

**Cardenas, Gabriel**

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**From:** Customer Service  
**Sent:** Wednesday, May 25, 2016 8:21 AM  
**To:** PTC45730  
**Subject:** FW: PowerToChoose

**From:** Alicia Lensing [mailto:alensing2@gmail.com]  
**Sent:** Tuesday, May 24, 2016 2:12 PM  
**To:** Customer Service <customer@puc.texas.gov>  
**Subject:** PowerToChoose

Dear Sirs,

When trying to research power providers, I was directed to the PowerToChoose website. I found it very confusing and was unable to navigate it well. I ended up calling several of the listed providers in an attempt to decipher the elements of the contracts.

I believe this site would be a great resource to customers if it would compare all apples to apples thus simplifying the selection process.

Yours truly,  
Alicia Lensing

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**From:** Customer Service  
**Sent:** Wednesday, May 25, 2016 8:05 AM  
**To:** PTC45730  
**Subject:** FW: Case 45730, Powertochoose..Org Website

**From:** philhels [mailto:phillip.helslander@charter.net]  
**Sent:** Tuesday, May 24, 2016 10:03 AM  
**To:** 'R CONSTANT' <mrconstant@sbcglobal.net>; Customer Service <customer@puc.texas.gov>  
**Cc:** watchdog@dallasnews.com  
**Subject:** RE: Case 45730, Powertochoose..Org Website

Thanks, Rodney.

So-called de-regulation was never for the benefit of consumers, as you know.

I still don't understand why we had to pay for the smart meters which were for the electric companies to determine their pricing. In fact, we paid for them twice because Oncor ordered the wrong ones the first time, and the PUC signed off on it with nary a public ripple.

Watch carefully what happens when Oncor is sold, and all the legal entanglements are eventually resolved.

PHILLIP DAVIS HELSLANDER  
ATTORNEY AT LAW  
PO BOX 381248  
DUNCANVILLE, TEXAS 75138

**From:** R CONSTANT [mailto:mrconstant@sbcglobal.net]  
**Sent:** Monday, May 23, 2016 5:57 PM  
**To:** [Customer@puc.texas.gov](mailto:Customer@puc.texas.gov)  
**Cc:** [watchdog@dallasnews.com](mailto:watchdog@dallasnews.com); Rod Constant  
**Subject:** Case 45730, Powertochoose..Org Website

Dear Chairperson Nelson,

I just spent most of my day studying the electric company offers, fact sheets, terms of service, etc., on the PowerToChoose.Org website. I have not been able to make sense out of this gibberish as there is absolutely no comparison of apple-to-apples and there is no meaningful guidance on your website of how to use it to shop for electricity. The calculations presented by any given company as to their rates doesn't even make sense; i.e., the

rate given per 1000 Kwh differs within the same fact sheet in a company's explanation. So how are customers suppose to know what they they're buying? You provide definitions and warn shoppers to be careful; and well they should be careful as your website is throwing shoppers to the wolves! A little shopper step-by-step "how-to" guidance would go a long way. I understand you are looking to make improvements to the website and I applaud your effort. It needs to get done sooner than later if the citizens are to be protected.

I read Mr. Dave Lieber's column in the Dallas Morning News on Sunday, May 15, 2016. I've read his columns prior. I find him to be very informed, straight forward and widely read. His comments and commonsense recommendations definitely apply; e.g., require apples-to-apples comparisons, ban deceptive language, end minimum-usage deals (if possible), and warn copycat sites of possible litigation. Please pay attention to his recommendations and get this absurdity straightened out. Frankly, whoever designed this website should be required to explain what appears to be an absolute disregard for the application of commonsense and if a company did it for the PUC our tax dollars have been severely misspent.

I've copied this to my e-mail-list and will put a copy on the neighborhood newsletter for Cedar Hill and Grand Prairie.

I look forward to your reply as to the actions you are taking to remedy this hodgepodge. We the citizens of Texas rely on our leaders to do their jobs and protect their constituents. Please get the job done. Thank you.

Sincerely yours,  
Rod Constant

**Cardenas, Gabriel**

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**From:** valshe5@aol.com  
**Sent:** Thursday, May 26, 2016 5:37 PM  
**To:** PTC45730  
**Subject:** Power to choose

It is critical that the Power To Choose information stay easily available to all Texans.

I use this tool to shop for my electricity.

Valeri Gillenwater  
6636 aztec ct  
lake worth, tx 76135  
valshe5@aol.com

## Cardenas, Gabriel

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**From:** Ralana Jackson <samandralana@gmail.com>  
**Sent:** Thursday, May 26, 2016 3:46 PM  
**To:** PTC45730  
**Subject:** No gift card

Hello my name is Ralana Jackson 358fryInpottsborotx. I signed on to TX in may of 2015 under my sister sharon price. Under an offer we were told we would both recieve a \$50 gift card. We never have

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**From:** Customer Service  
**Sent:** Thursday, May 26, 2016 8:20 AM  
**To:** PTC45730  
**Subject:** FW: Case 45730

-----Original Message-----

**From:** PHILLIP VASQUEZ [mailto:phillip\_vasquez@msn.com]  
**Sent:** Wednesday, May 25, 2016 7:16 PM  
**To:** Customer Service <customer@puc.texas.gov>  
**Subject:** Case 45730

To whom it may concern,

I am very disappointed in the level of service my family we have received.

We will be watching a show, movie, or sporting event and the streaming gets messed up. There are other problems but they are hard to describe. One is the internet speed on my computer. It seems much slower.

We purposely contracted with Verizon for their high quality at a premium cost. We did not contract with a "sub quality" provider for these services.

Thank you,

Phillip Vasquez

214-668-9234

Sent from my iPhone

## Cardenas, Gabriel

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**From:** Robert Sparkman <robert.sparkman@att.net>  
**Sent:** Friday, May 27, 2016 12:09 PM  
**To:** PTC45730  
**Cc:** watchdog@dallasnews.com  
**Subject:** Case 45730

I agree with Dave Lieber - I believe that we should protect Texas retail electricity consumers by keeping the PowertoChoose.org website, and upgrade the site for easier navigation and understanding - per Dave's suggestions as follows:

- Compare apples to apples. Force every company to list offered rates with the distribution charge included.
- Ban deceptive language. Don't let confusing teaser rates and technical language disguise the real cost of service.
- End minimum-usage deals. Making people pay more because they use less power doesn't encourage conservation.
- Warn copycat sites. Demand that companies using "power to choose" language on their websites announce on top, "We are not the state website, and here's the link to the actual one."

Marketing transparency among competing retail electric providers with honest apples-to-apples comparisons makes more common sense for consumers.

On another note - kudos to you for including the consumer satisfaction/complaint rating on the site. Last time I used the site to shop for lower available rates (versus my current provider), this new rating (I call "customer relationship" factor) convinced me to stay with my current provider (avoid headaches), rather than switch for a penny worth savings.

Quality customer service is also important to me as well. As Ben Franklin said, "The bitterness of poor quality remains long after the sweetness of low price is forgotten."

Thanks for considering my viewpoint on this most important matter.

Best Wishes -  
Robert Sparkman

## Cardenas, Gabriel

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**From:** Ace Fernandes <123ace@gmail.com>  
**Sent:** Friday, May 27, 2016 11:46 AM  
**To:** PTC45730  
**Subject:** Power To Choose Website - Please do not Nix it

To the Powers that be,

Please DO NOT take away the only tool that we citizens have to educate ourselves and make make informed choices with a critical necessity as our Electricity.

What we would like to see happen is make it more user friendly and transparent for hardworking consumers like us to make the right decisions for our families.

One cannot control corporate greed and bait- and Switch , misrepresented facts, hidden traps and "fine prints", but you as the the Government (OUR REPRESENTATIVES) - have a fiduciary responsibility to ensure that you use all the tools within your legal power like sanctions, fines, public humiliations and even revocation of operating licences - to ensure the well being of families and the citizens who trust you to do the right thing, as we do not have the knowledge of or the time to invest, as we have bills to pay and families to feed.

Please do now cow - down to the lobbyists or the "buddies" of our systems, as there does not seem to be any amounts of monies that can satisfy their greed, and unless their names and pictures come in the media - they will continue to be parasites.

We trust you to stand firm on your principles and execute your fiduciary responsibilities and take pride in doing your job.

Thank you,

Eustace "Ace" Fernandes.  
Coppell, TX