

ELECTRIC TARIFF

RULES, REGULATIONS AND CONDITIONS OF SERVICE

26. CUSTOMER COMPLAINTS

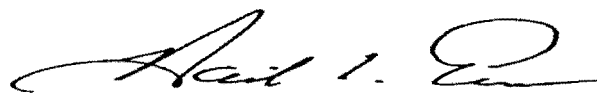
Customers may complain to the Company by letter, or by telephone. When the Company receives a complaint, it will investigate the matter and tell the Customer the results of the investigation within 21 days.

If the Customer is not satisfied with the results of the investigation, the Company will provide the Customer information concerning the Commission's complaint process, together with the address and telephone numbers of the Commission's Consumer Affairs Division.

PUBLIC UTILITY COMMISSION OF TEXAS
APPROVED

JUL 27 '07 DOCKET 32766

CONTROL # _____



PRESIDENT AND CEO,
SOUTHWESTERN PUBLIC SERVICE COMPANY