



**Public Utility Commission of Texas**  
1701 N. Congress, P.O. Box 13326, Austin, TX 78701

Press Release  
March 7, 2025

Contact: Ellie Breed  
[Media@PUC.Texas.Gov](mailto:Media@PUC.Texas.Gov)

## **Public Utility Commission of Texas Secures \$105,906 in Refunds and Bill Credits for Texas Consumers in Second Quarter of Fiscal Year 2025**

---

**Austin, Texas** — The Public Utility Commission of Texas (PUC) secured refunds and bill credits of \$105,906 for Texas electric, water, and telecommunications consumers in the second quarter of Fiscal Year 2025 (Dec. 2024 – Feb. 2025). 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 1,849 complaints in Q2.

“March 2 – 8, 2025 is National Consumer Protection Week, and we are honored to serve Texas utility consumers here at the PUC. All Texans deserve reliable and affordable electricity, water, and telecommunication services,” 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 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 Q2 FY 2025:

<b>Industry</b>	<b>Dollar Amounts of Refunds and Credits</b>
Electric	\$95,196
Water	\$5,560
Telecommunications	\$5,150
<b>TOTAL</b>	<b>\$105,906</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 7,404 calls from customers throughout the first quarter.

In the first quarter of FY25, CPD secured refunds and bill credits of \$144,563 for Texas electric,



water and telecommunications consumers.

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>.