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COMPLAINT OF RONNIE RAMIREZ	§	PUBLIC UTILITY COMMISSION
AGAINST XCEL ENERGY	§	
	§	OF TEXAS

ORDER NO. 1
FINDING FORMAL COMPLAINT DEFICIENT AND
REQUIRING ADDITIONAL INFORMATION FROM MR. RAMIREZ

This Order addresses the March 3, 2025 filing by Ronnie Ramirez. It appears that Mr. Ramirez's intent is to initiate a formal complaint against Xcel Energy pertaining to billing for electric service. The administrative law judge (ALJ) has, therefore, treated the filing as formal complaint brought under 16 Texas Administrative Code (TAC) § 22.242. The filing is available on the Commission's Interchange webpage at <https://interchange.puc.texas.gov>.

The ALJ finds that the complaint is deficient at this time. The ALJ requires additional information from Mr. Ramirez before the complaint can be processed. Under 16 TAC § 22.242(e)(2), a formal complaint must include the following information:

- (A) the name of the complainant or complainants;
- (B) the name of the complainant's representative, if any;
- (C) the address, telephone number, and facsimile transmission number, if available, and, unless the person has filed a statement under §22.106 of this title (relating to Statement of No Access), the email address of the complainant or the complainant's representative;
- (D) the name of the person against whom the complainant is seeking relief;
- (E) if the complainant is seeking relief against an electric, water, or sewer utility, a statement of whether the complaint relates to service that the complainant is receiving within the limits of a city;
- (F) if the complainant is seeking relief against an electric, water, or sewer utility within the limits of a city, a description of any complaint proceedings conducted by the city, including the outcome of those proceedings;

- (G) a statement of whether the complainant has attempted informal resolution through the commission staff and the date on which the informal resolution was completed or the time for attempting the informal resolution elapsed;
- (H) a description of the facts that gave rise to the complaint; and
- (I) a statement of the relief that the complainant is seeking.

Additionally, under 16 TAC § 22.242(f), Mr. Ramirez is required to provide a copy of his formal complaint to the target of the complaint, Xcel Energy. There is no indication that this has been done.

By March 24, 2025, Mr. Ramirez must file with the Commission an amended formal complaint that includes all of the information required by 16 TAC § 22.242(e)(2), provide a copy of the formal complaint and amended formal complaint to Xcel Energy, and file with the Commission documentation that he provided said copies.

Signed at Austin, Texas on the 5th day of March 2025.

PUBLIC UTILITY COMMISSION OF TEXAS



**ISAAC TA
ADMINISTRATIVE LAW JUDGE**