



## Public Utility Commission of Texas

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### **PUC Imposes \$30,000 Administrative Penalty**

***Fiscal Year 2020 Penalty Total Exceeds \$3 Million***

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AUSTIN – As part of an enduring commitment to oversight and enforcement, the Public Utility Commission of Texas today ordered an administrative penalty that pushed the Commission’s penalty total for FY2020 above \$3 million.

The settlement agreement in question was assigned to a Retail Electric Provider (REP) that did not respond to informal customer complaints in a timely fashion. The REP agreed to pay an administrative penalty of \$30,000 (Docket [50983](#)).

“Agency staff works diligently on behalf of utility customers across Texas by educating companies on their obligations under the rules,” said Executive Director, John Paul Urban, III. “Our team works closely with customers and the companies that serve them, but when our team’s coordinated efforts don’t yield timely compliance, penalty settlements are necessary to uphold our customer-driven standards.”

In the course of FY2020, which ends on August 31, 2020, the Commission has now ordered a total of \$3,097,600 in administrative penalties and donations to customer assistance agencies based on violations of Commission rules.

“At the end of the day, water, sewer, electric, and telecom utilities in compliance with our rules provide the best experience and service to their customers,” concluded Urban. “So we will not relent in our commitment to customer protection and the enforcement it requires.”

#### **About the Public Utility Commission**

Our mission is to serve Texas by regulating the state’s electric, telecommunication, and water and sewer utilities, implementing respective legislation, and offering customer assistance in resolving consumer complaints. Since its founding in 1975, the Commission has a long and proud history of service to Texas, protecting customers, fostering competition, and promoting high quality infrastructure. To learn more, please visit <http://www.puc.texas.gov>.

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