

# **Office of Public Utility Counsel Annual Report for Fiscal Year 2013**



**Prepared for**

**Senate Business and Commerce Committee**

**Senate Finance Committee**

**Senate Natural Resources Committee**

**House Appropriations Committee**

**House Natural Resources Committee**

**House State Affairs Committee**

**Sunset Advisory Commission**



## Office of Public Utility Counsel

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Tonya Baer  
Public Counsel

January 13, 2014

Honorable Members:

The Office of Public Utility Counsel (OPUC) is pleased to submit our *2013 Annual Report* as required by the Public Utility Regulatory Act, Section 13.063. This report provides you and your staff a look at our agency's representation of residential and small business utility customers during Fiscal Year (FY) 2013. Below is a snapshot of our activities this past year:

- OPUC attained over \$122 million in current year bill savings through consumer representation in 29 contested cases and appeals;
- OPUC participated on behalf of residential and small business utility customers in 20 electric and telephone projects;
- OPUC implemented legislation passed by the 83<sup>rd</sup> Legislature that authorized the agency to represent residential and small commercial water and wastewater ratepayers;
- OPUC partnered with military installations to provide information and assistance to our servicemen and women; and
- OPUC worked with small business stakeholder groups to understand their unique concerns and to provide information on competitive market solutions.

If you have any questions about this report, please contact me at (512) 936-7549.

Sincerely,

A handwritten signature in black ink, appearing to read "Tonya Baer".

Tonya Baer  
Public Counsel

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## SECTION 1: OVERVIEW

In 1983, the Office of Public Utility Counsel (OPUC or agency) was created as part of the 68<sup>th</sup> Legislature's Sunset Review of the Public Utility Commission (PUC or Commission). The Legislature created OPUC to specifically represent the interests of residential and small commercial utility ratepayers in the regulatory process. From 1983-1985, OPUC represented customers in electric, telecommunications and water activities. In 1985, regulation of water and wastewater was transferred from the PUC to the Texas Water Commission, now called the Texas Commission on Environmental Quality (TCEQ), and along with that transfer, OPUC lost its authority to represent customers on water and wastewater issues. In 2013, however, the 83<sup>rd</sup> Legislature passed SB 567 and HB 1600, transferring water and wastewater rate regulation back to the PUC and authorizing OPUC to represent residential and small commercial water and wastewater ratepayers before the regulatory body with jurisdiction over these rates.

The Public Utility Regulatory Act (PURA), Sec. 13.063, requires OPUC to provide an annual report on the agency's activities during the preceding year and to submit the report to the standing legislative committees that have jurisdiction over OPUC and to the Sunset Advisory Commission. The report must include:

- The types of activities conducted by OPUC and time spent by OPUC on each activity;
- The number of hours billed by OPUC representing residential or small commercial customers in proceedings;
- The number of staff positions and type of work performed by each position; and
- OPUC's rate of success in representing residential and small commercial customers in appealing Commission decisions.

### Types of Activities

OPUC participates in various activities each year, such as, contested cases, appeals, rulemakings, projects and various ERCOT and Texas RE related events. A summary of these activities follows.

### Contested Cases and Appeals

In contested cases and appeals, OPUC provides legal representation and technical expertise. OPUC staff develops testimony and proposals that benefit residential and small commercial utility customers and promotes their interests. OPUC participated in 29 contested proceedings and appeals and helped consumers realize over \$122 million in current year bill savings during FY 2013.

### Rulemakings and Projects

In rulemakings and projects, OPUC also provides legal representation and technical expertise to benefit and promote consumer interests. In FY 2013, OPUC participated in 20 projects, consisting of 15 electric and five telecommunications projects.

**ERCOT and Texas RE**

OPUC is an active participant at the Electric Reliability Council of Texas (ERCOT), which is the Independent System Operator (ISO) for 85 percent of the Texas electric grid. The Public Counsel is an ex officio voting member of the ERCOT Board of Directors, and OPUC has staff participating on the Technical Advisory Committee (TAC) as well as on several other ERCOT committees and working groups. OPUC also participates at the Texas Reliability Entity (Texas RE), which is responsible for ensuring compliance with the North American Electric Reliability Corporation (NERC) reliability standards within the geographic boundaries of the ERCOT region. Decisions made at regulatory agencies, ERCOT and Texas RE directly impact the price, offering and reliability of electric services.

**External Relations**

OPUC works with various legislators, community organizations, state and local agencies, stakeholders and individual customers. During 2013, OPUC provided presentations to military communities and service organizations and provided information to customers through several media, such as Facebook, Twitter and Consumer Alert emails. Further, OPUC handles consumer complaints and inquiries through its toll-free number and works with the PUC, TCEQ and market participants to resolve customer concerns. OPUC also responds to requests from the Texas Legislature for information on impacts of proposed legislation to residential and small commercial ratepayers.

**OPUC Hours Billed**

OPUC’s workload during FY 2013 consisted of electric and telecommunications cases, projects, and appeals. Below is a chart summarizing OPUC staff hours spent on electric and telecommunication cases, projects and appeals as well as total staff hours for FY 2013.

	Total Electric and Telecom Cases	Total Electric and Telecom Projects	Total Electric and Telecom Appeals	Total Electric and Telecom Hours
OPUC Staff Hours	11,667.0	5,152.5	73.0	16,892.5

Table 1: Hours Billed

Beginning with FY 2014, OPUC will also track the number of water and wastewater cases, projects, and appeals to account for OPUC’s ability to intervene in water and wastewater rate cases.

**OPUC Staff Positions and Type of Work Performed**

OPUC is headed by the Public Counsel, who is appointed by the Governor and confirmed by the Senate for a two-year term. The Public Counsel must be licensed to practice law in the state of Texas and must be a Texas resident. The ninth and current Public Counsel is Tonya Baer, appointed by Governor Rick Perry on October 10, 2013.

The Public Counsel supervises the overall operations of the agency and establishes agency policy. Specifically, the Public Counsel is responsible for the agency budget, staffing, selection of rulemakings in which to participate, and the selection of cases in which to intervene.

OPUC currently has eighteen employees. The Deputy Public Counsel oversees the Legal Division and the Regulatory Analysis Division. The Deputy Public Counsel reports directly to the Public Counsel and oversees the office in the Public Counsel's absence. The Business Manager, who reports to the Public Counsel, oversees the administrative support staff and the day-to-day business and financial operations of the agency. OPUC also has a Director of External Relations and a Special Assistant to the Public Counsel, who report directly to the Public Counsel and handle interagency and stakeholder communications, legislative and intergovernmental relations, and various ERCOT activities.

The Legal Division, consists of attorneys who work collaboratively with the Regulatory Analysis Division, which includes mainly experts in the fields of finance and economics, in both litigated and non-litigated matters before the PUC, TCEQ and other entities as necessary (*e.g.*, state and federal courts, Federal Energy Regulatory Commission (FERC), Federal Communications Commission (FCC), etc.). Major areas of work include contested cases such as rate cases, fuel reconciliation and other fuel cases, energy efficiency cases, and advanced metering deployment reconciliation proceedings. Non-litigated matters include rulemakings, projects and workshops in which OPUC appears before different regulatory entities to represent consumer interests and to safeguard customer protections.

### **Appeals Dispositions**

In FY 2013, OPUC participated in three appeals of PUC orders involving two rate cases and one energy efficiency cost recovery case. Of those appeals, two cases remain pending, one in the Third Court of Appeals and one in Travis County District Court. The third case was a new appeal, which remains pending in Travis County District Court awaiting briefing by the parties. Neither court issued an opinion in FY 2013 with regard to either of these appeals.

OPUC is required to report on its rate of success in representing residential and small commercial customers in appealing Commission decisions. OPUC takes into account many variables when making the determination on whether or not the agency's efforts in an appeal were successful.

First, the reasons for the appeal must be taken into account. OPUC participates in appeals for various reasons, including to either support and defend the PUC's decision, or to overturn or remand a decision of the PUC or to defend the PUC's order on some issues and to reverse the PUC's order on other issues. Thus, OPUC may request the Court to (1) affirm the Commission's decision in whole or in part; (2) to reverse or remand the Commission's decision in whole or in part; or (3) affirm in part and reverse in part.

Second, OPUC looks at the results of an appeal both the relief granted by the court and what other legal rights were preserved by filing the appeal. Parties' reasons for appealing orders

are not always simply to have the underlying agency decision reviewed. For example, parties may appeal for strategic reasons such as to counterbalance an opponent's appeal of the same decision, to preserve legal rights while other cases are on appeal, or to leverage negotiations of other related cases. Because of the complexities that surround the decision to appeal, the determination of a successful appeal is dependent on the objectives sought.

Another important thing to note when determining the success of OPUC in appealing decisions of the PUC is the overall appellate statistics from the Office of Court Administration.

As the Office of Court Administration statistics show, it is difficult to overturn a decision on appeal. For instance, in FY 2012, the most recent year in which data is available, the 14 Courts of Appeals disposed of 11,498 cases. Nearly 40 percent of those cases were affirmed, 29.3 percent were dismissed and only 5.8 percent were reversed. The remainder had either a mixed disposition (affirmed in part and reversed in part) or had other dispositions. That means that one could argue that only 5.8 percent of those appeals were successful. In addition, it is even harder to win an appeal at the Supreme Court level because that court has the discretion on whether or not to even take your appeal. In fact, in FY 2012, the Texas Supreme Court only heard 93 of the 827 petitions requesting review.<sup>1</sup>

OPUC's measure of success must be viewed in light of these statistics and with the objectives sought by the agency in seeking the appeal.

## **SECTION 2: CONTESTED CASES**

In FY 2013, OPUC participated in 20 contested electric cases, six contested telecommunications cases, and three appeals. The agency reported over \$122 million in current year bill savings for residential and small commercial customers as a result of those proceedings. These include a variety of cases including traditional rate cases, fuel factors and reconciliation proceedings, and energy efficiency cost recovery. For more information, see Attachment B, *OPUC List of FY 2013 Cases and Projects*.

### **Electric**

In FY 2013, a significant portion of the agency's resources were devoted to determining reasonable rates for integrated utilities in regulated areas, as well as establishing rates for new transmission service providers in competitive areas. Additionally, the agency successfully negotiated the appeal of a municipally owned utility.<sup>2</sup> Most of the agency's employees are involved in negotiating and litigating these large rate cases. These rate cases typically involve issues relating to a company's return on equity, costs of service, taxes, affiliate transactions, cost allocation and rate design among diverse customer classes. Each issue may involve expert testimony from accountants, engineers, economists or other industry experts. OPUC's efforts in

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<sup>1</sup> *Annual Statistical Report for the Texas Judiciary*, January 2013, Office of Court Administration, [Texas Courts Online](#).

<sup>2</sup> *Petition by Homeowners United for Rate Fairness To Review Austin Rate Ordinance No. 20120607-055*, PUC Docket No. 40627 (April 29, 2013).

negotiating and litigating these rate cases have resulted in lowering costs to residential and small business customers by over \$122 million in current year bill savings.

### Telecommunications

In FY 2013, OPUC participated in six telecommunications cases involving the Texas Universal Service Fund (USF). Telecommunications companies receive financial support from the Texas USF to help provide service to customers. Four of these cases involved rate rebalancing related to reductions in support from the Texas USF, specifically the Texas High Cost Universal Service Plan (THCUSP).<sup>3</sup> Telecommunications companies may change rates for basic local service consistent with reductions in support from the THCUSP. Additionally, companies are required to offset any increases in basic local telecommunications service by an additional 25 percent increase in the low-income discount. OPUC participated in these telecommunications cases to ensure that all eligible low-income customers received the additional discount and to confirm the requested rate rebalancing was limited to the proportional amount in reduced support from the THCUSP. Reductions in support from the Texas USF contribute to lower USF charges on customers' bills.

OPUC also participated in two other universal service-related cases. Each of these cases involved changes in universal service support funding in both the THCUSP and the Small and Rural Incumbent Local Exchange Company Universal Service Plan (SRILEC USP). These cases established the reasonable rate for basic local telecommunications service for purposes of calculating support from the THCUSP and the SRILEC USP.<sup>4</sup> The agency was able to successfully negotiate both cases which resulted in significant reductions in support for telecommunications carriers in universal service funding.

### SECTION 3: PROJECTS AND RULEMAKINGS

In FY 2013, OPUC actively participated in and advocated for its consumers in 20 projects and rulemakings – 15 electric and five telecommunications. OPUC analyzed issues, made recommendations, filed comments and reply comments, attended workshops and public hearings, and attended meetings with industry stakeholders in order to effectively represent the interests of its clients. The scope of these projects and rulemakings encompassed issues such as the recovery of purchased power capacity costs, the appropriate manner for the reporting of utility earnings, the establishment of a special payment assistance program for burned veterans, the appropriate methodology for the review and recovery of expenses associated with utility rate

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<sup>3</sup> *AT&T Texas Application to Increase Rates for Residential Local Exchange Telephone Service in PURA Chapter 58 Regulated Exchanges*, PUC Docket No. 40970 (December 21, 2012); *GTE Southwest DBA Verizon Southwest Application to Revise Its TXG & TXC Tariffs*, PUC Docket No. 40997 (December 20, 2012); *United Telephone Company of Texas DBA CenturyLink Application to Revise Its Local Residential & Business Rates*, PUC Docket No. 41004 (December 21, 2012); and *Central Telephone Company of Texas DBA CenturyLink Application to Revise Its Local Residential & Business Rates*, PUC Docket No. 41005 (December 21, 2012).

<sup>4</sup> *Commission Staff's Petition to Establish a Reasonable Rate for Basic Local Telecommunications Service Pursuant to PUC Subst. R. 26.403*, PUC Docket No. 40521 (September 28, 2012); and *Commission Staff's Petition to Establish a Reasonable Rate for Basic Local Telecommunications Service Pursuant to Subst. R. 26.404*, PUC Docket No. 41097 (August 30, 2013).

case proceedings, and improvements to the telecommunications discount programs to assist low-income customers.

Additionally, OPUC participated at PUC and ERCOT in activities relating to the development of a variety of market design tools and measures including the shortening of the real-time market settlement timeline, the facilitation of greater load participation and demand response, improvements to capacity, demand, and resource projections, enhancements to the planning reserve margin process, proposed revisions to ancillary service products to allow for new technologies such as energy storage, and most recently, the implementation of an operating reserve demand curve (ORDC) to properly value reserves at various demand levels.

#### **SECTION 4: ERCOT AND TEXAS RE PARTICIPATION**

As noted in Section 1 of the Report, OPUC is an active participant at both ERCOT and the Texas RE. The Public Counsel is an *ex officio*, voting member of the ERCOT Board of Directors, and an *ex officio*, non-voting member of the Texas RE Board of Directors. In both capacities, the Public Counsel represents the interests of residential and small commercial customers.

In addition to the Public Counsel's involvement at the Board of Directors level, the Public Counsel also appoints two individuals to represent residential consumers on ERCOT's Technical Advisory Committee (TAC). TAC comprises representatives from all market segments and is tasked with evaluating reliability and market issues and making appropriate recommendations to the ERCOT Board of Directors. The Public Counsel also designates a residential consumer representative to participate both at TAC and various TAC subcommittees. The TAC subcommittees are: the Retail Market Subcommittee (RMS), which serves as a forum for issue resolution regarding retail market matters affecting ERCOT and ERCOT Protocols; the Wholesale Market Subcommittee (WMS), which evaluates wholesale market issues; the Protocol Revision Subcommittee (PRS), which has responsibility for facilitating changes to the ERCOT Protocols; the Commercial Operations Subcommittee (COPS), which addresses the ERCOT market data processes; and the Reliability Operations Subcommittee (ROS), which evaluates issues related to the reliable operation of the ERCOT system.

OPUC's involvement at the Board of Directors, TAC, and TAC subcommittee levels ensures residential consumer representation throughout the stakeholder process in important reliability and market decisions.

#### **SECTION 5: IMPLEMENTATION OF LEGISLATION**

The 83<sup>rd</sup> Legislature enacted several bills that increased OPUC's authority to represent residential and small commercial utility customers. Following is a summary of OPUC's effort to implement these additional responsibilities.

## Representation of Water/Wastewater Customers

SB 567 and HB 1600 included identical language to transfer regulation of water and wastewater ratemaking from the TCEQ to the PUC. The transition becomes effective on September 1, 2014 with a requirement that PUC implement new classification structures and processes by September 1, 2015. The legislation authorized OPUC to intervene in cases representing residential and small commercial ratepayers beginning on September 1, 2013 at TCEQ and to continue that representation upon transfer to the PUC.

OPUC received additional funding and full-time equivalents (FTEs) to implement these new functions. The agency has hired two additional attorneys and an additional expert with experience in water and wastewater ratemaking.

Further, OPUC is monitoring cases filed at TCEQ and is working with staff at TCEQ and PUC as these agencies work on the transition. TCEQ has referred one case to the State Office of Administrative Hearings (SOAH) and OPUC has intervened in that case.<sup>5</sup> There are five additional cases that have been filed at TCEQ but have not yet reached the threshold of protestors to make it a contested case. OPUC staff continues to monitor the progress of these cases.

OPUC is working with staff at TCEQ and PUC as they implement the transfer of water and wastewater rate regulation. The agency will also be an active participant in projects and rulemakings the PUC undertakes to implement the new classification structure and processes.

## Agency Coordination of Services Provided to Military Service Members and Veterans

OPUC continues to provide information and assistance to members of the armed forces and their families, particularly in the competitive markets of the state. During the 83<sup>rd</sup> Legislative Session, the Legislature passed SB 1200 and SB 1892 which provides OPUC with additional responsibility to serve Texas military personnel and veterans.

SB 1200 enacted comprehensive changes to better support military operations in Texas. The bill gives the Texas Military Preparedness Commission (TMPC), within the Governor's Office, responsibility for implementing the changes. Among the changes is a provision requiring the TMPC to act as a conduit between a newly created Commanders' Council and several state agencies with peripheral contact with military communities. OPUC is among these agencies. The agency has met with staff at the TMPC to learn how it will implement the provisions related to agencies such as OPUC and made a presentation to the TMPC, at its request, regarding the information and services OPUC has been providing to military installations in the state as well as to the Texas National Guard.

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<sup>5</sup> *Application of Texas, Inc. and Aqua Utilities, Inc., dba Aqua Texas, for Water and Sewer Rate/Tariff Changes for Gray Water and Sewer Systems in Chambers, Jefferson, and Liberty Counties, CCN Nos. 11157, 13203, 20453 and 21065, TCEQ Docket No. 2013-2007-UCR, SOAH Docket No. 582-14-1051 (currently pending).*

SB 1892 increased membership on the Texas Coordinating Council for Veterans' Services (TCCVS) at the Texas Veterans Commission (TVC) and added OPUC as a member of the council. OPUC has attended each of the quarterly council meetings and is participating on a newly-created subcommittee designed to streamline outreach and information provided to veterans by the agencies represented on the council. OPUC is the only agency on the TCCVS that represents utility customers, and the information the agency provides to veterans and service members, particularly on electricity issues, allows veterans and active service members to better control the cost of this necessary expense. Further, OPUC has worked with the TVC to provide information about reducing utility costs by taking advantage of the competitive retail electric market, increasing energy efficiency to control costs and how to access utility assistance and bill payment assistance when needed. Each of the agencies working on the outreach subcommittee comes in contact with veterans and their families, and the coordinated approach will provide a more efficient distribution of information regarding veterans' health and well-being to reach a larger population.

## **ATTACHMENTS**

**Attachment A**  
**OPUC Calculation of Bill Savings**

The methodology that OPUC uses to determine *current* year bill savings was developed by the agency in conjunction with the State Auditor's Office and approved by the Legislative Budget Board (LBB). It is reported as part of OPUC's performance measures.

Current Year Bill Savings are calculated as the difference between a requested amount for a rate adjustment and the amount actually approved, multiplied by a percentage representing residential and small commercial customer contribution to the revenues generated by the rates. Because some of the bill savings go to classes other than the residential and small commercial classes, OPUC takes only a percentage of the difference between the requested rates and the rates actually received. The percentage is calculated by determining the percentage of revenue that residential and small commercial customers provide in Texas to all electric utilities based upon a 3-year rolling average (using Department of Energy publicly available data). Although bill savings typically exist year after year (for example, until the next rate case is filed), OPUC calculates and reports only one year's worth of savings. OPUC's current year bill savings for FY 2013 was \$122,365,600.81.

- **Outcome Measure:** Current Year Bill Savings for Residential and Small Commercial Electric Customers (in Millions).
- **Short Definition:** Bill savings measure the impact on residential and small commercial customer's bills. Different types of proceedings result in rate adjustments on customers' bills such as rate increases/decreases, surcharges, refunds, incentives, mark-ups, transition charges, and fuel charges.
- **Purpose/Importance:** OPUC will participate in proceedings to ensure the maximum bill savings on residential and small commercial customers' bills. This measure will quantify the impact in the current year for participation in the current year's proceedings on a state-wide basis.
- **Source/Collection of Data:** OPUC records.
- **Method of Calculation:** OPUC calculates the bill savings as the difference between a requested amount for a rate adjustment and the amount actually approved, for the current fiscal year. Bill savings should include only residential and small commercial, Industrial and transportation customers will be removed using information from the U.S. Department of Energy.

Impact on industrial and transportation customers will be separated out using the most recently available information from the U.S. Department of Energy. The calculation is based on using one of the following: national retail sales of kilowatt hours, state retail sales of kilowatt hours, or state retail revenue earned by all electric companies that sell electricity in Texas. In addition, information from the U.S. Department of Energy should be used to calculate a three year average moving for residential and small commercial market sector to minimize the fluctuation in the market.

- **Calculation Type:** Cumulative.
- **New Measure:** No.
- **Desired Performance:** Higher than target.

**Attachment B**  
**OPUC List of FY 2013 Cases and Projects**

**Electric-Cases**

- 38951 Entergy Texas Application for Approval of Competitive Generation Service Tariff (Issues Severed from Docket No. 37744)
- 39896 Entergy Texas Inc. Application for Authority to Change Rates & Reconcile Fuel Costs
- 40020 Lone Star Transmission, LLC Application for Authority to Establish Interim & Final Rates & Tariffs
- 40295 Entergy Texas, Inc. Application for Rate Case Expenses Pertaining to PUC D-39896
- 40443 SWEPCO Application for Authority to Change Rates & Reconcile Fuel Costs
- 40599 Lone Star Transmission Application for Rate Case Expenses Pertaining to D-40020
- 40604 Cross Texas Transmission, LLC Application to Establish Initial Rates & Tariffs
- 40606 Wind Energy Transmission Texas, LLC for Authority to Establish Initial Rates & Tariffs
- 40627 Petition by Homeowners United for Rate Fairness to Review Austin Rate Ordinance No. 20120607-055
- 40802 Oncor Electric Delivery Company, LLC Compliance filing to Revise Certain Meter-Related Discretionary Charges
- 40824 SPS Application for Authority to Change Rates & To Reconcile Fuel & Purchased Power Costs for the Period January 1, 2010 through June 30, 2012
- 41223 Entergy Texas, Inc., ITC Holdings Corp., Mid South Transco LLC, Transmission Company Texas, LLC, & ITC Mid South LLC Application for Approval for Approval of Change of Ownership & Control of Transmission Business, Transfer of Certification Rights, Certain Cost Recovery Approvals, & Related Relief
- 41235 Entergy Texas, Inc. Application for Transmission Cost Recovery Rider
- 41333 Entergy Texas, Inc. Non-Standard True-Up Filing Pursuant to the Financing Order in D-33586
- 41388 Entergy Texas, Inc. Interim True-Up Compliance Filing Concerning Schedule SRC
- 41430 Sharyland Utilities, L.P., Sharyland Distribution & Transmission Services, L.L.C., & Southwestern Public Service Company Joint Report & Application for Approval of Purchase & Sale of Facilities, For Approval of Regulatory Accounting Treatment of Gain on Sale, & For Transfer of Certificate Rights
- 41439 Southwestern Electric Power Company Application to Adjust Its Energy Efficiency Cost Recovery Factor
- 41444 Entergy Texas, Inc. Application for Authority to Re-Determine Rates for Energy Efficiency Cost Recovery Factor
- 41446 Southwestern Public Service Company Application to Adjust Its Energy Efficiency Cost Recovery Factor
- 41492 Oncor Electric Delivery Company, LLC Annual True-Up Compliance Filing Concerning Rider TC2 Transition Charges

**Electric-Projects**

- 38578-P Energy Efficiency Implementation Project Under Subst. R. §25.181(q)
- 39040-P Project to Revise Earnings Monitoring Report Forms for Electric Utilities
- 39246-P Rulemaking Proceeding Concerning Recovery of Purchased Power Capacity Costs, Including Amendment of Subst. R §25.238
- 39674-P Rulemaking Proceeding to Amend Energy Efficiency Rules
- 41061-P Rulemaking Regarding Demand Response in the Electric Reliability Council of Texas (ERCOT) Market
- 41121-P Rulemaking Proceeding to Amend PUC Subst. R. §25.214 and Pro-Forma Retail Delivery Tariff
- 41613-P Rulemaking to Implement SB 981, 83rd Legislative Regular Session
- 41616-P Rulemaking to Revise PUC Subst. R. §25.272, Code of Conduct for Electric Utilities and Their Affiliates
- 41622-9 Rulemaking to Propose New Subst. R. §25.245, Relating to Recovery of Expenses for Ratemaking Proceedings
- OPUC 02-2 ERCOT Activities
- OPUC 07-1 OPUC's Project Number for Customer Complaints
- OPUC 09-3 Customer & External Communications Activities
- OPUC 10-5 Texas Reliability Entity (Texas RE) Activities
- OPUC 11-2 OPUC's Project Number for Participation in Various CCN Proceedings
- OPUC 11-3 OPUC's Project Number for Military Communications & Assistance

**Electric-Courts**

- A-35717 Appeal for Docket No. 35717  
[D-1-GN-10-000448]  
[03-11-00072-CV]
- A-38213 Appeal of PUC Docket No. 38213  
[D-1-GN-11-000251]
- A-39896 Appeal of PUC Docket No. 39896  
[D-1-GN-13-000179]  
[D-1-GN-13-000121]  
[D-1-GN-12-003721]  
[D-1-GV-13-000045]  
[D-1-GN-13-000221]

**Telephone – Cases**

- 40521 Commission Staff’s Petition to Establish a Reasonable Rate for Basic Local Telecommunications Service Pursuant to PUC Subst. R. 26.403
- 40970 AT&T Texas Application to Increase Rates for Residential Local Exchange Telephone Service in PURA Chapter 58 Regulated Exchanges
- 40997 GTE Southwest DBA Verizon Southwest Application to Revise Its TXG & TXC Tariffs
- 41004 United Telephone Company of Texas DBA CenturyLink Application to Revise Its Local Residential & Business Rates 41005 Central Telephone Company of Texas DBA CenturyLink Application to Revise Its Local Residential & Business Rates
- 41097 Commission Staff’s Petition to Establish a Reasonable Rate for Basic Local Telecommunications Service Pursuant to PUC Subst. R. 26.404
- 40521 Commission Staff’s Petition to Establish a Reasonable Rate for Basic Local Telecommunications Service Pursuant to PUC Subst. R. 26.403
- 40970 AT&T Texas Application to Increase Rates for Residential Local Exchange Telephone Service in PURA Chapter 58 Regulated Exchanges
- 40997 GTE Southwest DBA Verizon Southwest Application to Revise Its TXG & TXC Tariffs
- 41004 United Telephone Company of Texas DBA CenturyLink Application to Revise Its Local Residential & Business Rates
- 41005 Central Telephone Company of Texas DBA CenturyLink Application to Revise Its Local Residential & Business Rates
- 41097 Commission Staff’s Petition to Establish a Reasonable Rate for Basic Local Telecommunications Service Pursuant to PUC Subst. R. 26.404

**Telephone – Projects**

- 39717-P PUC Rulemaking Proceeding Related to Voice Over Internet Protocol (VOIP) Services and Texas Universal Service Fund (TUSF)
- 39938-P PUC Rulemaking to Consider Amending Substantive Rule §26.404, Relating to the Small & Rural Incumbent Local Exchange Company (ILEC) Universal Service Plan
- 40342-P PUC Rulemaking Proceeding to Amend Subst. R. §26.403 Relating to the Texas High Cost Universal Service Plan
- 41024-P Rulemaking to Consider Amending Subst. R. §26.412, Relating to Lifeline Service Program and §26.413, Relating to Link Up Service Program
- 41609-P Rulemaking to Amend Substantive Rules Relating to Telecommunications to Conform to 2013 Legislation