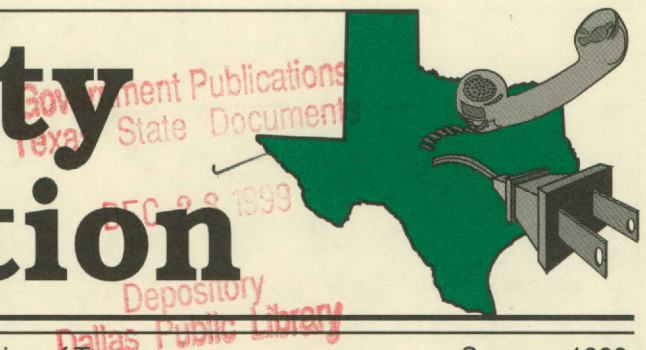


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P9600  
2:2

# Public Utility Connection



## Wrong Numbers

### Slamming

These companies received the most complaints from the PUC about slamming during the third quarter of FY 1999. Slamming is the unauthorized change of your long distance provider.

1. AT&T (181)
2. MCI WorldCom (95)
3. Axces Communications (36)
4. U.S. Sprint Communications (33)
5. Qwest Communications (32)

### Cramming

These companies received the most complaints from the PUC about cramming during the third quarter of FY 1999. Cramming is adding unauthorized charges to your telephone bill.

1. MCI WorldCom (85)
2. AT&T (36)
3. U.S. Republic Communications (11)
4. Axces Communications (10)
5. Southwestern Bell Telephone Company (8)

These complaints do not necessarily indicate wrongdoing by the companies, because, in many cases, the complaints are not yet resolved. These complaint rankings are not adjusted for each company's number of customers because that information is not available.

## New education, protection laws to benefit customers

Texas telephone and electric utility customers came out big winners at the close of the 76th Texas Legislature. Utility-related bills passed that provide customer protection, increase customer education and ensure high quality service at a fair price.

Because of an already deregulated telephone industry and a soon-to-be-restructured electric industry, legislators saw the need to increase existing customer safeguards in both industries and add new methods of protecting the rights of customers.

After the deregulation of the telecommunications industry, it became apparent that providing customers with accurate information is the key to informed customer choice, and customer education is

the key to preventing customer abuses.

The Legislature provided stronger safeguards against slamming and cramming, the top two complaints against telecommunications providers received by the Public Utility Commission (PUC). Slamming is the unauthorized switching of your service provider, and cramming is the addition of charges to your bill for unauthorized services.

Senate Bill 86 by Sen. Jane Nelson and Rep. Debra Danburg allows the PUC to impose administrative penalties for cramming and to stop repeat offenders from doing business in Texas. The PUC can also act against fraudulent, deceptive or misleading practices.

See Measures, p. 3

### Letter from the Commissioners

## PUC will be guiding force in new law implementation

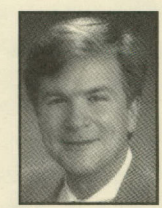
Dear Customer:

The comprehensive electricity and telecommunications laws passed this year by the 76th Legislature and signed by Gov. George W. Bush represent significant changes that could affect every Texan. We strongly believe in the competitive model on which the laws are based. Our responsibility is to see that these laws are carried out in a fair and equitable manner.

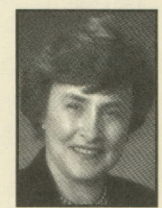
We are proud to say that Texas now has the best electric restructuring legislation in the country. The

stage is set to make Texas the very best place to live and to do business when it comes to electric service. Lawmakers placed a great deal of trust in us to make electric restructuring and telecommunications reform work. You the customer need to make sound choices for your telephone and electric service.

The new laws provide consensus; the next step is education. Texans must learn all they can. The PUC will be working to give you the facts to make informed decisions regarding your telephone and



Wood



Walsh



Perlman

See PUC, p. 2





### 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](mailto: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, if any
- Explanation of the facts and the solution you want
- Your bill or any other documentation

**Se habla español**

### Public Utility Connection Office of Customer Protection

Public Utility Commission of Texas  
P.O. Box 13326  
Austin, TX 78711-3326

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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](mailto:customer@puc.state.tx.us)

**WEB SITE:**

[www.puc.state.tx.us](http://www.puc.state.tx.us)

## PUC aids phone subscribers in East Texas service areas

Approximately 250 telephone subscribers in the town of Streetman, near Corsicana, hope to see nine years of telephone service complaints resolved.

As a result of a June 17 meeting with PUC staff, the telephone company, GTE, gave the PUC an action plan to resolve the complaints. The meeting was part of the PUC's ongoing effort to identify pockets of poor telephone service.

The meeting was arranged by Betty Suthard of the PUC's Office of Customer Protection and Streetman petitioner Bill Johnson, who forwarded a complaint to the PUC that was signed by 24 Streetman residents. The meeting was attended by all the petitioners, three PUC representatives and nine GTE representatives.

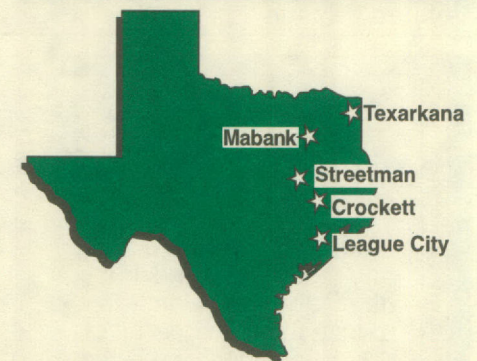
The Office of Customer Protection has held similar meetings in League City, Mabank, Crockett and Texarkana.

During a three-hour discussion, Streetman residents explained why they had little confidence in their local telephone service. They described phantom calls in which the phone rang but no one was on the line, disconnections during conversations, sporadic "not in service" recordings on lines that were working, static and humming on lines, a long wait for new or additional lines, difficulties accessing the Internet and difficulties connecting to 9-1-1.

Many of the subscribers are retirees who emphasized a need for reliable and immediate access to doctors, pharmacists and emergency services.

When GTE representatives offered to install specialized detection equipment in

### On the road ...



subscribers' residences, Johnson said that he had such machines installed only to have the data ignored. PUC Director of Enforcement Jo Kinkel asked for the timetable.

The PUC plans quality of service meetings in Crockett, Texarkana and other parts of Texas this summer.

"We live in an age of telecommunications miracles, but some Texans would be happy if they could just get adequate telephone service," said Saralee Tiede, the PUC's chief of customer protection. "If your community has telephone problems, please call us. We're trying to identify where better service is needed."

The PUC wants your opinion of your local telephone service. You can find the survey on the PUC website <http://www.puc.state.tx.us>. Download it, fill it out and mail it to us at Public Utility Commission, Office of Customer Protection, P.O. Box 13326, Austin, TX 78711-3326. Or call toll-free at 1-888-PUC-TIPS (1-888-782-8477) and request a copy of the survey.

## PUC to help implement new laws

*Continued from p. 1*  
electric service.

The PUC will encourage and facilitate this process as we move away from our traditional role as regulator. We need to move quickly. A pilot program allowing some customers to choose who generates their electricity begins in less than 100 weeks. In the meantime new rules need to be in place. We will not get bogged down in paperwork and endless legal battles.

Our rulemaking procedures will be swift and collaborative.

We pledge to deliver the information you need in a timely fashion. It has taken nearly five years to reach this opportunity. Thanks to the 76th Legislature, we intend to help all Texans benefit from these changes. Sincerely,  
Chairman Pat Wood, III  
Commissioner Judy Walsh  
Commissioner Brett Perlman





# Electric utility restructuring bill passes

Many Texans are looking forward to shopping around for their electric service provider beginning Jan. 1, 2002. The move to retail competition is the result of passage by the 76th Legislature of Senate Bill 7, an electric utility restructuring bill by Sen. David Sibley and Rep. Steve Wolens. Your local electric company will continue to deliver electricity to your community, but you will have the option to choose which company generates the electricity you buy. The PUC will continue to regulate transmission and distribution or delivery of electricity.

Before restructuring, only regulated monopolies were allowed to sell electricity directly to retail customers. With restructuring and competition, many electric utility entities will be generating and selling retail electricity. The result will be a competitive market that lowers prices and provides new services.

On Sept. 1, electric rates will be frozen for investor-owned electric utilities in Texas such as Entergy, Reliant Energy and TXU. Those rates will be lowered by 6 percent on Jan. 1, 2002. New retail electric providers can win new customers by pricing below this 'price to beat.' The new law prohibits investor-owned utilities from lowering their rates further for three more

years (until 2005) or until they relinquish 40 percent of their residential and small commercial customers to competitors.

Rural electric cooperatives (co-ops) and municipally owned electric companies (munis) are exempt from the law unless their governing boards decide to open their markets to competition. (See box below.)

Electric customers win twice with the legislation. In addition to sweeping changes in the retail electric market aimed at lowering your electric bill, the new law instructs the PUC to adopt rules to ensure customer protection. (See story, page 1.)

The environment should benefit from electric restructuring. (See story, page 5.)

Customers will be allowed to choose renewable energy such as wind and solar power. Renewable energy is clean, thus creating a healthier, safer environment because it produces fewer pollutants than fossil fuels used to produce electricity. The bill also requires utilities to clean up older power plants to current pollution control standards by 2003 or be shut down.

The PUC will provide information to assist customers in making an informed choice of electric providers through printed documents, the PUC Web site, the PUC call center's toll free line, town hall meetings throughout the state and other innovative programs and presentations.

## Are you served by a muni or co-op?

When retail electric choice begins, municipally owned utilities (munis) and electric cooperatives (co-ops) can choose whether to participate in the program.

The governing board of each muni and co-op will decide when or if they will provide customer choice. They may do so on or after Jan. 1, 2002, the date when the competitive retail electric market opens.

Since 1995, the Public Utility Commission of Texas (PUC) has had some regulatory authority over electric

co-ops, mainly relating to transmission, customer protection and quality of service. As of Sept. 1, the PUC no longer has regulatory authority over co-ops except for limited purposes.

Co-ops will set their own rates, adopt their own quality of service and reliability standards and formulate their own customer protection rules and safeguards. Customer questions or concerns regarding those issues should now be addressed to the governing board of the co-op of which you are a member. Munis have never been regulated by the PUC.

## Measures boost customer education, protection

Continued from p. 1

This legislation also prohibits disconnection of local phone service for non-payment of long distance charges. The PUC will work closely with other state agencies to ensure that qualified low-income Texans are automatically enrolled in the Lifeline and Tel-Assistance payment assistance programs.

Texans also will get some relief on their in-state long distance fees from Senate Bill 560 by Sen. David Sibley and Reps. Toby Goodman and Leticia Van de Putte. This legislation reduces the fees Southwestern Bell and other local exchange companies charge long distance carriers for use of local phone lines. The PUC is authorized to ensure that the savings realized by the long distance carriers are passed on to customers through access rate reductions.

On the electric front, Texans can look forward to retail competition as early as June 1, 2001. Senate Bill 7 by Sen. Sibley and Rep. Steve Wolens freezes rates for investor-owned utilities such as TXU, Entergy, and Reliant Energy beginning Sept. 1. Statewide competition in the retail electric market will begin Jan. 1, 2002, when rates are reduced by 6 percent. Municipally owned utilities (munis) and rural electric cooperatives (co-ops) may choose

whether to enter the competitive market.

After Sept. 1, decisions on rates, customer protection and quality of service standards will be made by the governing boards of the co-ops. The goal of electric utility industry restructuring is to provide safe, reliable and reasonably priced electricity in a competitive market.

Among the safeguards built into the restructuring bill are:

- protections against the disconnection of electric service during extreme weather conditions
- protection against cramming
- access to and automatic enrollment for qualified persons in low-income assistance programs
- protection from discrimination by a utility
- protection from unfair, misleading and deceptive practices
- a Do Not Call list for customers who do not want to receive calls from telemarketers on behalf of electric service providers.

The PUC is developing a comprehensive customer education program to inform utility customers of their rights and responsibilities and to give customers the tools to make informed decisions about their utility service providers.





## Saving on long distance

Comparing long distance telephone rates is difficult. To help customers choose a plan that best meets their needs, we have provided several long distance options based on usage habits.

July 1999

### Minimum Users

These plans may be appropriate for customers who make fewer than 100 minutes of long distance calls a month. You may want to look for long distance plans that do not have a monthly fee or have a low minimum usage charge. Also look for lower fees and the option to have your long distance charges billed through your local phone company.

<b>MCI WorldCom Basic Rate***</b>	Everyday 7a.m.-7p.m.	Evening 7p.m.-7a.m.	USF*	Carrier line charge	Minimum usage **
	Interstate In Texas	\$ .25 \$ .25	\$ .10 \$ .15	7.2% N/A	\$1.07 \$5.00
<b>Sprint-Sprint Sense</b>	Everyday 7a.m.-7p.m.	Evening 7p.m.-7a.m.	USF*	Carrier line charge	Minimum usage **
	Interstate In Texas	\$ .25 \$ .25	\$ .10 \$ .15	6.3% N/A	\$.85 \$5.00
<b>Excel Dime Deal</b>	Anytime		USF*	Carrier line charge	Minimum fee
	Interstate In Texas	\$ .10 \$ .15	\$.53	\$.54	\$1.00
<b>Touch 1 - First Touch Prime</b>	Anytime		USF*	Carrier line charge	Minimum usage **
	Interstate In Texas	\$ .115 \$ .115	\$.99	\$1.42	\$3.00

### High Volume Callers

These plans may be appropriate for customers who make more than 100 minutes a month of long distance calls to numbers in Texas and out of state. While you may pay a monthly fee, once you make 100 minutes of calls, you will enjoy lower rates for calls.

<b>AT&amp;T- One Rate Plus</b>	Anytime	Sun.	Monthly charge	USF*	Carrier line charge
	Interstate In Texas	\$ .10 \$ .15	\$ .05 \$ .15	\$4.95 \$ .99	\$1.51
<b>MCI WorldCom Advantage***</b>	Anytime	Sun.	Monthly charge	USF*	Carrier line charge
	Interstate In Texas	\$ .10 \$ .15	\$ .05 \$ .10	\$4.95 7.2% N/A	\$1.07
<b>Sprint- Sprint Sense Anytime****</b>	Anytime	Sun.	Monthly charge	USF*	Carrier line charge
	Interstate In Texas	\$ .10 \$ .10	\$ .10 \$ .10	\$4.95 6.3% N/A	\$.85
<b>Touch 1 - First Touch Select</b>	Anytime	Sun.	Monthly charge	USF*	Carrier line charge
	Interstate In Texas	\$ .09 \$ .09	\$ .09 \$ .09	\$4.95 \$ .99	\$1.42

Note: Rates are per minute; USF, carrier line charge, and local billing fees are monthly charges.

\* **Universal Service Fund** - A federal fee that may be passed on to a customer. Percentage charges are only applied to interstate calls.

\*\* **Minimum usage** - This is the minimum amount billed to customers regardless of how much long distance is used.

\*\*\* **MCI WorldCom** - Bills customers \$1.50 to have your long distance charges appear on your local telephone bill.

\*\*\*\* **Sprint Sense Anytime** - If you use over 300 minutes (\$30) the monthly fee is waived.





# How much is your electric bill?

## Residential rates for 1000 kilowatt-hours of service in June 1999.

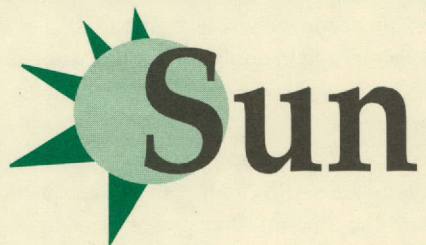
Utility	Rate \$	Utility	Rate \$
Upshur-Rural Co-Op (Gilmer)	\$ 55.98	Mid-South Co-Op (Huntsville)	\$ 72.35
Kerrville PUB	61.81	Southwestern Electric Power	73.18
Southwestern Public Service (Amarillo)	63.32	(Longview)	
Victoria Co-Op (Victoria)	63.98	Central Power & Light (Corpus Christi)	74.16
South Plains Co-Op (Lubbock)	66.04	Austin Energy (Austin)	76.57
Bluebonnet Co-Op (Giddings)	66.18	Tri-County Co-Op (Azle)	77.45
Entergy Gulf States (Beaumont)	69.52	Erath County Co-Op (Stephenville)	81.27
Guadalupe Valley Co-Op (Gonzales)	70.07	CoServ Electric (Denton County)	81.64
City Public Service (San Antonio)	71.01	West Texas Utilities (Abilene)	82.24
Pedernales Co-Op (Johnson City)	71.12	Houston Lighting & Power (Houston)	85.93
TXU Electric (Dallas)	71.89	Texas-New Mexico Power (Lewisville)	88.54
TXU Southwestern Electric Service (Jacksonville)	71.95	El Paso Electric	99.36
<b>Texas Average (surveyed)</b>		<b>\$ 73.32</b>	

## Renewables bring choice to customers

You can't tell when you turn on your lights or your TV, but many different energy sources can be used to produce electricity. In Texas our power supply comes mainly from fossil fuels and nuclear power. After electric restructuring, customers can choose renewable energy produced by environmentally friendly sources such as wind, sun, hydroelectric, geothermal or biomass, that cause less environmental damage.

Renewable energy produces fewer pollutants than coal or natural gas and does not produce radioactive byproducts for disposal like nuclear energy. It is what its name implies - renewable. It never runs out because it can be replaced by natural ecological cycles - blowing wind, rushing river water and blazing sunshine.

Although electric service providers are encouraged to sell renewable energy today, few utilities are offering this option. With the restructuring of the electric utility industry and the move to a competitive marketplace, retail electric providers offering renewable energy are expected to enter the market. Only about 1.3 percent of Texas' current generation mix comes from



renewable power technologies. The new electric restructuring law requires another 2000 Mw of clean, renewable energy to be generated for Texans by 2009, raising the total to 3.4 percent of capacity.

Renewable energy may cost a little more than traditionally generated electricity because of higher capital costs. However, as renewable energy becomes widely used, the cost of renewable energy should fall.

By choosing to buy renewable energy,

you are telling your electric service provider that a certain percentage of your power must be produced from a renewable source. That power is then purchased or produced from a renewable energy source and combined with the utility's electricity supply. When you use electricity, you don't necessarily get a renewable kilowatt, but you will cause more renewable energy to be produced in Texas and reduce the amount of fossil fuel energy that has been placed into the total generating mix.

Do not confuse "green" energy with renewable or clean energy. Renewable energy is produced from specific, sustainable, non-polluting or relatively clean sources such as wind, solar, hydroelectric, geothermal and biomass. But "green" energy is defined in Texas law to include energy produced from burning Texas natural gas, a fossil fuel which generates some pollution although it is relatively clean-burning compared to other fossil fuels. If you buy "green" energy, it will be relatively low polluting, but it could legally be all fossil-fired generation rather than renewable energy.





# Legislation brings changes for Relay Texas, STDAP

Thanks to Senate Bill 1441, enacted during the recent session of the Texas legislature, more people with different types of disabilities will benefit from Relay Texas and the Specialized Telecommunications Device Assistance Program (STDAP). The bill was sponsored by Sen. Gonzalo Barrientos and Rep. Elliott Naishtat.

The new law allows the PUC to keep the primary contractor for Relay Texas while contracting with other vendors for specialized services or features. Such contracts may be useful if the primary contractor is unable to provide a particular feature or if the feature can be contracted at a lower cost. Such special features must benefit relay communications, must benefit the state and must make Relay Texas available to more users.

SB 1441 will also add two new members to the Relay Texas Advisory Council. The new members are to represent persons with disabilities other than speech or hearing.

The most obvious change to STDAP is a new name--the Specialized Telecommunications Assistance Program, or STAP. The new name reflects that the program will now offer special telecommunications ser-

vices as well as equipment. These services must not exceed the cost of equipment that could perform essentially the same services. In addition, the new law expands this program to serve individuals with any disabilities that limit their access to the telephone network--persons with impaired mobility, for example. Previously, only persons with hearing or speech disabilities were covered.

These are other changes directed by SB 1441:

The Texas Commission for the Deaf and Hard of Hearing and the PUC will have joint responsibilities to identify equipment and services under the STAP.

New vouchers for special equipment may be issued to a person with disabilities in fewer than the

standard seven years if the person's disability changes. For example, if a deaf person becomes visually impaired, he or she is eligible to apply for another voucher. The applicant will need to provide medical documentation.

The PUC is authorized to withhold payment to a STAP vendor if there is a dispute about the amount of payment or adequacy of the equipment.

If circumstances warrant, an alternative dispute resolution process may be used to settle the dispute.



## Relay Texas Advisory Committee meets

Breaking with tradition, the Relay Texas Advisory Committee (RTAC) met June 19 in Houston. The committee usually meets in Austin, but an exception was made to give Houstonians a chance to participate. More than 20 local citizens attended.

Emphasizing the value of public input in their planning process, RTAC members made plans to hold meetings in cities other than Austin at least once a year. RTAC recommendations to improve Relay Texas are often based on suggestions from the public. These recommendations are reviewed

by PUC staff and presented to Commissioners for approval.

The Houston meeting was held in the Community Room at the Town and Country Mall. Paula Adams-Hernandez, an RTAC member representing Self-Help Hard-of-Hearing, arranged for the meeting site.

Seven RTAC members were present, as were staff members from the Public Utility Commission, Texas Commission for the Deaf and Hard-of-Hearing and Sprint, the Relay Texas contractor.

## *New list of area codes gets longer*

When the area code system was introduced in 1947, Texans needed to remember only four codes - 214, 512, 713 and 915. Now we must keep track of more than four times that many. Residents of both Houston and Dallas now have three area codes. Houston got its third area code, 832, in January. In July, area code 469 was added in Dallas.

In September, 361 becomes the official area code for Texans who live in the Valley and along the Southern Gulf Coast. This is our state's 18th area code, and other area code assignments are in the pipeline.

Texans who live in Southeast Texas, served by area code 409, will learn by the end of summer whether the region receives one or two new area codes. Because of the rural-urban mix, the PUC is soliciting more comments from the public on two options: splitting the area code three ways or placing a second area code over the region's fastest growing cities.

Fort Worth's 817 area code was declared "in jeopardy" in June by the North American Numbering Plan Administration (NANPA), the private industry group that oversees area code planning.

This means extraordinary steps may be taken to preserve remaining telephone numbers until a new area code can be assigned. Because of the emergency, the PUC has petitioned the Federal Communications Commission (FCC) for the right to use conservation options such as a number pooling trial, which would allow telephone carriers to share and use numbers more efficiently.





## Fast action required for local toll call savings

You'll need to act fast to avoid paying a fee, but you just may be able to shave a few dollars off your phone bill for local toll calls. Some people spend a lot on local toll calls - for example, Austin parents who make frequent calls to keep tabs on their son at college in San Marcos or a Midland couple who phone an elderly aunt in Marfa almost every day. If you spend \$10 or more a month on these calls, you should shop around to find the best deal.

Local toll calls are those you make to places relatively close to home - within your Local Access Transport Area or LATA. Check your local phone book for your LATA boundaries. In the past, these intraLATA calls were automatically carried and billed by your local phone company. But now you have a choice.

Earlier this year the PUC ordered Southwestern Bell (SWB) to open its local toll calling markets to competition and gave customers six months to switch their local toll carrier without a fee from SWB. The deadline is Nov. 7. After that, SWB can charge you \$5 to change.

In some parts of Texas, local toll calls can cost more than out-of-state long-distance calls. So they may be a big part of your phone bill. Take a look.

You can compare costs by calling your

local phone service provider and long distance carriers and asking about their rates. Also ask about calling packages that may be based on the number of calls, the time spent per call, the phone number or numbers being called and other services subscribed to by the customer.

The best company for you will depend on your calling habits. If you decide to change, contact the company you want to handle your local toll calls. If you take no action, your current carrier will continue to provide your local toll service. New customers will be given a choice of local toll providers when they apply for local ser-

vice.

The accompanying chart compares SWB rates with AT&T and MCI. While AT&T and MCI offer lower local toll rates, to get these rates you must also subscribe to their long distance service. This means that for a true cost comparison, you will need to evaluate your long distance costs as well as your intraLATA calling patterns.

Customers also need to beware of slamming. They may be victimized by an unauthorized change from one local toll provider to another.

If this happens to you, call the PUC toll-free at 1-888-782-8477.

### Phone freeze form requires research

A freeze form offers protection against having your telephone service switched without your permission, but you should think about your options before you do this. Southwestern Bell customers now can choose a long distance provider for local toll service. These "short" long distance calls previously were provided by Southwestern Bell unless you used an access code to dial your long distance carrier.

If your research shows another

provider's local toll calls are cheaper, you may want to change your local toll service, which you can do at no charge through Nov. 7.

However, if you file a freeze form, you cannot change your service without notifying your local telephone company first. There may be a charge for another freeze form if you do this.

The freeze form may be your best option, but do your research before you decide.

### Local Toll Call Sample Comparison

WEEKDAYS 8 a.m./5 p.m.

	SWB	MCI	AT&T	Sprint
Austin - San Marcos	\$.25 /min +\$.24 /addl. min.*	\$.25 /min.**	\$.10 /min.***	\$.10 /min.****
Dallas - Greenville	\$.37 /min +\$.36 /addl. min.*	\$.25 /min.**	\$.10 /min.***	\$.10 /min.****
Midland - Marfa	\$.49 /min. +\$.47 /addl. min.*	\$.25 /min.**	\$.10 /min.***	\$.10 /min.****

\* SWB has other local toll packages available. However the rates in the chart are what currently applies to customers with basic SWB service.

\*\* Must subscribe to MCI long distance service as well.

\*\*\* Must subscribe to AT&T long distance service including a minimum charge of \$12 per month guaranteeing 120 minutes in long distance and local toll calls.

\*\*\*\* Must subscribe to SPRINT SENSE long distance service and includes a monthly fee of \$4.95. Without the monthly fee the local toll rate is 15 to 25 cents/minute.





## Do you need to contact your utility?

### Telephone (Long distance)

AT&T	1-800-222-0300	<a href="http://www.att.com">www.att.com</a>
GTE	1-800-483-3737	<a href="http://www.gte.com">www.gte.com</a>
MCI WorldCom	1-800-950-5555	<a href="http://www.mciworldcom.com">www.mciworldcom.com</a>
Excel	1-800-444-3333	<a href="http://www.excel.com">www.excel.com</a>
Sprint	1-800-877-7746	<a href="http://www.sprint.com">www.sprint.com</a>
Touch 1	1-800-286-8241	<a href="http://www.touch1.com">www.touch1.com</a>

### Telephone (Local)

GTE Southwest	1-888-972-1889	<a href="http://www.gte.com">www.gte.com</a>
Southwestern Bell	1-800-246-8464	<a href="http://www.swbell.com">www.swbell.com</a>
Sprint (Centel/United)	1-800-488-7995	<a href="http://www.sprint.com">www.sprint.com</a>

### Electric

Austin Energy	512-322-9100	<a href="http://www.electric.austin.tx.us">www.electric.austin.tx.us</a>
Central Power & Light Co.	1-800-509-1628	<a href="http://www.csw.com">www.csw.com</a>

### City Public Service (SA)

210-353-4357 [www.citypublicservice.com](http://www.citypublicservice.com)

### CoServe Electric Co.

1-800-274-4014 [www.dcec.com](http://www.dcec.com)

### El Paso Electric Co.

915-543-2247 [www.whc.net/epec](http://www.whc.net/epec)

### Entergy Gulf States

1-800-368-3749 [www.energy.com](http://www.energy.com)

### Houston Lighting & Power

713-207-7777 [www.hlp.com](http://www.hlp.com)

### Southwestern Electric Power Co.

1-800-886-8791 [www.csw.com](http://www.csw.com)

### Texas-New Mexico Power Co.

1-800-435-2822 [www.tnpe.com](http://www.tnpe.com)

### TXU

1-800-242-9113 [www.txu.com](http://www.txu.com)

### West Texas Utilities Co.

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