



Public Utility Commission of Texas

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Press Release

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Public Utility Commission of Texas Assesses \$144,100 in Penalties for Electric Rule Violations

Austin, Texas – The Public Utility Commission of Texas (PUC) assessed \$144,100 in penalties for violations of electric rules at its open meeting this week. The Commission has primary oversight and economic regulatory authority over the state’s electricity, water, and telecommunications industries.

The Commission approved settlement agreements in two separate dockets:

- [Docket No. 56118](#): A settlement agreement with a retail electric provider (REP) for rule violations related to re-enrolling existing customers without affirmative consent (PURA § 17.004 and 39.101 and 16 TAC § 25.475(e)). The REP agreed to pay an administrative penalty of \$32,900. The REP also agreed to calculate any price difference between re-enrolled customers’ original plan and the new electricity plan and, if the customer was charged a higher price, refund the difference.
- [Docket No. 56561](#): A settlement agreement with a REP for rule violations related to disconnection of service for nonpayment during extreme weather emergencies (16 TAC § 25.483(j)). The REP has implemented measures to prevent future violations and agreed to pay an administrative penalty of \$111,200.

Administrative penalty payments are made to the PUC and are ultimately deposited into the state’s general fund. Typically, payments must be made within 30 days of the signed final order.

A recording of this week’s open meeting is [available here](#) on the PUC website. The next PUC open meeting is scheduled for Thursday, Sept. 26, 2024.



About the Public Utility Commission of Texas

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>.