



Control Number: 38370



Item Number: 2

Addendum StartPage: 0

DOCKET NO. 38370

COMPLAINT OF CAROLYN ARTHUR § PUBLIC UTILITY COMMISSION
AGAINST RELIANT ENERGY §
RETAIL SERVICES AND ONCOR § OF TEXAS
ELECTRIC DELIVERY COMPANY

RECEIVED
10 JUN 22 PM 3:26
PUBLIC UTILITY COMMISSION
FILING CLERK

ORDER NO. 1
REQUIRING RESPONSES

On June 21, 2010, Carolyn Arthur (Complainant) filed a formal complaint against Reliant Energy Retail Services (RERS) and Oncor Electric Delivery Company (Oncor) alleging billing irregularities. The complaint is hereby docketed as a formal complaint in accordance with P.U.C. PROC. R. 22.242 and is available on the Commission's Interchange.

Requiring Response. Pursuant to P.U.C. PROC. R. 22.78, RERS and Oncor shall each file a response to the complaint no later than **July 14, 2010**, addressing the following:

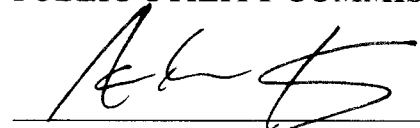
1. the Commission's jurisdiction over this proceeding;
2. allegations raised in the complaint;
3. applicable statutes, rules, orders and/or tariff provisions;
4. copies of any Commission-approved rates/tariffs that are the subject of this complaint; and
5. any other matters relevant to the complaint.

Statement of Position from Commission Staff. Commission Staff is directed to file a statement of position no later than **July 21, 2010**. Among other things, Commission Staff shall confirm whether Complainant has complied with the requirements for informal resolution pursuant to P.U.C. PROC. R. 22.242.

Notifying Office of Public Utility Counsel. By copy of this Order, the Office of Public Utility Counsel is hereby notified of this proceeding.

SIGNED AT AUSTIN, TEXAS on the 22nd day of June 2010.

PUBLIC UTILITY COMMISSION OF TEXAS



ANDREW KANG
ADMINISTRATIVE LAW JUDGE