



Public Utility Commission of Texas

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Public Utility Commission of Texas Secures \$181,717 in Refunds and Bill Credits for Texas Consumers in Third Quarter

Austin, Texas - The Public Utility Commission of Texas secured refunds and bill credits of \$181,717.26 for Texas electric, water and telecommunications customers in the third quarter of FY 2023 (March 2023 – May 2023). The agency’s Consumer Protection Division (CPD) team of 23 employees assisted 2,819 consumers who filed informal complaints reporting billing or other issues across the three industries the PUCT regulates.

“The first part of the PUCT’s mission statement is to protect Texas consumers,” said Chris Burch, director of CPD. “And our team comes to work each day to make sure Texans receive reliable and safe utility services at fair prices. We always encourage customers to work with their provider first to resolve any issues or complaints, and we are here as a resource if additional help is ever needed.”

Dollar value of refunds and bill credits secured, categorized by industry in Q3 2023:

Industry	Dollar Amounts of Refunds and Credits
Electric	\$168,199.97
Water	\$4,052.95
Telecommunications	\$9,464.34
TOTAL	\$181,717.26

The PUCT’s Consumer Protection Division also assists consumers with issues relating to electric, water and telecommunications utility disconnections and refusal of service. In total, the division fielded 7,593 calls from customers throughout the third quarter.

In the second quarter of this fiscal year (Dec. 2022 – Feb. 2023), the PUCT secured refunds and bill credits of \$100,581 for 2,983 electric, water and telecommunications customers.

The PUCT has important information regarding the rights of consumers on our website.

Consumers can contact our Customer Protection Division for assistance or file a complaint using [this customer resource page](#).



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 <https://www.puc.texas.gov>.

