

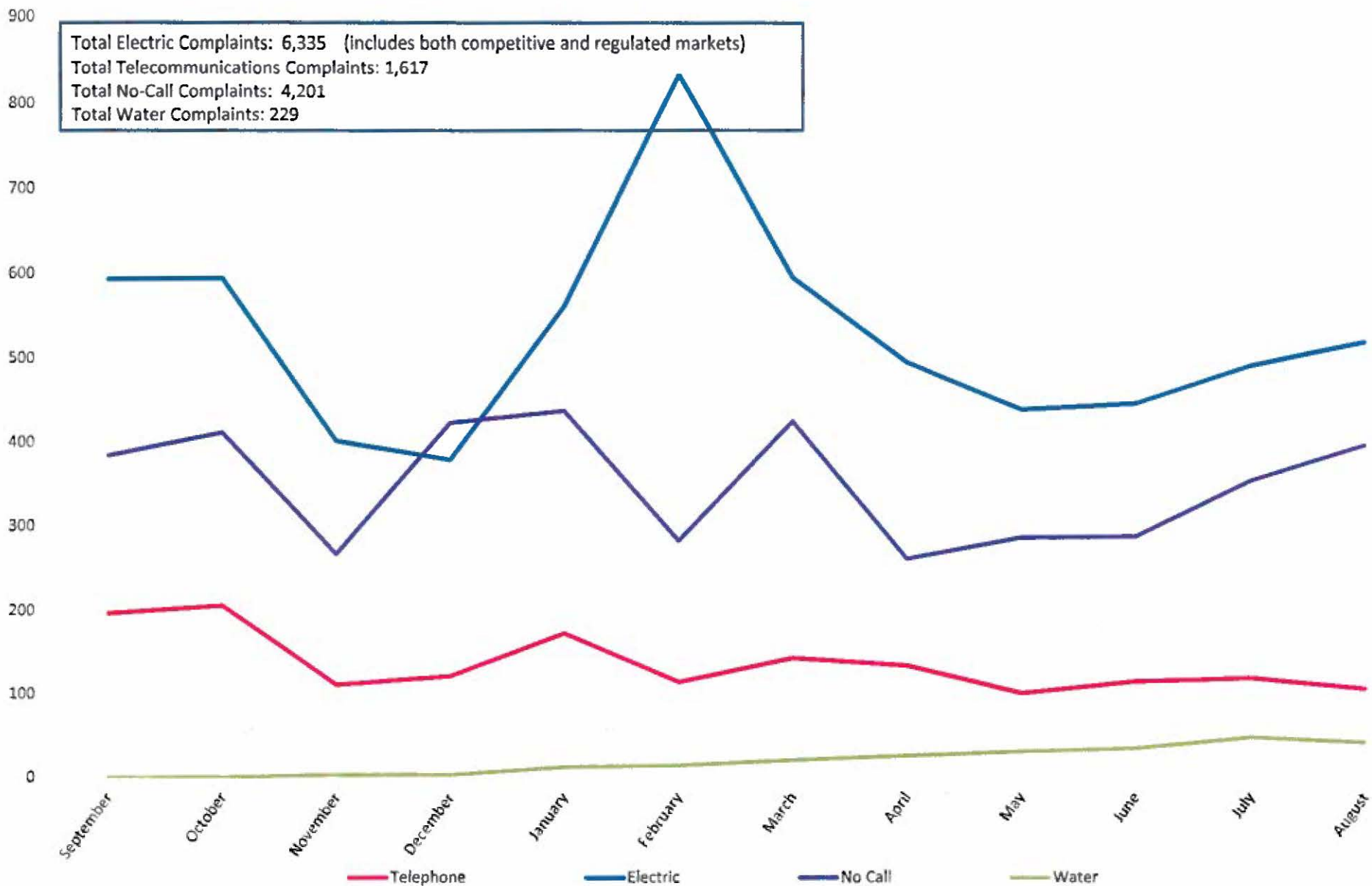
**PROJECT NO. 45104**  
**PUBLIC UTILITY COMMISSION OF TEXAS**  
**PUBLIC NOTICE OF 2015 SUMMARY OF CUSTOMER COMPLAINTS**  
**AND ENFORCEMENT ACTIVITIES**  
**AND REQUEST FOR COMMENTS**

As a part of its 2010 report on the PUC, the Sunset Advisory Commission adopted a management action recommending that the Commission publish, on a regular basis, more complaint and enforcement data on its website. The Sunset Commission also recommended that the public be given an opportunity to comment on this information. Attached is summary information on enforcement actions and customer complaint data for fiscal year 2015. Staff intends to present this information for the Commissioners' review at the November 5 or 18, 2015 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 45104 on or before Friday, October 30, 2015.

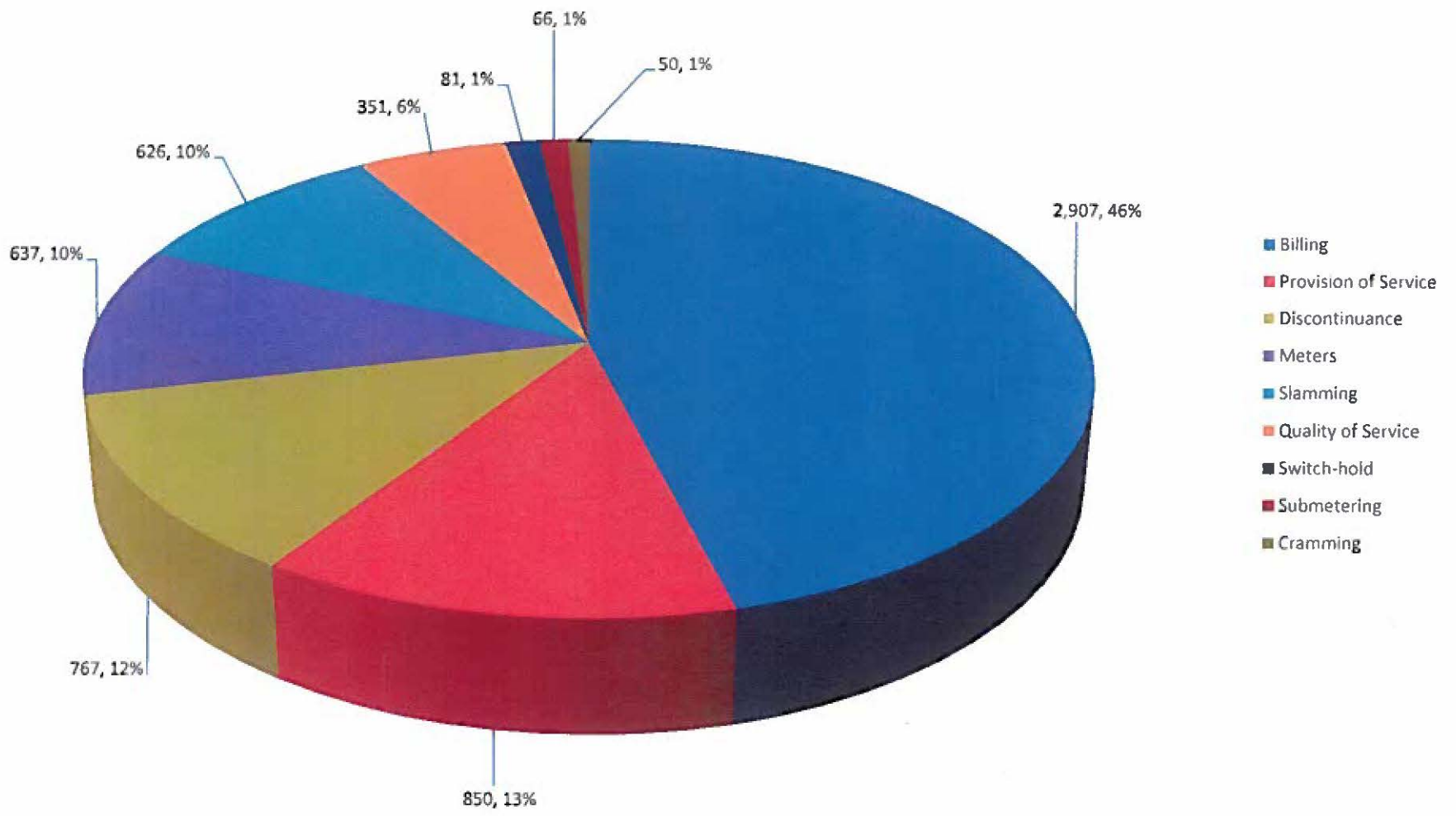
Comments may be filed by submitting 16 copies to the Commission's Filing Clerk, Public Utility Commission of Texas, 1701 North Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326 no later than Friday, October 30, 2015. All comments should reference Project Number 45104.

Questions concerning this notice should be referred to Chris Burch, Director of Customer Protection, (512) 936-7145. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission by dialing 7-1-1.

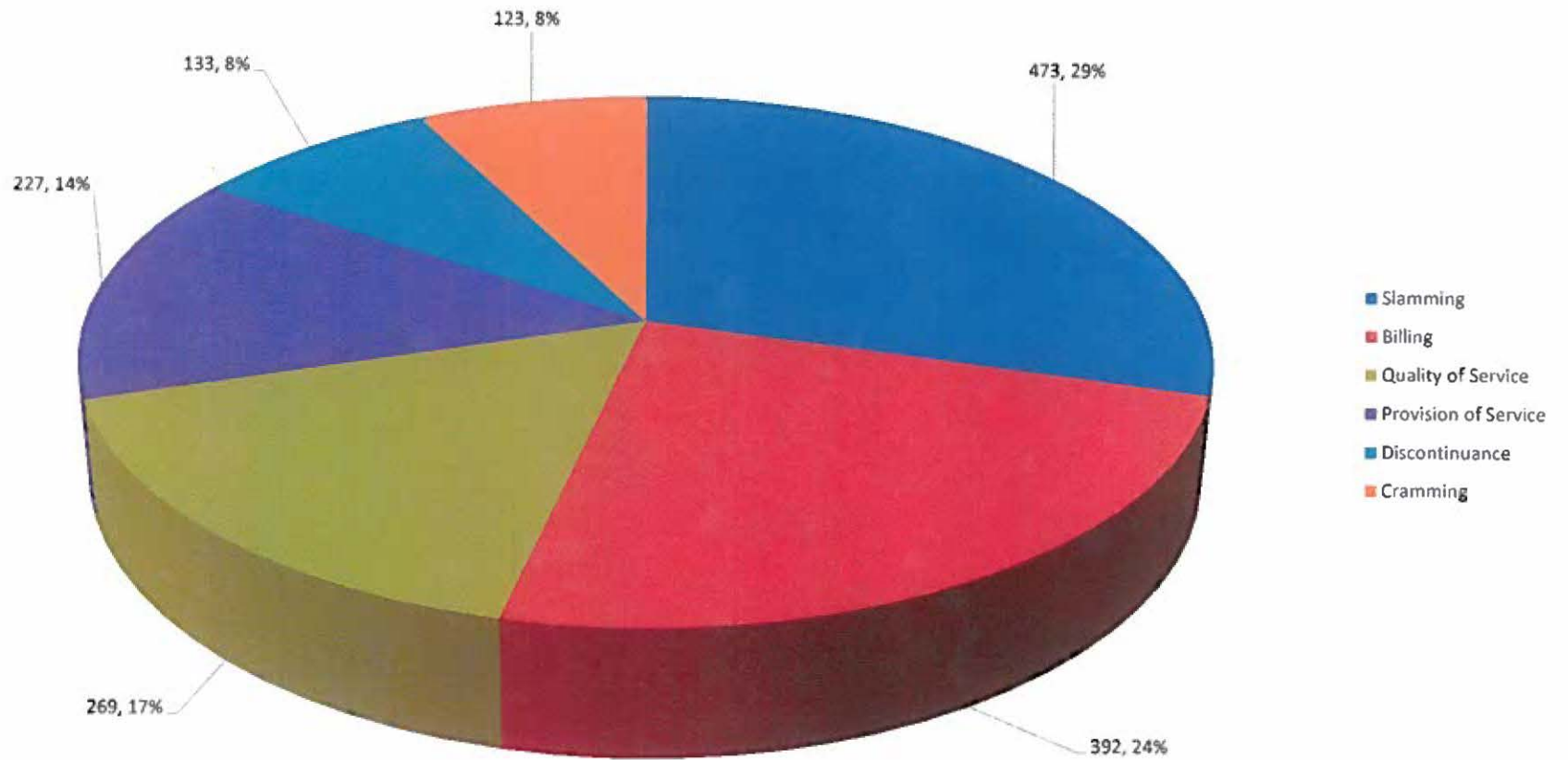
### Customer Protection Division Fiscal Year 2015 Complaints Received



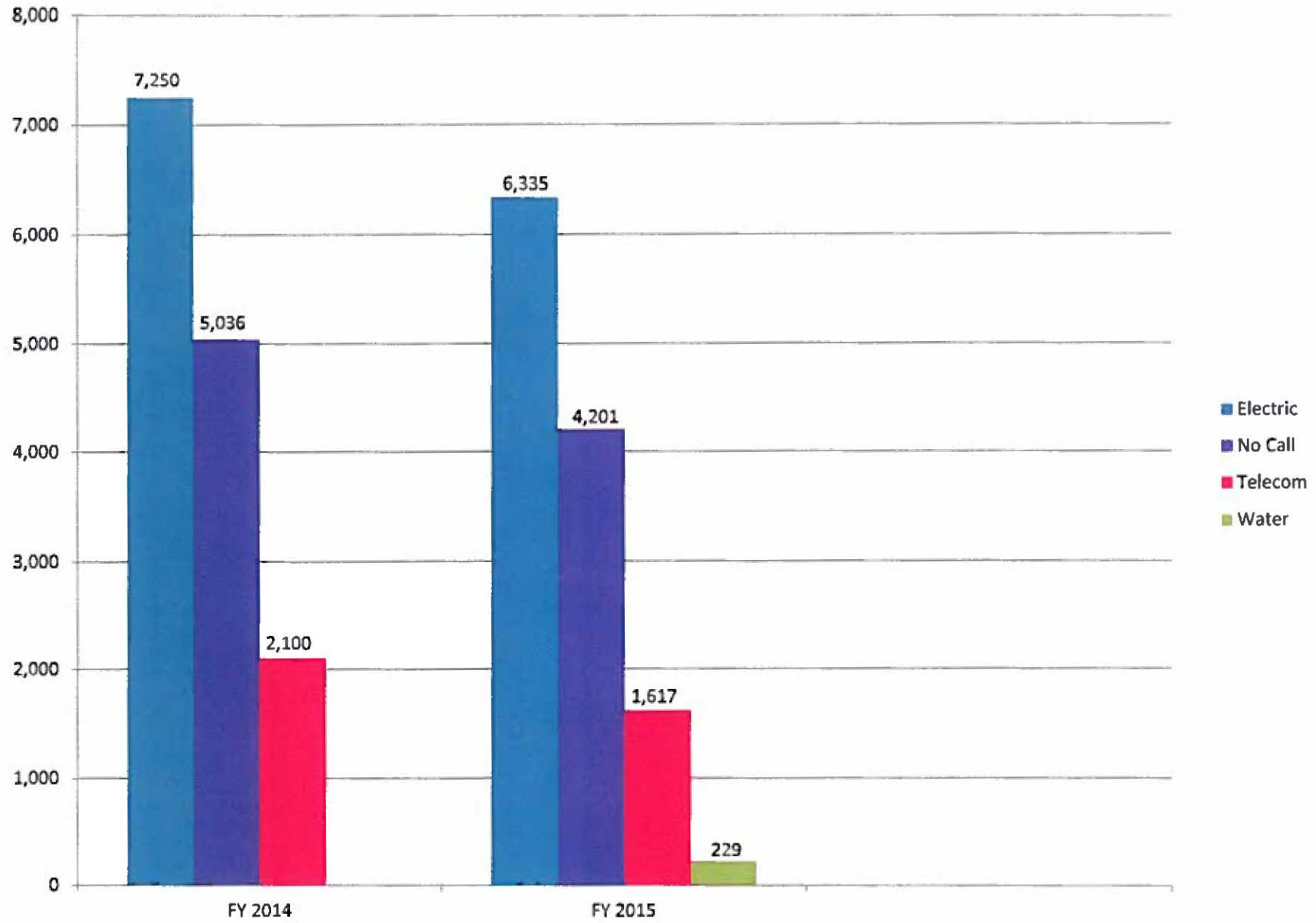
**Customer Protection Division  
Electric Complaint Categories - FY 2015**



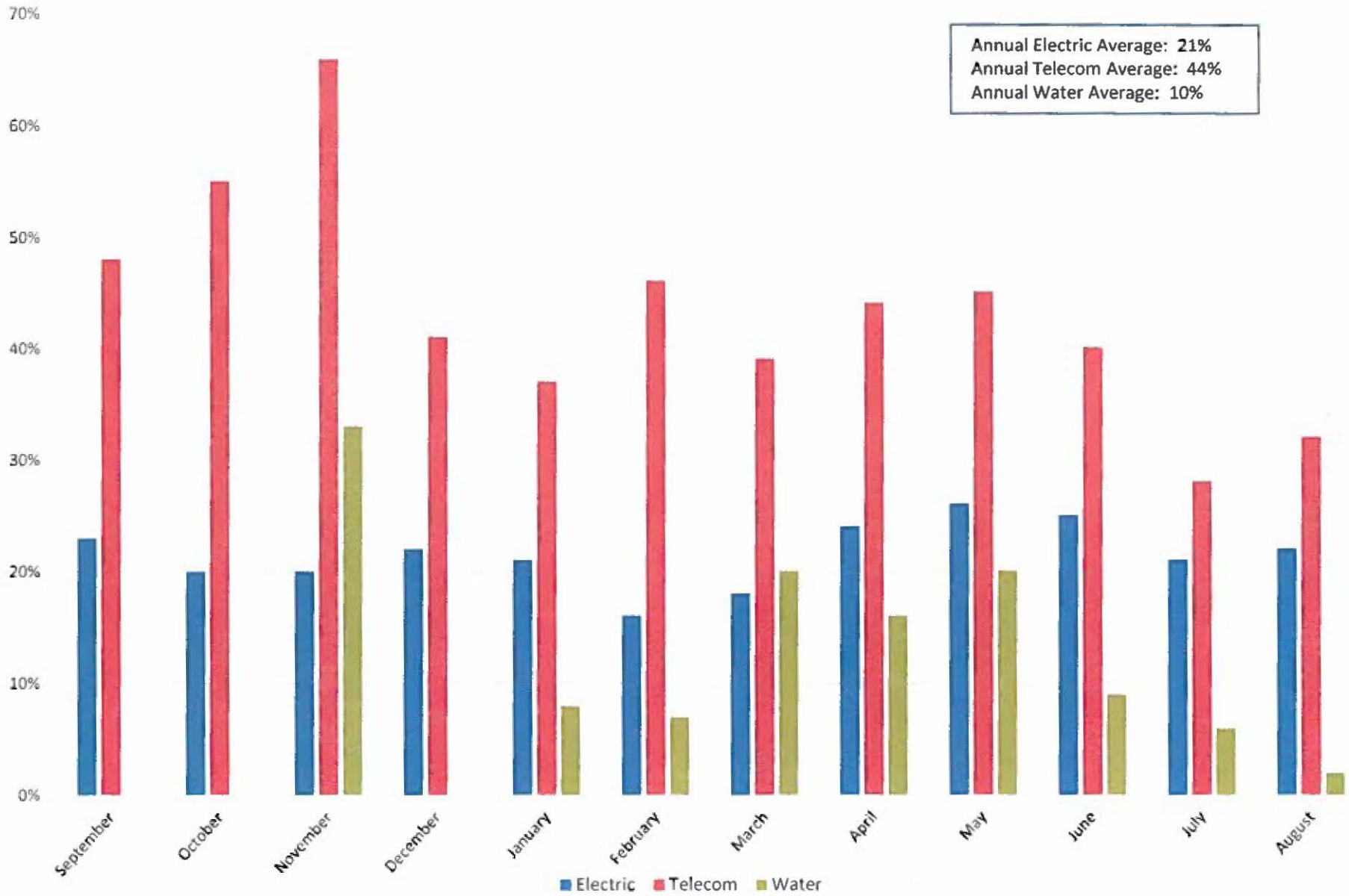
**Customer Protection Division  
Telecommunications Complaint Categories - FY 2015**



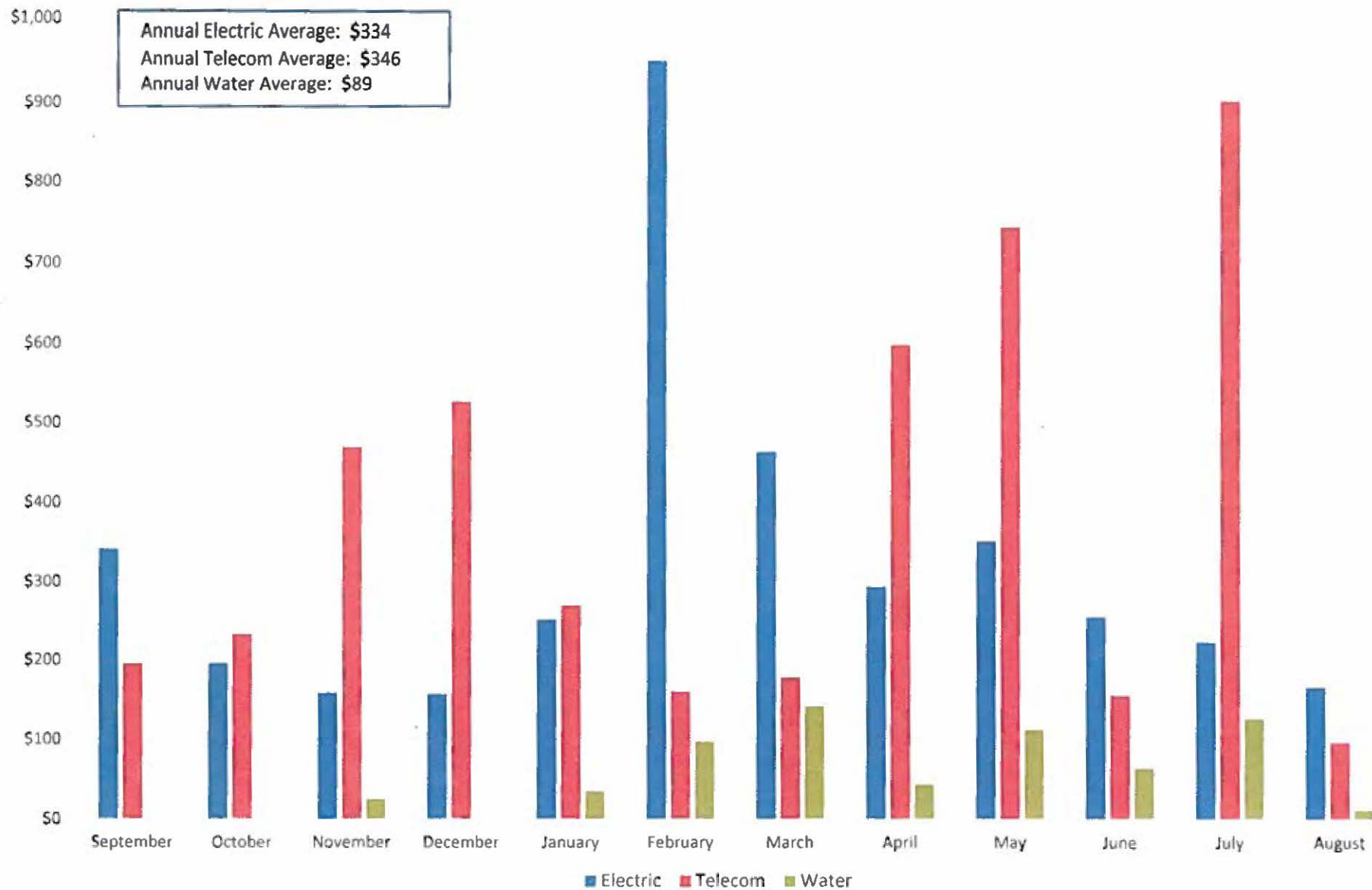
**Customer Protection Division  
Complaints Received Comparison -- FY 2014 and FY 2015**



**Customer Protection Division**  
**% Of Complaints Resulting In Customer Refunds - FY 2015**

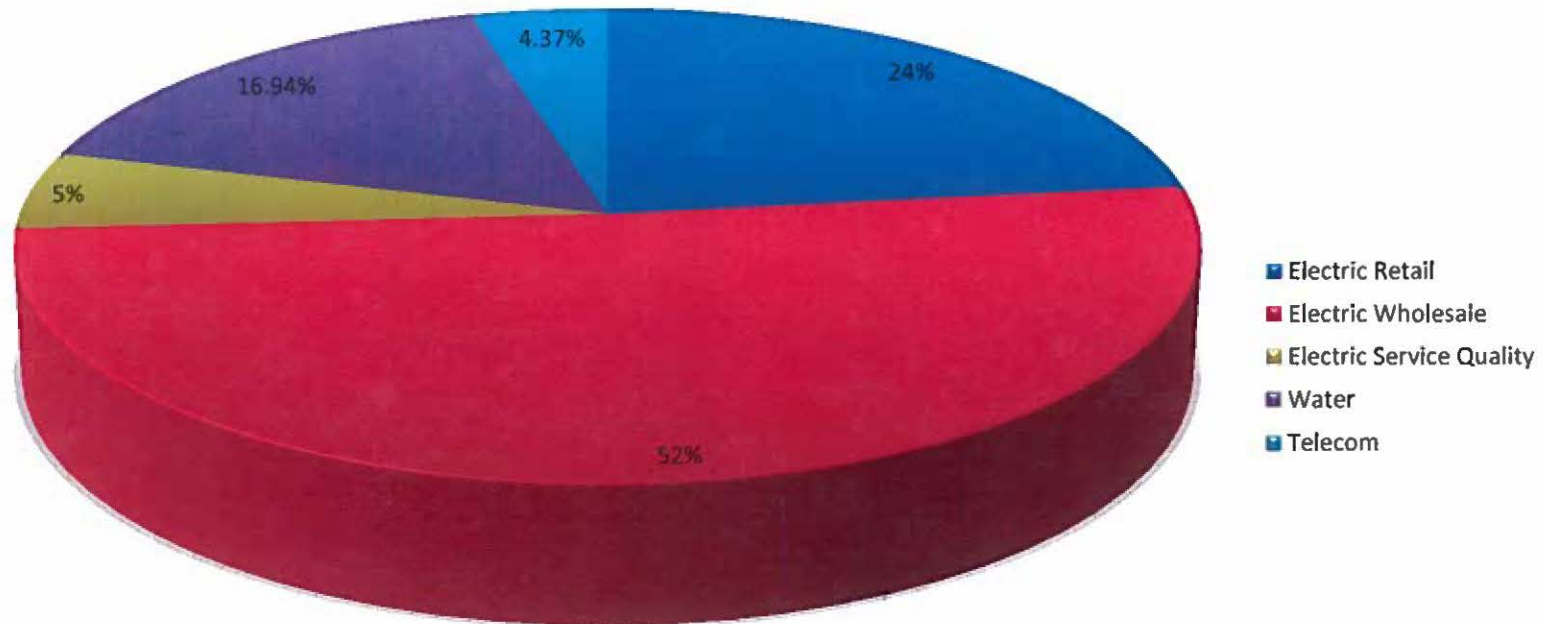


### Customer Protection Division Average Refund - FY 2015



## OVERSIGHT & ENFORCEMENT ACTIVITY

### Percentage of Total Investigations Opened Within Fiscal Year 2015

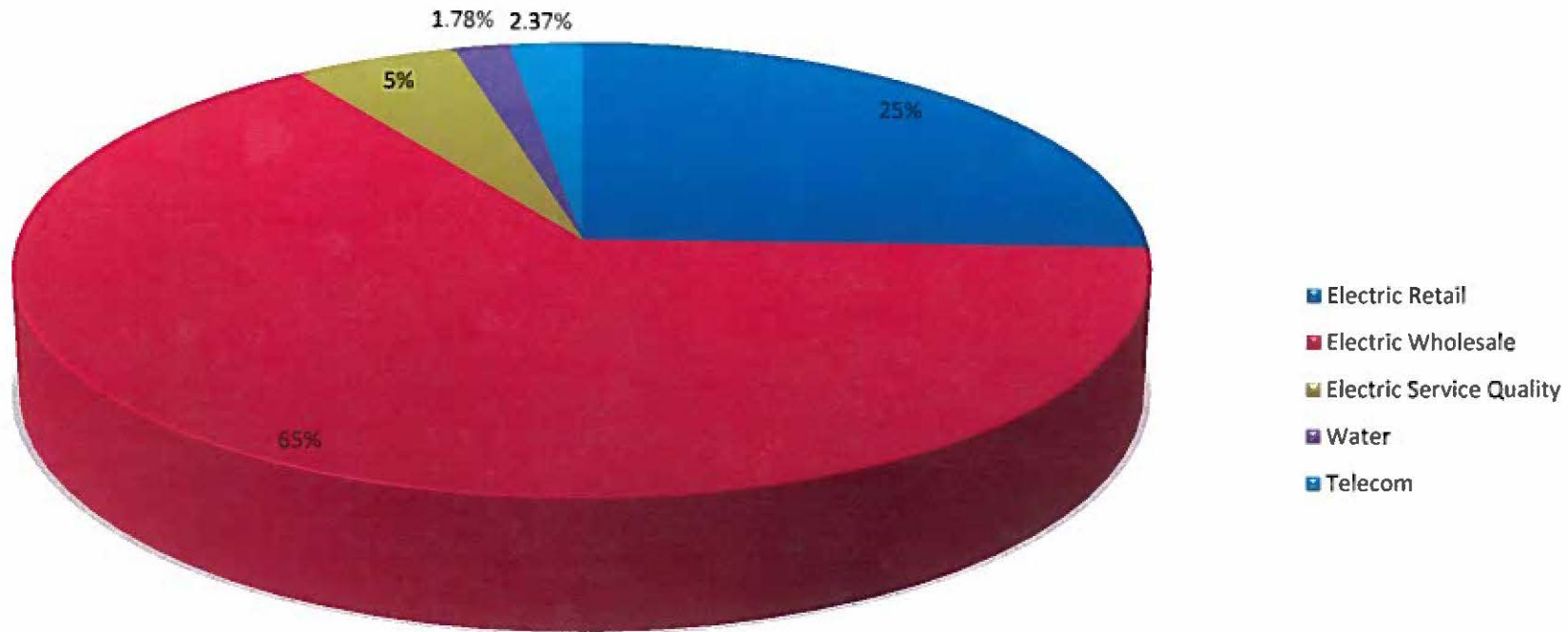


**Total Investigations Opened: 183**



OVERSIGHT & ENFORCEMENT ACTIVITY

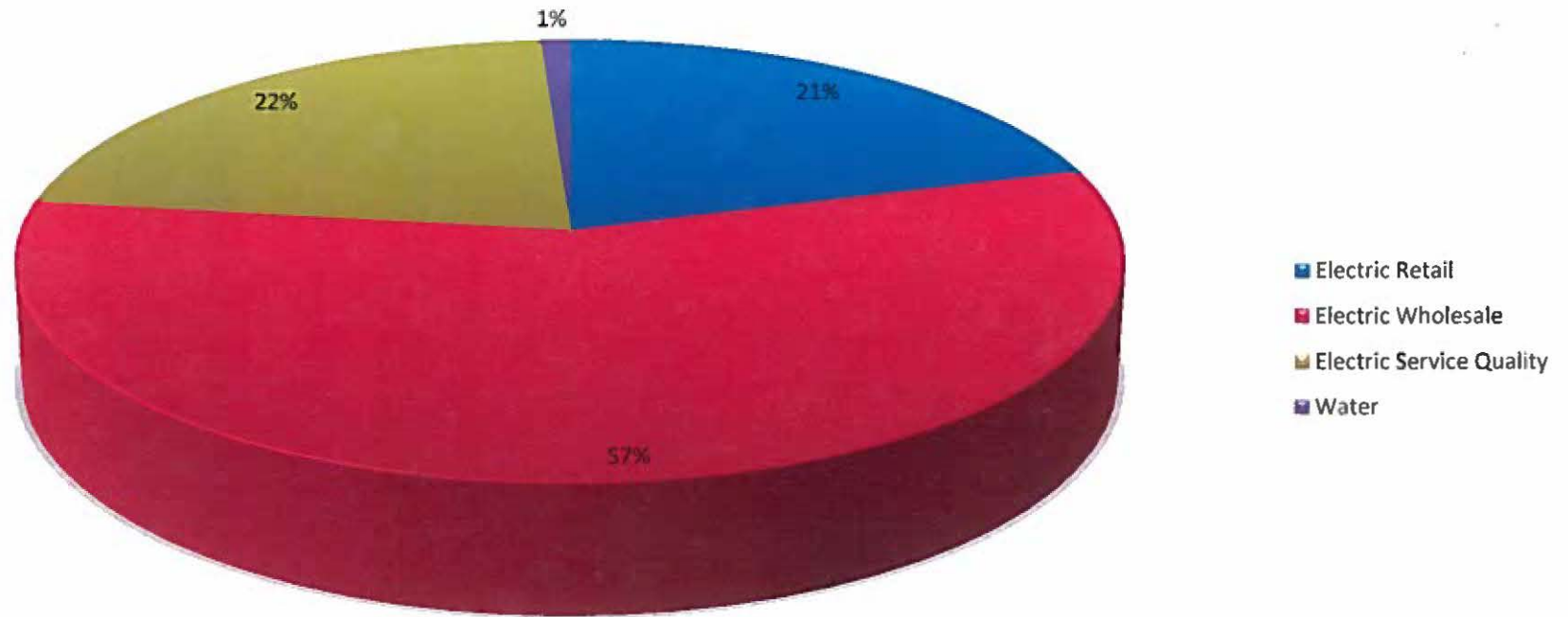
**Percentage of Total Investigations Closed  
Within Fiscal Year 2015**



**Total Investigations Closed: 167**

## OVERSIGHT & ENFORCEMENT ACTIVITY

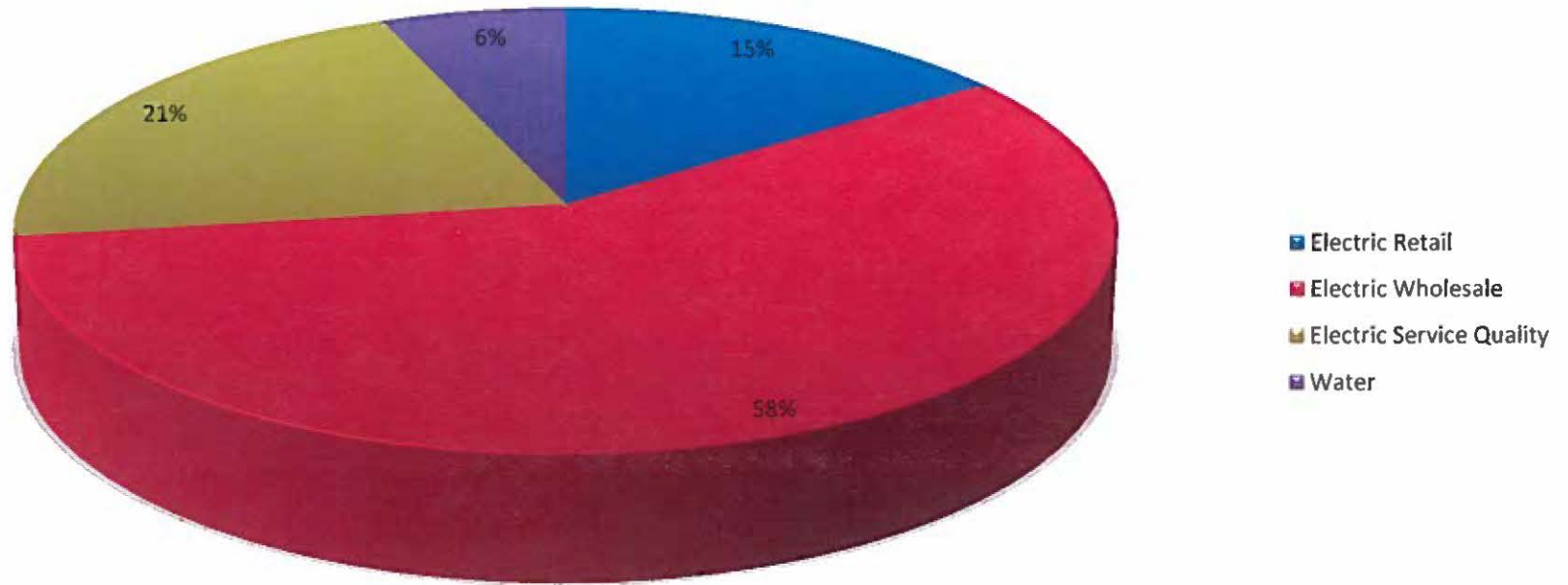
### Investigations that Resulted in Administrative Penalties: Percentage of Total Penalties Assessed by Violation Type Fiscal Year 2015



**Total Penalties: \$1,638,950.00**

OVERSIGHT & ENFORCEMENT ACTIVITY

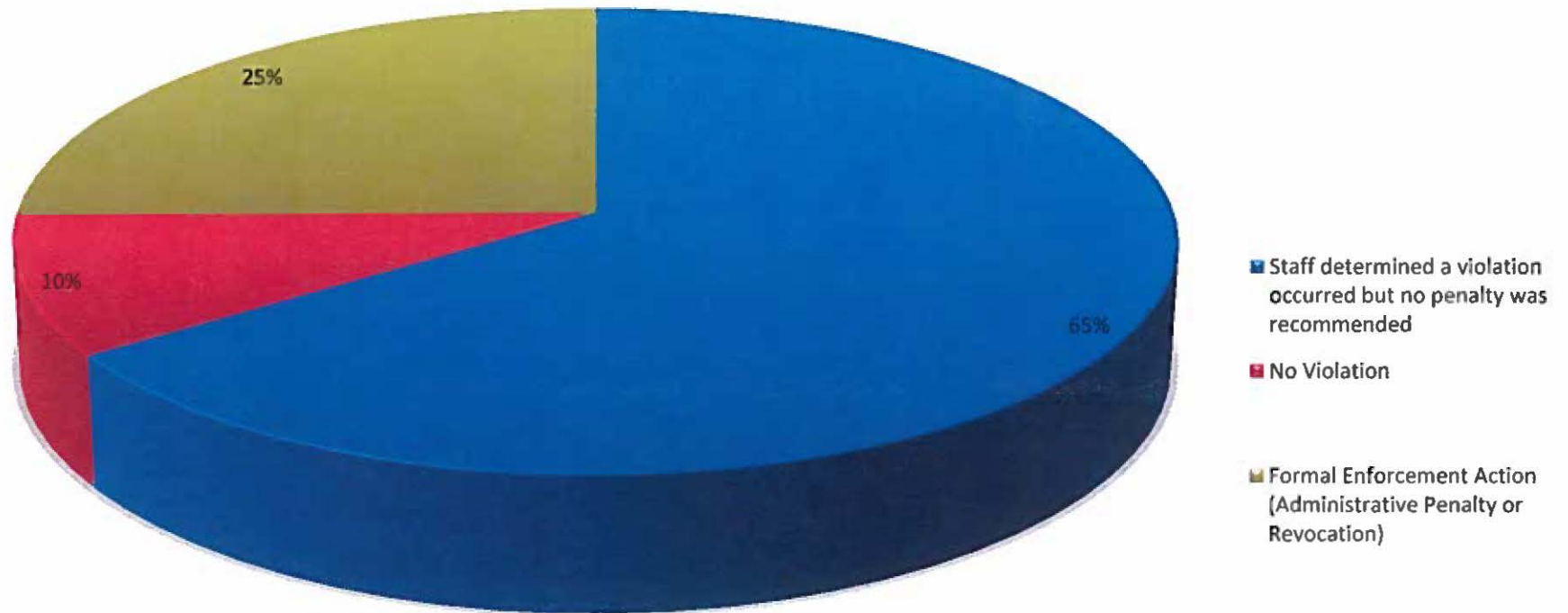
**Percentage of Total Enforcement Actions by Violation Type Fiscal Year  
2015**



**Total Enforcement Actions: 33**

OVERSIGHT & ENFORCEMENT ACTIVITY

**Percentage of Total Investigations by Action Taken  
Within Fiscal Year 2015**



**Total Investigations With A Finding of A Violation: 131**

## OVERSIGHT & ENFORCEMENT ACTIVITY

### PUC ENFORCEMENT ACTIVITY REPORT FOR DOCKETED CASES: FISCAL YEAR 2015

<u>Company</u>	<u>Violation</u>	<u>Docket</u>	<u>Final Order Date</u>	<u>Penalty</u>	<u>Violation Type</u>	<u>Settlement/Contested Case</u>	<u>Certificate Revoked</u>
AEP - SWEPCO	Reliability of Service	43250	11/14/2014	\$8,000.00	Electric Service Quality	Agreed Settlement	No
AEP - TCC	Reliability of Service	43247	11/14/2014	\$72,000.00	Electric Service Quality	Agreed Settlement	No
AEP - TNC	Reliability of Service	43246	11/14/2014	\$48,000.00	Electric Service Quality	Agreed Settlement	No
AEP Texas North Company	ERCOT Protocols	44869	7/30/2015	\$21,000.00	Electric Wholesale	Agreed Settlement	No
Air Liquide	ERCOT Protocols	44594	5/01/2015	\$50,000.00	Electric Wholesale	Agreed Settlement	No
Brazos Electric Power Coop	ERCOT Protocols	44940	8/17/2015	\$120,000.00	Electric Wholesale	Agreed Settlement	No
Constellation Energy Commodities Group	ERCOT Protocols	44337	3/10/2015	\$50,000.00	Electric Wholesale	Agreed Settlement	No
CPS Energy	ERCOT Protocols	44530	6/19/2015	\$22,500.00	Electric Wholesale	Agreed Settlement	No
Direct Energy	Customer Protection Rules	44833	7/30/2015	\$220,000.00	Electric Retail	Agreed Settlement	No
EDF Trading	ERCOT Protocols	44338	3/10/2015	\$50,000.00	Electric Wholesale	Agreed Settlement	No
EDF Trading	ERCOT Protocols	43576	11/14/2014	\$57,000.00	Electric Wholesale	Agreed Settlement	No
El Paso Electric Company	Reliability of Service	42726	9/11/2014	\$9,000.00	Electric Service Quality	Agreed Settlement	No
Energy Curtailment Specialists	ERCOT Protocols	43457	11/14/2014	\$15,000.00	Electric Wholesale	Agreed Settlement	No
E-Now LP	Customer Protection Rules	43151	10/23/2014	\$42,500.00	Electric Retail	Agreed Settlement	No
Entergy Texas	Reliability of Service	43740	12/18/2014	\$21,000.00	Electric Service Quality	Agreed Settlement	No
Exelon	ERCOT Protocols	44454	3/27/2015	\$20,000.00	Electric Wholesale	Agreed Settlement	No
Exelon	ERCOT Protocols	44349	3/10/2015	\$70,000.00	Electric Wholesale	Agreed Settlement	No
Exelon	ERCOT Protocols	44354	3/10/2015	\$10,000.00	Electric Wholesale	Agreed Settlement	No
Falcon Club	TWC Rules/Licensing	44708	6/23/2015	\$0.00	Water	Default Order	CCN Revoked
GDF Suez	ERCOT Protocols	43162	10/23/2014	\$28,000.00	Electric Wholesale	Agreed Settlement	No
INVENERGY	ERCOT Protocols	44385	3/10/2015	\$109,000.00	Electric Wholesale	Agreed Settlement	No
Luminant Generation Company, LLC.	ERCOT Protocols	44727	6/19/2015	\$121,500.00	Electric Wholesale	Agreed Settlement	No
M.E.N. Water Supply Corporation	TWC Rules	44884	7/30/2015	\$7,000.00	Water	Agreed Settlement	No
MAMO Enterprises QSE	ERCOT Protocols	44757	7/02/2015	\$10,000.00	Electric Retail	Agreed Settlement	No
MP2	ERCOT Protocols	43961	2/04/2015	\$45,000.00	Electronic Wholesale	Agreed Settlement	No
NRG	ERCOT Protocols	44524	4/17/2015	\$35,000.00	Electric Wholesale	Agreed Settlement	No
ONCOR	Reliability of Service	43571	11/14/2015	\$174,000.00	Electric Service Quality	Agreed Settlement	No
Power Resources, Ltd.	ERCOT Protocols	43705	12/18/2014	\$37,000.00	Electric Wholesale	Agreed Settlement	No
Tenaska Frontier	ERCOT Protocols	44810	7/30/2015	\$33,000.00	Electric Wholesale	Agreed Settlement	No
Tenaska Gateway	ERCOT Protocols	44811	7/30/2015	\$37,000.00	Electric Wholesale	Agreed Settlement	No
TriEagle Energy, LP dba Power House Energy	ERCOT Protocols	42783	10/03/2014	\$4,450.00	Electric Retail	Agreed Settlement	No
Xcel Energy dba Southwestern Public Service Company	Customer Protection Rules	43260	11/14/2014	\$32,000.00	Electric Service Quality	Agreed Settlement	No
Young Energy dba Payless Power	Customer Protection Rules	44368	3/10/2015	\$60,000.00	Electric Retail	Agreed Settlement	No
<b>TOTAL</b>				<b>\$1,638,950.00</b>	<b>33 Docketed Cases</b>		

\*Additionally, in 74 investigations O&E Staff determined that a violation occurred, but an administrative penalty was not recommended.