



Phil Morris <morrisphild@gmail.com>

[Complaint No:CP2019071322] - Phil Morris

1 message

Customer Service <customer@puc.texas.gov>
To: "morrisphild@gmail.com" <morrisphild@gmail.com>

Thu, Aug 8, 2019 at 1:54 PM

Dear Mr. Morris,

The Customer Protection Division (CPD) received your recent communication regarding your concerns about Griddy Energy's Electricity Facts Label (EFL) and advertisements. We appreciate the information you have provided which has been documented in our files and made available to Commission Staff.

Please be advised that Commission Staff recently met with Griddy Energy in regards to its EFL. Revisions to the EFL are in progress by Griddy Energy to reflect only one TDU per EFL. Review of other additional concerns is ongoing.

Commission Staff continues to monitor all retail electric providers (REPs), including Griddy Energy, for compliance with Commission rules.

Thank you for taking the time to contact us with your concerns. If we can assist you with future utility concerns, please contact us toll free at 1-888-782-8477.

Sincerely,

Customer Protection Division

Public Utility Commission of Texas