



## Public Utility Commission of Texas

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### Public Utility Commission of Texas Secures \$92,747 in Refunds and Bill Credits for Texas Consumers in Third Quarter

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**Austin, Texas** - The Public Utility Commission of Texas (PUC) secured refunds and bill credits of \$92,746.87 for Texas electric, water, and telecommunications consumers in the third quarter of Fiscal Year 2024 (March 2024 – May 2024). The agency’s Consumer Protection Division (CPD) team of 26 employees assisted customers who reported billing issues or other complaints across the three industries the PUC regulates, closing a total of 2,071 complaints in Q3.

“Protecting the interests of Texas consumers and ensuring they have reliable, affordable utility services is at the heart of what we do at the PUC,” Consumer Protection Division (CPD) Director Chris Burch said. “The PUC’s CPD staff is available and ready to help consumers resolve billing issues or other concerns with their electric, water, or telecommunications service. 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 Q3 FY 2024:

Industry	Dollar Amounts of Refunds and Credits
Electric	\$70,886.55
Water	\$8,840.59
Telecommunications	\$13,019.73
<b>TOTAL</b>	<b>\$92,746.87</b>

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 8,149 calls from customers throughout the third quarter.

In the second quarter of FY 2024, CPD secured refunds and bill credits of \$94,773 for Texas electric, water and telecommunications consumers and closed 2,340 customer complaints. The PUC 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>