



Public Utility Commission of Texas

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Public Utility Commission of Texas Secures \$217,156 in Refunds and Bill Credits for Texas Consumers in First Quarter

Austin, Texas — The Public Utility Commission of Texas secured refunds and bill credits of \$217,156 for Texas electric, water and telecommunications consumers in the first quarter of Fiscal Year 2024 (Sept. 2023 – Nov. 2023). The agency’s Consumer Protection Division (CPD) team of 23 employees assisted customers who reported billing issues or other complaints across the three industries the PUCT regulates, closing a total of 3,174 complaints in Q1.

“Protecting the interests of Texas consumers is the core of our mission at the Public Utility Commission of Texas,” said Chris Burch, director of CPD. “Our staff in the Consumer Protection Division is available to take consumers’ calls and help them resolve issues with their utility services. We always encourage customers to work with their provider first to resolve 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 Q1 FY 2024:

Industry	Dollar Amounts of Refunds and Credits
Electric	\$162,285.08
Water	\$3,664.84
Telecommunications	\$51,206.54
TOTAL	\$217,156.46

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 7,809 calls from customers throughout the first quarter.

In the fourth quarter of FY 2023, CPD secured refunds and bill credits of \$98,211.97 for Texas electric, water and telecommunications consumers and closed 2,598 customer complaints.



The PUCT has important information regarding the rights of consumers on our website. Consumers can contact our Consumer Protection Division for assistance or file a complaint using [this customer resource page](#).

**Note: These totals are calculated at the end of each fiscal quarter for the purposes of this announcement. These totals are subject to change as complaints opened during the fiscal quarter progress through the resolution process.*

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>.