

Public Utility Commission Secures \$600,000 in Refunds and Bill Credits for Utility Customers in FY 2022

Customer Protection Division Assists Consumers with Billing Issues

Austin, Texas – The Public Utility Commission of Texas secured refunds and bill credits of \$599,865 for Texas electric, water, and telecommunications consumers in fiscal year 2022 (Sept. 1, 2021 – August 31, 2022). The agency’s Customer Protection Division team of 22 employees assisted 12,248 customers who reported billing issues or other complaints to the agency across all three industries the PUC regulates.

“There’s a reason the first word in our agency’s name is “public”, our team is extremely proud of the work we do on behalf of Texans to help resolve issues with their service providers,” said Chris Burch, Director, Customer Protection Division. “We always encourage Texans to try to work with their provider to resolve a complaint, but we’re also just a phone call or email away to jump in and help them.”

Dollar value of refunds and bill credits secured, categorized by industry in FY 2022.

Industry	Dollar Amounts of Refunds and Credits
Electric	\$540,866
Water	\$52,324
Telecommunications	\$6,675
TOTAL	\$599,865

The PUC’s Customer Protection Division also assists consumers with issues relating to electric, water and telecommunication utility disconnections and refusal of service. There are several ways consumers can contact our Customer Protection Division for assistance or to file a complaint. We also have important information on your rights as consumer on our website. Contact information and the list of consumer rights can be found [HERE](#).

About the Public Utility Commission

Our mission is to serve Texans 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>.