



Public Utility Commission of Texas
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Public Utility Commission of Texas Secures \$144,563 in Refunds and Bill Credits for Texas Consumers in First Quarter of Fiscal Year 2025

Austin, Texas — The Public Utility Commission of Texas (PUC) secured refunds and bill credits of \$144,563 for Texas electric, water, and telecommunications consumers in the first quarter of Fiscal Year 2025 (Sept. – Nov. 2024). The agency’s Consumer Protection Division (CPD) team of 20 employees assisted customers who reported billing issues or other complaints across the three industries the PUC regulates, closing a total of 2,765 complaints in Q1.

“Ensuring Texas consumers receive safe, reliable, and affordable utility services is the core of the PUC’s mission,” CPD Director Chris Burch said. “Consumer Protection staff is available and ready to help consumers resolve billing issues or other concerns 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 2025:

Industry	Dollar Amounts of Refunds and Credits
Electric	\$93,290.02
Water	\$17,648.22
Telecommunications	\$33,625.25
TOTAL	\$144,563.49

The PUC’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 8,068 calls from customers throughout the first quarter.

In Fiscal Year 2024, CPD secured refunds and bill credits of \$510,058 for Texas electric, water



and telecommunications consumers and closed 11, 584 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 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>.