your individual calling habits and do some comparison-shopping.

Competition can offer customers an added convenience known as bundling. Bundling occurs when the local provider offers multiple services, such as local, long distance, wireless and internet service and lists charges for all of them on a single bill. Sprint is the most recent example of a company offering this service in Texas. The company is marketing local service on the Internet (www.sprint.com) and by direct mail to current Sprint long distance customers. AT&T and WorldCom are also

marketing local phone service in Texas.

Sprint's initial launch into competitive local phone service offers customers several local calling plans ranging from \$20 to \$160 per month. The best option depends on how much long distance calling one does.

The bundling of phone services seems to be a growing trend. There are already predictions that someday cable TV and Internet access charges will be on the same bill. Eventually, even your electric bill may be included, as electric utilities are moving into the telecommunications business.

Bundling appeals to phone companies because it provides higher profit margins by offering more services under one umbrella. Sprint calls its bells-and-whistles local service package "ION", or "Integrated, On-demand Network." This telephone version offers four voice lines, caller ID, high-speed Internet connections, five e-mail addresses and 750 minutes of

U.S. long-distance talk time... for \$159.99 a month.

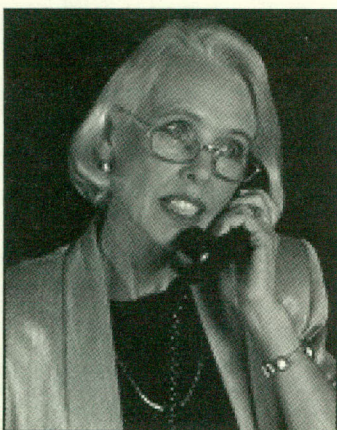
If you need a more basic plan, you may want to stick with your current provider. The lowest-price Sprint alternative is a \$20 package that gives you unlimited toll-free local calls and charges 10 cents a minute for state-to-state long distance calls, with a rate of 5 cents per minute for state-to-state calls between 7 p.m. and 7 a.m. Monday through Friday. The plan also charges 10 cents a minute, all day, everyday for in-state long distance.

Before you make any decision to switch your phone service, be sure to ask about additional fees and taxes, which can add up to 15 percent to your bill.

The February 2000 edition of *Consumer Reports* contains a guide to choosing phone service. If you have Internet access, explore the telephone Websites listed on the last page of this newsletter.

Save money by buying, not leasing telephone

Are you still leasing your phone? Check your local phone bill to make sure. At a time when it seems everyone is using a cordless or wireless phone, it may surprise you that at least three million Americans still lease their home telephones. Leasing will cost you at least \$4 a month, but you can buy your own phone for a one-time price of as little as \$10.



Examine your bill to see if there is a charge for "leased equipment." If you find this on your bill it means you're leasing your phone. This may be part of your local bill or may be billed separately.

While it's possible that you are leasing a phone for convenience, it is costing you. The Federal Trade Commission estimates leasing a standard phone for a year costs nearly three times as much as owning your own. The Public Utility Commission agrees. Over five years the savings are more than ten-fold.

You can buy a phone with at least a one or two-year warranty at just about any department or discount store.

If you decide it's time to buy, contact your telephone leasing company to cancel the lease once you have your new phone hooked up.

Choosing a Long Distance Plan?

The Public Utility Commission of Texas has launched an initiative to help customers find the right long distance rate plan for them. This information kit helps customers save money by providing comparisons of popular long distance rate plans.

To receive your "Finding the Right Rate" long distance shopping kit, call the PUC toll free at 1-888-782-8477 (1-888-PUC-TIPS).

New "PUC Tips" column to address utility customer issues

The Public Utility Commission of Texas (PUC) is distributing a monthly consumer-oriented newspaper column, "PUC Tips," to weekly newspapers in Texas.

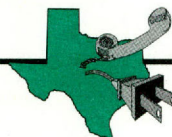
The first column was distributed in April.

The columns feature tips for electric and telephone utility customers on topics including slamming and cramming, payment assistance plans, prepaid local phone service and protection against telemarketing scams.

As the State moves toward a competitive marketplace in the electric industry during the next two years, the columns will also address electric restructuring issues.

Readers will find information to assist them in making informed choices when retail electric competition begins.

The columns are also available under the "Publications" section of the PUC Web site at www.puc.state.tx.us.



Dial-Around Long Distance Comparison

May 2000

Dial-Around Code	Plan Name	Company	Times	Out of State Rate	In State Rate	Federal USF Fee	Extra Costs & Fees	Cost of a One Min. Out-of-State Call
10-10-345	Lucky Dog	AT&T	Anytime	\$.10	\$.15	None	\$.10 connection fee per call	\$.20
10-10-297	Wholesale LD Club	Excel	Anytime	\$.10	\$.10	\$.86		\$.10
10-10-457	Dial & Save	Excel	7 a.m.-7p.m.	\$.10	\$.15	\$.86	Each call billed at minimum of 5 min.	\$.50
			7 p.m.-7a.m.	\$.04	\$.15			
10-10-321	Telecom USA	MCI WorldCom	Calls over 10 minutes	\$.08	\$.14	8.3% of your total bill		\$.16
			Calls under 10 minutes	\$.16	\$.28			
10-10-220	Telecom USA	MCI WorldCom	First 20 minutes	\$.99	\$.99	8.3% of your total bill	Each call billed a minimum of \$.99	\$.99
			Each add'l minute	\$.09	\$.09			
10-10-432		Qwest	Mon.-Fri. 8a.m.-5p.m.	\$.25	\$.14	6.85% of your total bill		\$.25
			Evenings & Weeknds	\$.07	\$.12			
10-10-811	New DimeLine	Vartec	Anytime	\$.05	\$.05	4.9% of your total bill	Each call is billed for a 10 min. minimum	\$.50

Consumers should exercise caution when dialing 10-10 access plans.

- A 10-10- access plan (i.e. AT&T's "Lucky Dog" plan) is different from a long distance company's 10-10- access code (i.e. AT&T's 10-10-288), which is often used to make calling card calls. If you are trying to use the "Lucky Dog" access plan and accidentally use the 10-10-288 access code, you can be charged a more expensive rate.
- Be careful of "fat finger" errors that occur when people accidentally press the wrong digit on a dial pad. There are many 10-10-XXX access codes and some vary by only a single digit. If you dial the wrong code, you could be charged a more expensive rate.

Be sure your dialing plans will save you money.

- Avoid dialing plans with monthly fees. This increases your cost.
- In-state long distance calls are generally more expensive when using a dialing plan.

Make sure to place your call at a time when the rate is best.

- Some dialing plans have different rates for different times of the day.
- A one-minute call is generally much more than the advertised rate. Make sure the person you are calling will be available when you place your call.



PUC on the road

PUC speaker's bureau spreads electric restructuring message

The Public Utility Commission (PUC) is committed to educating Texans on electric restructuring. The speaker's bureau has become a key contributor in successfully spreading the PUC's customer education message across the state.

The PUC has been charged with developing and implementing an educational program as part of Senate Bill 7 from the 76th Legislative Session. The four-year program, which is scheduled to begin in February 2001, is designed to inform utility customers about changes in the provision of electric service.

Office of Customer Protection staff joined over 100 elders, service providers and policy makers at the Capacity Building Conference for Asian Elders in Houston to discuss electric restructuring.

Danielle Jaussaud, director of economic and strategic analysis in the Office of Regulatory Affairs, spoke to the Association of Energy Engineers in Houston about the recently adopted Energy Efficiency Rule and the opportunities it presents to commercial and industrial energy-savings installations. Electric Industry

Analysis Division staff spoke at the Financial Times Energy Conference on "What to Expect for the Next Two Summers".

Steve Davis, chief of the Office of Policy Development, gave an electric restructuring presentation to the Greater Fort Worth Builders Association.

The customer education research phase began in April as focus groups were conducted in seven Texas cities.

PUC Chairman Pat Wood spoke to the Beaumont Founders Lions Club and encountered an audience eager to hear about electric competition. Commissioner Judy Walsh visited Lubbock and found the groups to have insightful and helpful contributions for the customer education efforts that will begin in the year 2001.

The Speaker's Bureau includes members of the PUC's offices of Policy Development, Regulatory Affairs and Customer Protection. Your organization can request a speaker on electric restructuring by contacting Grace M. Godines at the PUC at (512) 936-7131 or by e-mail at grace.godines@puc.state.tx.us.

Pay bills on time to avoid late fees

The Public Utility Commission (PUC) is encouraging Texans to pay their utility bills on time to avoid possible late payment penalties. Certain rules dictate if and how electric and telephone companies can impose these penalties.

Investor-owned electric utilities may not charge residential customers late fees on their utility bill. Customers of a municipal utility or cooperative may be subject to late fees and should check the municipal utility or cooperative for further information.

Submetered electric customers may be subject to late fees. Submetered customers receive a bill for electric service separate from their rent, from their apartment complex or mobile home park. Late payment penalties cannot exceed five percent of the total bill.

Since September 1, 1999 telephone companies providing local service may charge a late payment fee on their tele-

phone services. The late payment fee is set by each individual telephone company and is not subject to regulation by the PUC.

Both telephone and investor-owned electric utilities must provide bills to customers with a payment due date that is not less than 16 days after issuance. The issuance date must be on the bill; otherwise the postmark will serve as the issuance date. Payments are considered delinquent if not received at the utility or the utility's authorized payment agency by close of business on the due date.

Whenever possible, it is best to pay your utility bill in full by the due date to avoid possible negative consequences such as disconnection. If you have not paid your bill 10 days after your due date, you may be disconnected, which is costly. Your utility can require you to pay your total balance, a reconnection fee, and a deposit before service is restored.

Electric Restructuring Terms

Restructuring of the electric industry in Texas is the beginning of a new era for retail electric customers. Some Texans will be able to choose their retail electric provider as early as June 1, 2001, when the State's electric competition pilot project begins. Here are some terms you will need to know:

Investor-Owned Utility (IOU): A utility company owned and operated by private investors. Examples are Reliant HL&P, TXU Electric and Entergy.

Municipally Owned Utility (Muni): A non-profit utility company that is owned and operated by a municipality.

Electric Cooperative (Co-op): A member-owned electric distribution company.

Retail Electric Provider (REP): A retail electric provider sells electricity and other energy services to consumers using the transmission or distribution facilities of an electric distribution utility.

Do you have a utility complaint?

To reach us with a complaint or a question:

Call: 1-888-782-8477, or in Austin 512-936-7120

Fax: 512-936-7003

E-mail: customer@puc.state.tx.us

Write: PUC

Customer Protection

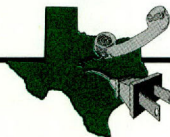
P.O. Box 13326

Austin, TX 78711-3326

Include:

- Your name, address and telephone number
- Utility's name, address and telephone number
- Account number
- Explanation of the facts and the desired solution
- Your bill or any other documentation

Se habla español



New rules provide stricter ELCS timeline

Rural communities served by one telephone prefix (10,000 lines or less), are now eligible to add up to five nearby prefixes (exchanges) to their service area, which community residents can call without having to pay long distance charges. This option, known as Extended Local Calling Service (ELCS), has been available since 1993.

Under ELCS, a community may petition the PUC to establish ELCS within their calling area.

According to new rules adopted by the PUC, a stricter timeline has been established for individuals to act on the petitions required to establish ELCS and for setting

up the service.

Under the new requirements:

- An individual wanting to intervene has 10 days after the last date notice is published in the petitioning exchange.
- The presiding officer in the case must rule within 10 days after the intervenor's request.
- The local telephone company application to establish ELCS fees is due within 30 days after the ballot report, which must be approved by 70 percent of those who voted.
- Within 30 days after the application is received, the ELCS implementation schedule will be approved, modified or

denied.

- The approximate deadline for implementing an ELCS should be no later than five months after the presiding officer approves the ballot report.

The new rules also allow your local telephone company to establish the ELCS surcharge for two years, five years, or as a permanent charge, depending on the telephone company's application.

Business subscribers are billed at twice the approved surcharge rate of residential customers.

Tel-Assistance subscribers are billed for ELCS at 35 percent of the residential monthly per line charge.

A number-saving solution

Number pooling in 512 delays need for new code

The Public Utility Commission (PUC) is implementing number pooling in area code 512. This number conservation method is expected to postpone the need for a second area code in the region.

Last December, the Federal Communications Commission (FCC) granted the PUC the authority to require number pooling. The PUC was one of the first state regulatory agencies in the country to be granted this authority. Following the decision, the PUC ordered number pooling for the Austin region.

Number pooling drops the assignment of phone numbers to telecommunications companies from blocks of 10,000 to 1,000. This number conservation method is being utilized to assure that area code 512 lasts as long as possible before a second area code is needed to serve the growing Central Texas population.

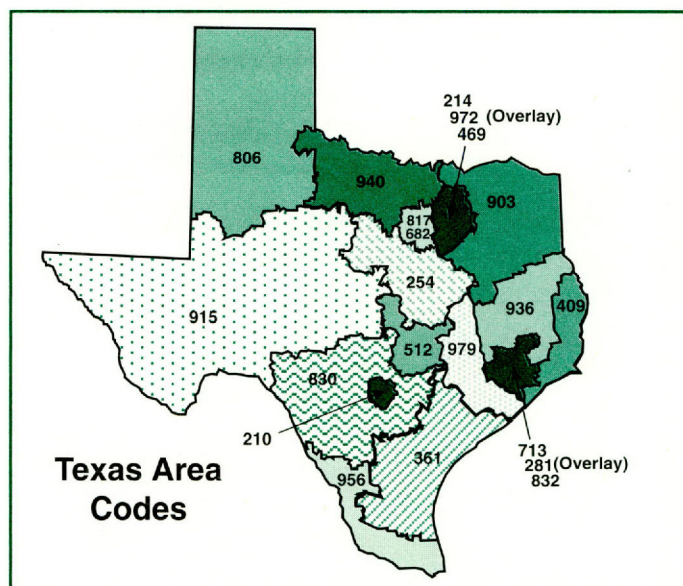
Historically, local telephone and cell phone companies have been allocated phone numbers in blocks of 10,000, regardless of the number of customers served. This method results in many unused phone numbers, wasting an increasingly precious resource.

Had the number pooling authority been available earlier, the PUC could have used it in other parts of the state.

Area codes 979 and 936 in Southeast Texas are now fully functional. The two were formed after a three-way split of the 409 area code serving East Texas in August.

Callers can dial the new area code or continue to use the 409 area code until Aug. 5, when the use of the new area codes will become mandatory. The PUC encourages callers to get in the habit of dialing the new codes.

The PUC continues to receive scattered complaints from cus-



tomers reporting that calls dialed with the new area code are not going through. Despite every long distance company having access to information about area code changes, some companies have not made the technical changes to allow for the new area code.

Local telephone companies have the technology to determine which long distance company is transmitting a call and can alert any company of the need to "open its switch" to the new area code.

In the Fort Worth region, the technology is now in place so callers can get into the habit of dialing ten digits to complete a local call. The region's new area code, 682, will not be assigned until October 7. It was formed as an overlay to area code 817. With an overlay, all local calls require 10-digit dialing but customers keep their current phone numbers. Ten-digit dialing — the area code and the original number — for all local calls will be required after October 7.



Free Directory Assistance

Many local telephone companies now provide electronic versions of the White and Yellow Pages on the Internet. To look up local and long distance numbers via the Internet, try one of these Web sites:

www.anywho.com	www.555-1212.com
www.altavista.com	www.bigbook.com
www.people.yahoo.com	www.switchboard.com
www.whowhere.lycos.com	www.worldpages.com

Long Distance Rate Comparison

Many Internet sites offer you free long distance rate comparisons. Some sites analyze rates, plans, calling card and dial-around rates. Others offer tips on saving on long distance calls.

www.abelltolls.com	www.consumer-action.org
www.trac.org	www.teleworth.com
www.essential.com	www.tcp.com/~lgreenf/long.htm
www.salesstar.com	www.talkingonair.com
www.cellmania.com	www.point.com

Free fact sheets available on phone, electric topics

Have questions? Many answers are available through Customer Connection fact sheets available free from the PUC.

These fact sheets tell you what you need to know about:

- Slamming
- Pay phones
- Long distance rate Web sites
- Telephone solicitation
- Renewable energy
- Environmental protections
- Electric submetering
- Texas Universal Service Fee
- Utility payment assistance programs
- Cramming
- Local Toll calls
- Paying your utility bills
- Long distance access codes
- Electric utility restructuring
- Caller ID
- Area codes
- Border Area calling

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