



FOR HOME

FOR BUSINESS

CONSTRUCTION AND DEVELOPMENT

INVESTOR RELATIONS

OUTAGES & WEATHER

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CAREERS

CHRONIC CONDITION, CRITICAL CARE, CRITICAL LOAD

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CHRONIC CONDITION, CRITICAL CARE, CRITICAL LOAD

The Customer Protection Rules of the Public Utility Commission of Texas (PUCT) provide that certain customers may be eligible for designation as Critical Care or Chronic Condition Customer (Residential) or a Critical Load Public Safety or Critical Load Industrial Customer (Non-Residential). Please be aware that this designation does not guarantee an uninterrupted, regular, or continuous power supply. If electricity is a necessity, you must make other arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.

For more information regarding eligibility, please see the [Customer Protection Rules for Electric Service](#) or contact your Retail Electric Provider.

CHRONIC CONDITION AND CRITICAL CARE

Critical Care or Chronic Condition Customer (**Residential**) – A copy of the PUCT application and instructions are also provided here for your convenience.



Application for Chronic Condition or Critical Care Residential Customer Status



CRITICAL LOAD

Critical Load Public Safety or Critical Load Industrial Customer (**Non-Residential**) – Please contact your Retail Electric Provider or you may submit a Request For Critical Load Status by completing the form below.



Application for Critical Load Public Safety or Critical Load Industrial Customer



OVERVIEW

TARIFFS AND RATE SCHEDULES

CHRONIC CONDITION, CRITICAL CARE, CRITICAL LOAD

PUCT CODE OF CONDUCT

REQUIRED REGULATORY POSTINGS

SEARCH PUCT FILINGS

EXTERNAL AFFAIRS
REGULATORY
ECONOMIC DEVELOPMENT

PARTNERS

REP RESOURCES
SUPPLIER DIVERSITY
ENERGY EFFICIENCY CONTRACTORS
TREE PRUNING CONTRACTORS

SAFETY

DOWNED POWER LINE
SUPER SAFE KIDS
TREE PRUNING
STORM PREPARATION
METER TAMPERING

WAYS TO SAVE

ENERGY EFFICIENCY PROGRAMS
ENERGY EFFICIENCY TIPS
ELECTRIC VEHICLES

REPORT AN OUTAGE

CONTACT US

General Inquiries: 888.313.6862
Power Outages: 888.313.4747
Locate Underground Power Lines: 811

FAQs

NEWS - THE WIRE

