

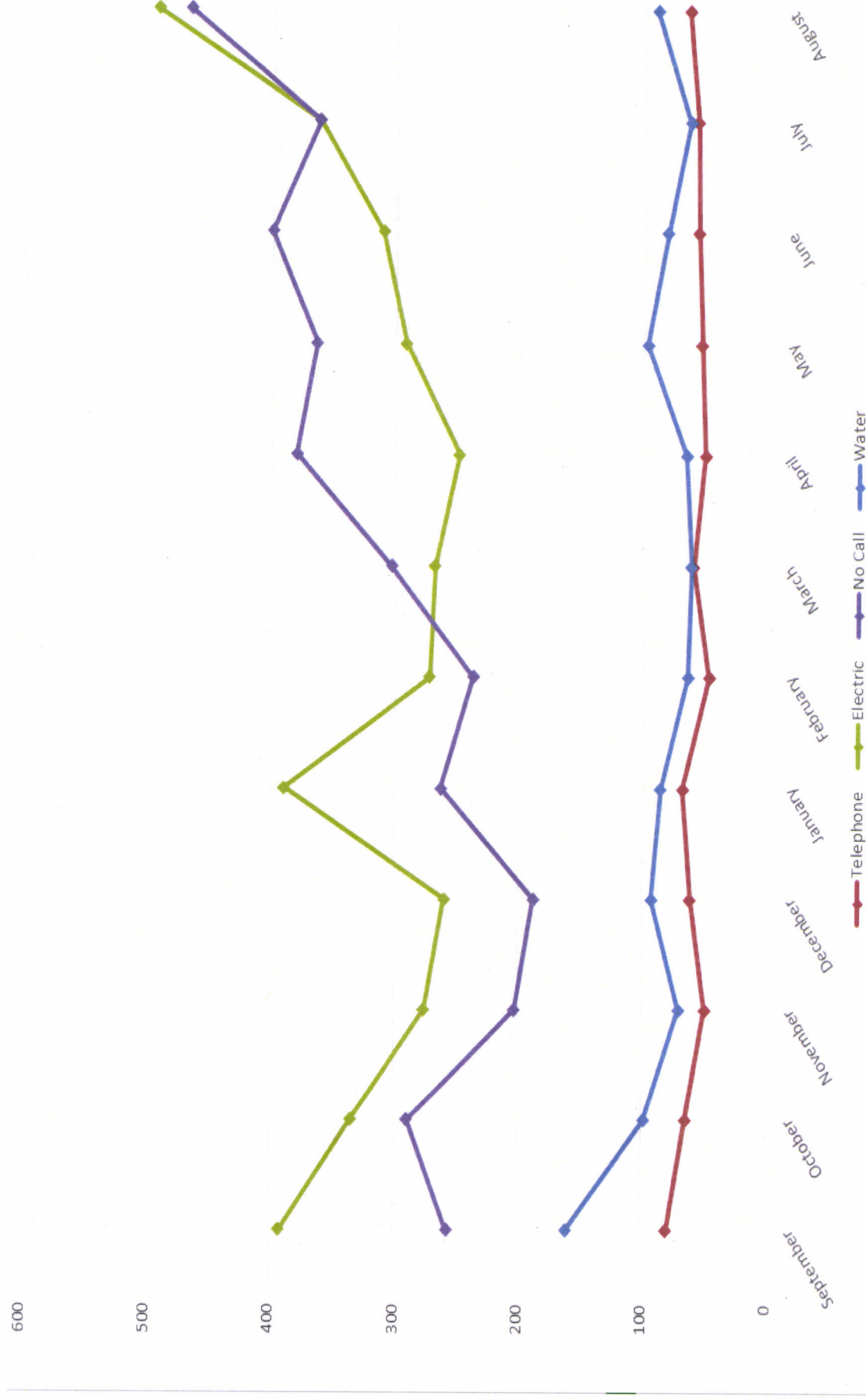
PROJECT NO. 47676
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2017 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

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 2017. Staff intends to present this information for the Commissioners' review at the November 17, 2017 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 47676 on or before Friday, October 27, 2017.

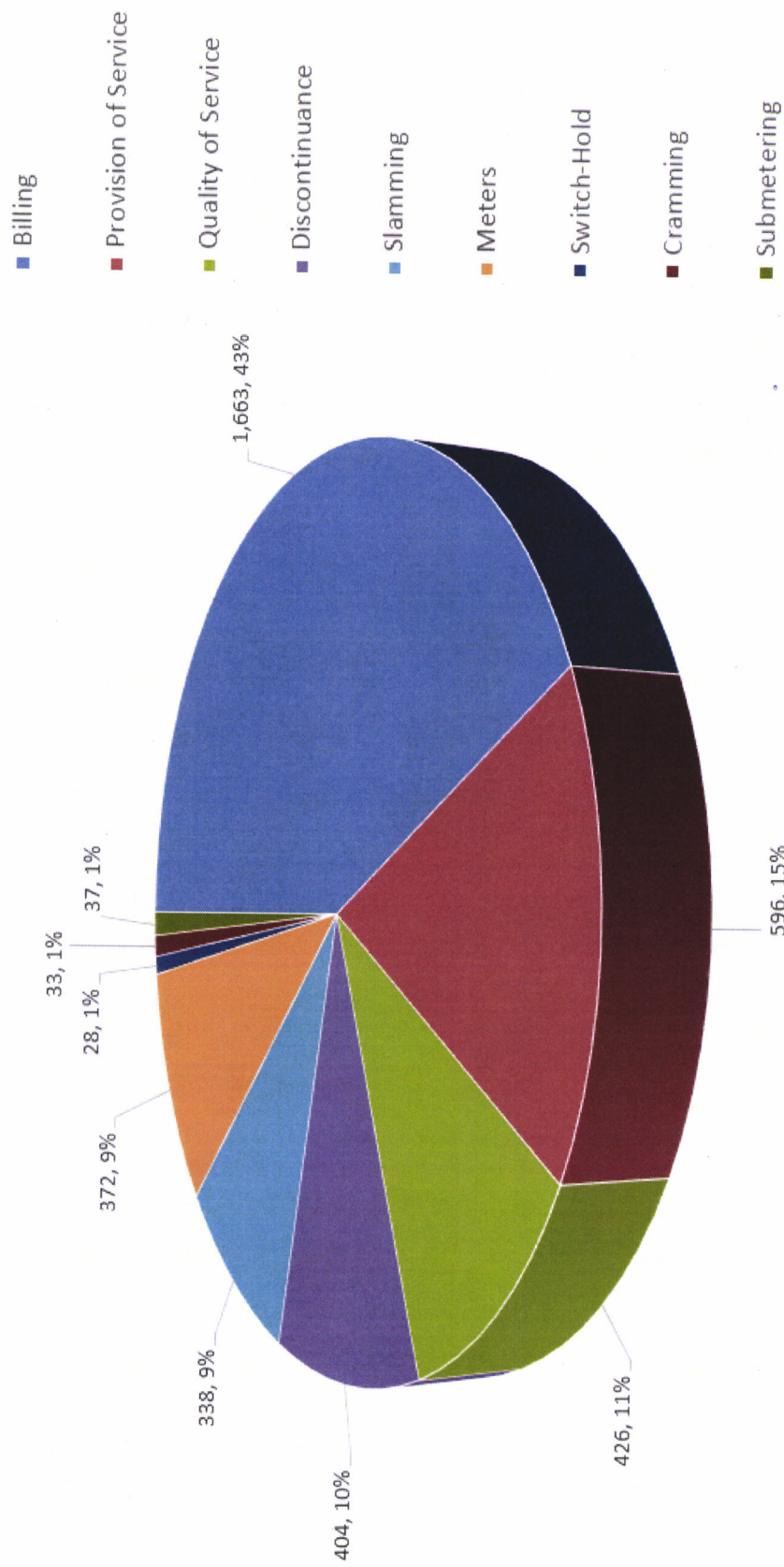
Comments may be filed by submitting 16 copies to the Commission's Filing Clerk, Public Utility Commission of Texas, 1701 North Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326 no later than Friday, October 27, 2017. All comments should reference Project Number 47676.

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 2017 Complaints Received

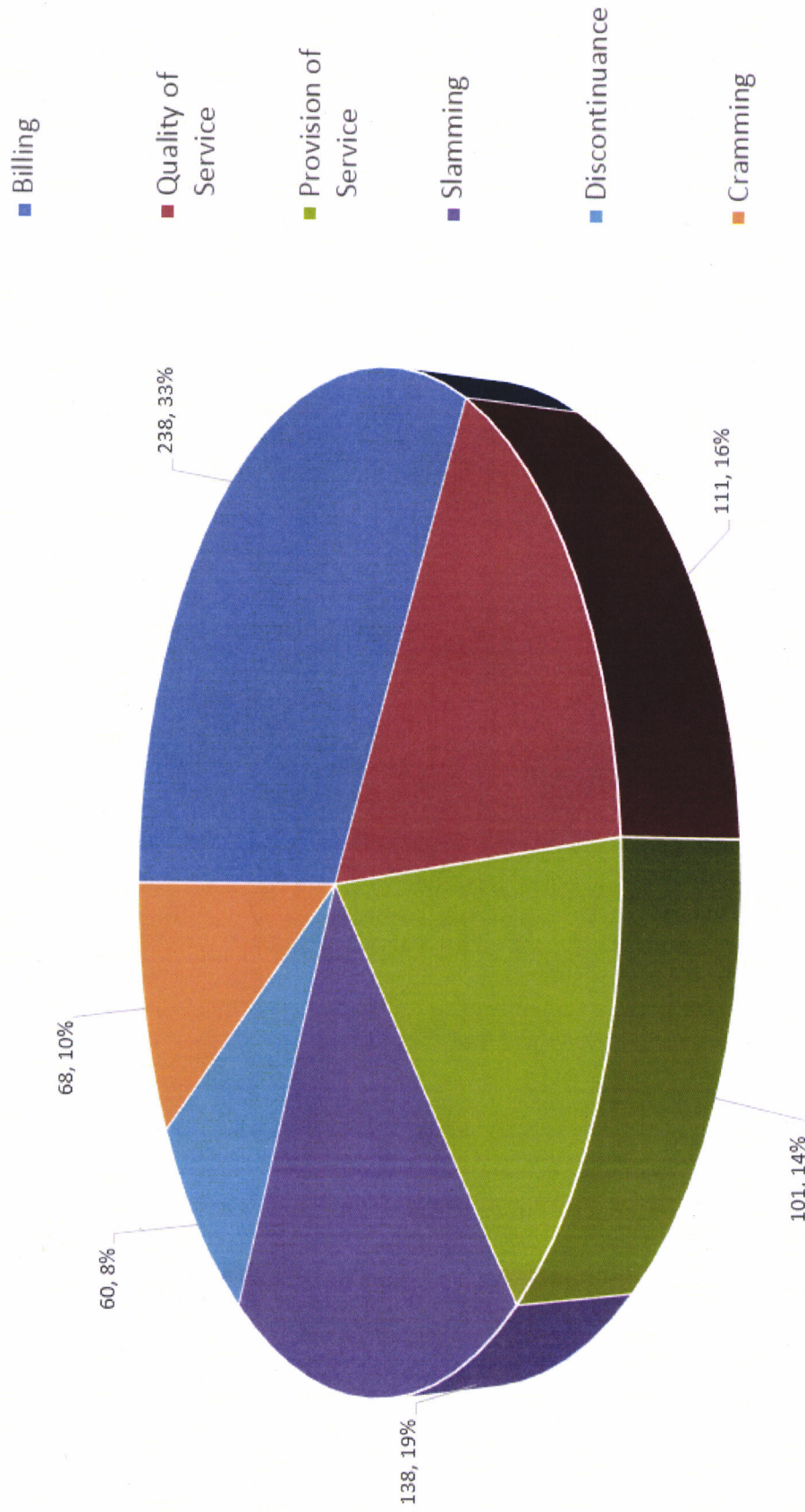


Customer Protection Division Electric Complaint Categories – FY 2017



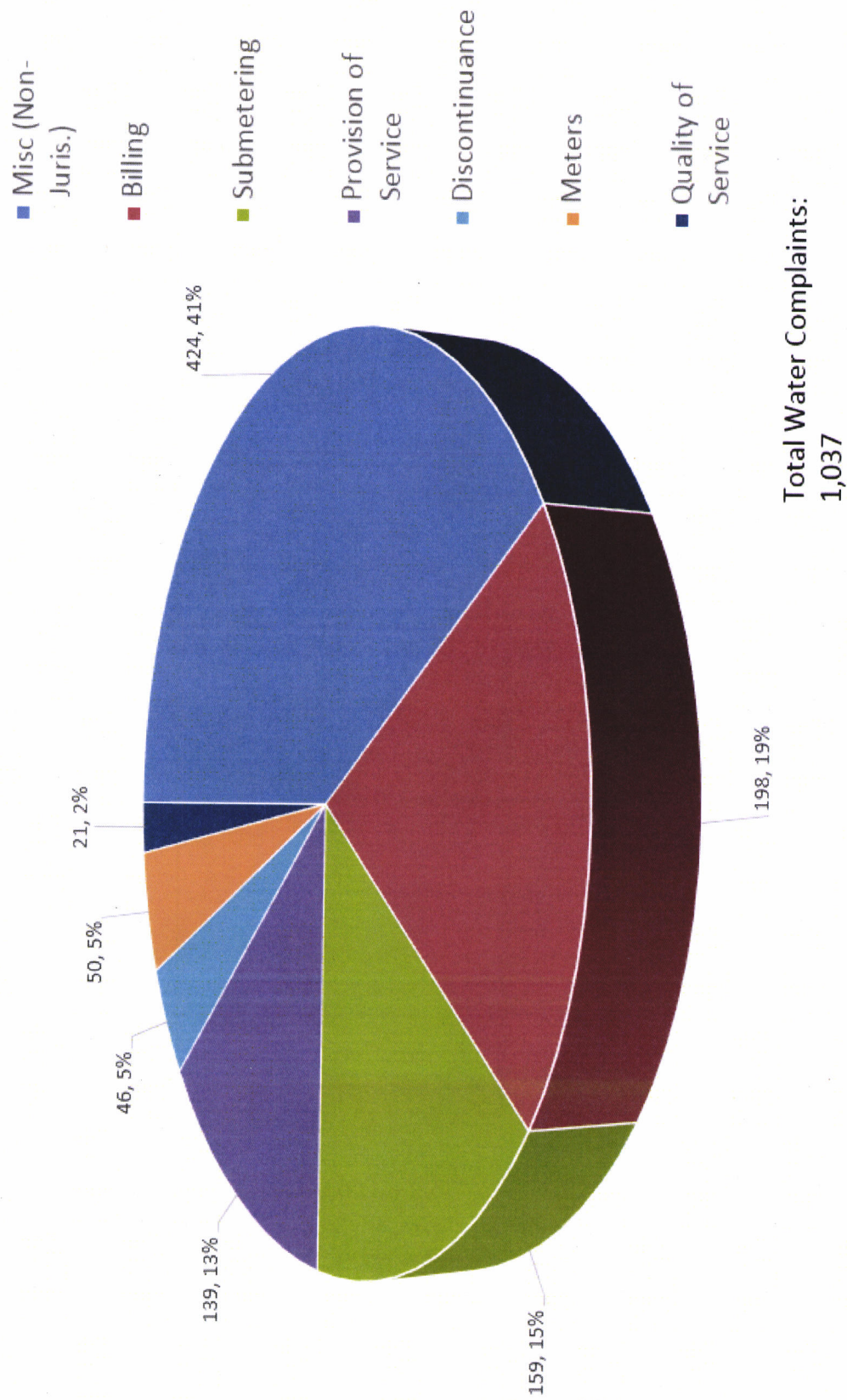
Total Electric Complaints:
3,898

Customer Protection Division
Telecommunications Complaint Categories – FY 2017

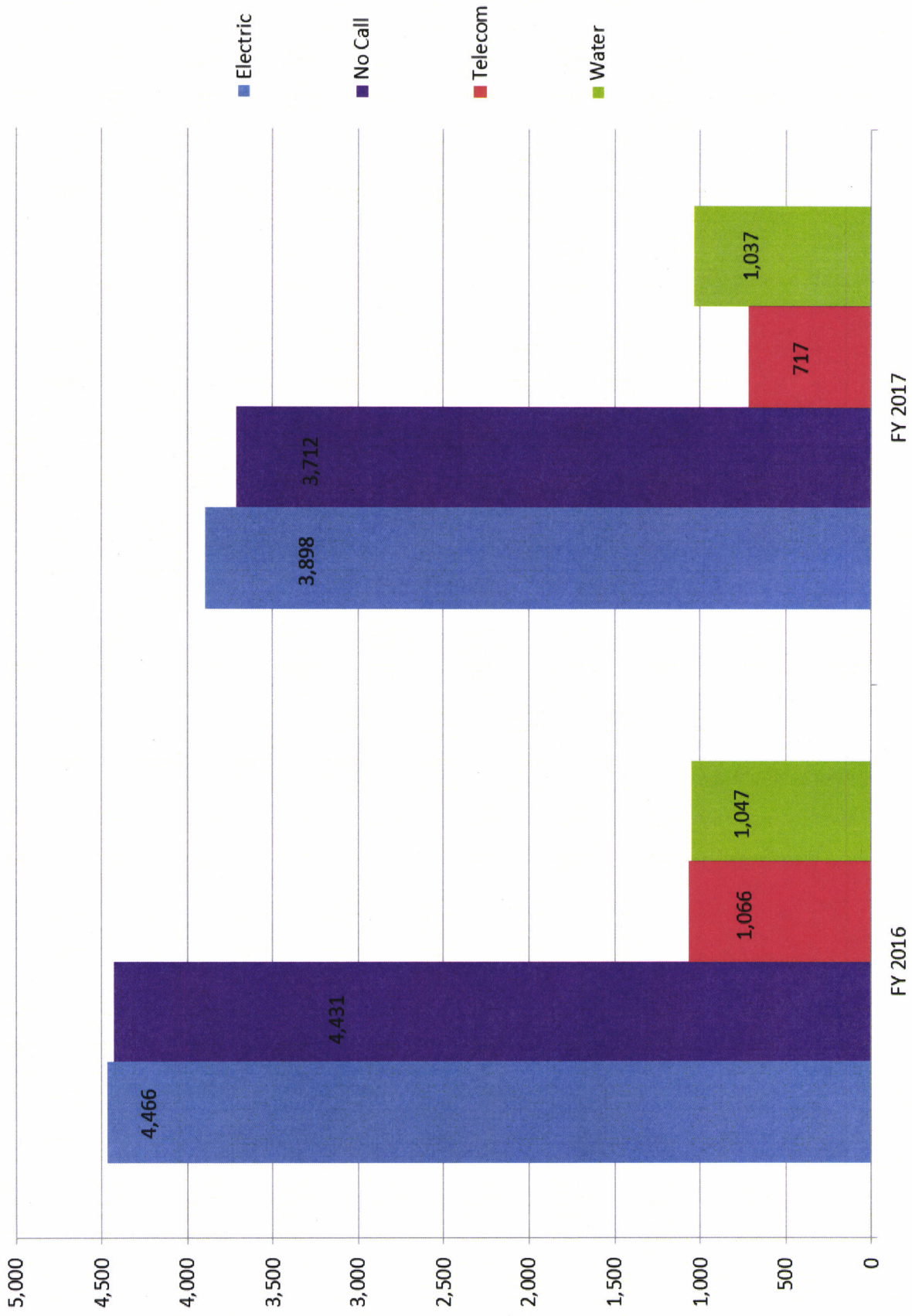


Total Telecommunications
Complaints:
717

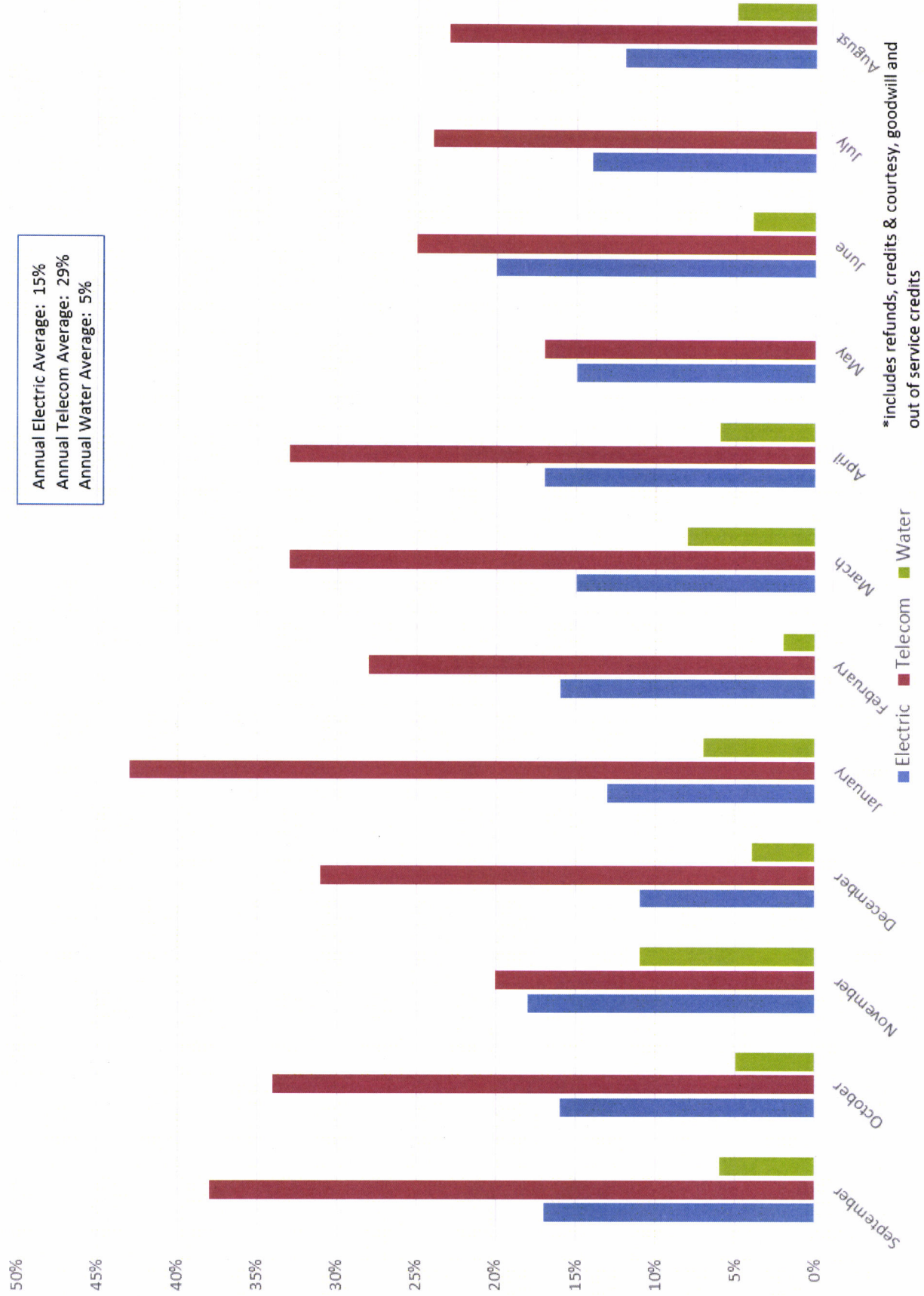
Customer Protection Division Water Complaint Categories – FY 2017



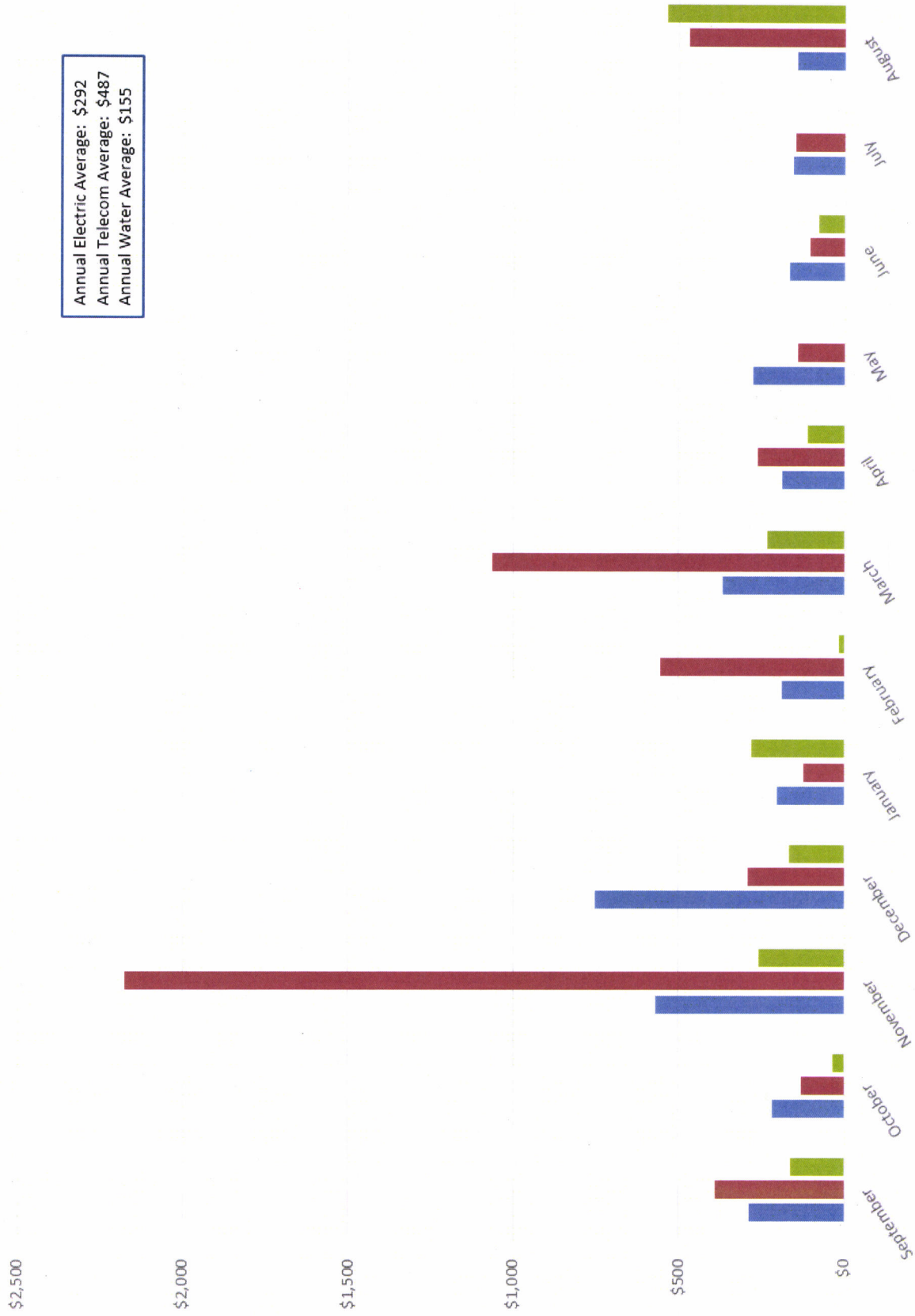
Customer Protection Division
Complaints Received Comparison – FY 2016 and FY 2017



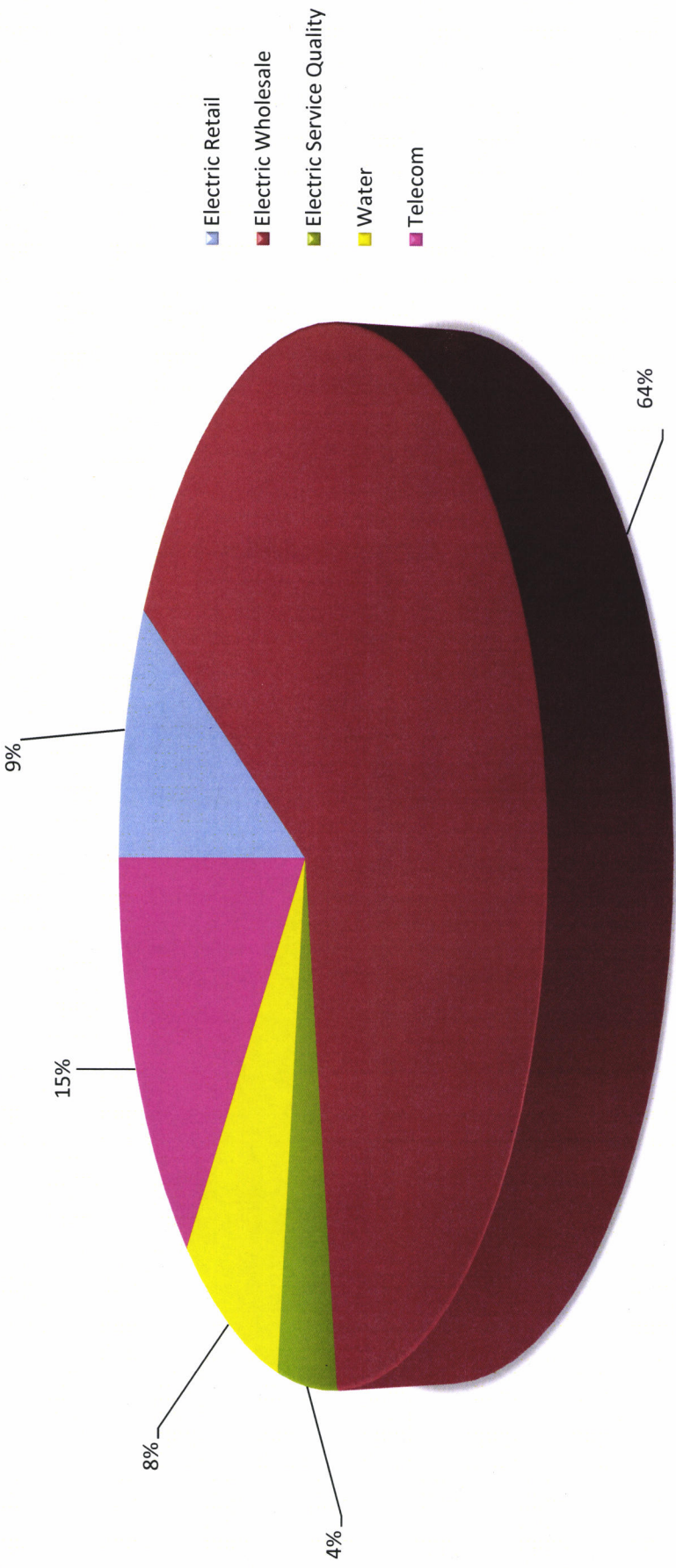
Customer Protection Division % of Complaints Resulting in Customer Refunds* - FY 2017



Customer Protection Division Average Refund* - FY 2017



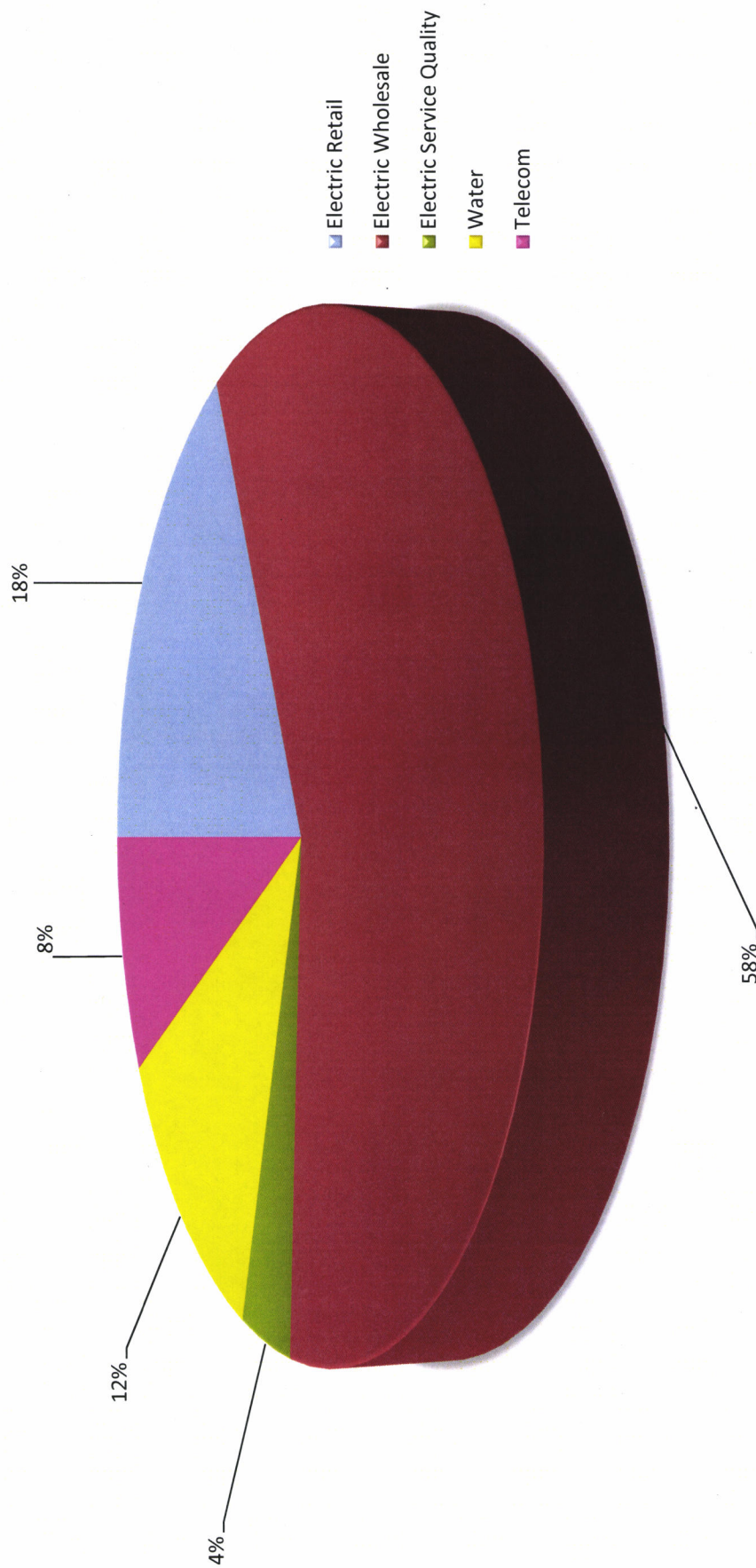
Total Investigations Opened Within Fiscal Year 2017



Total Investigations Opened: 266

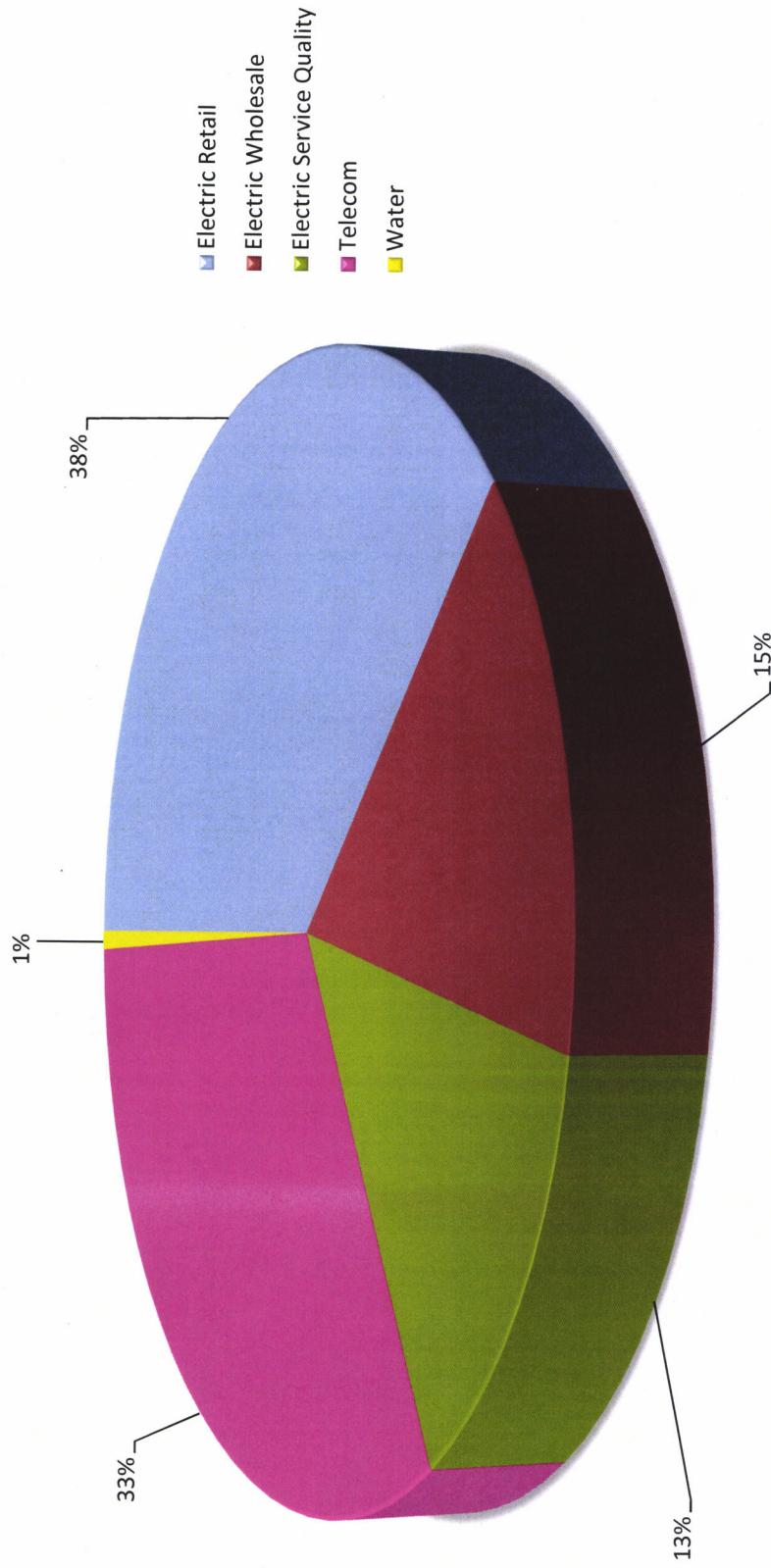
OVERSIGHT & ENFORCEMENT ACTIVITY

Total Investigations Closed Within Fiscal Year 2017



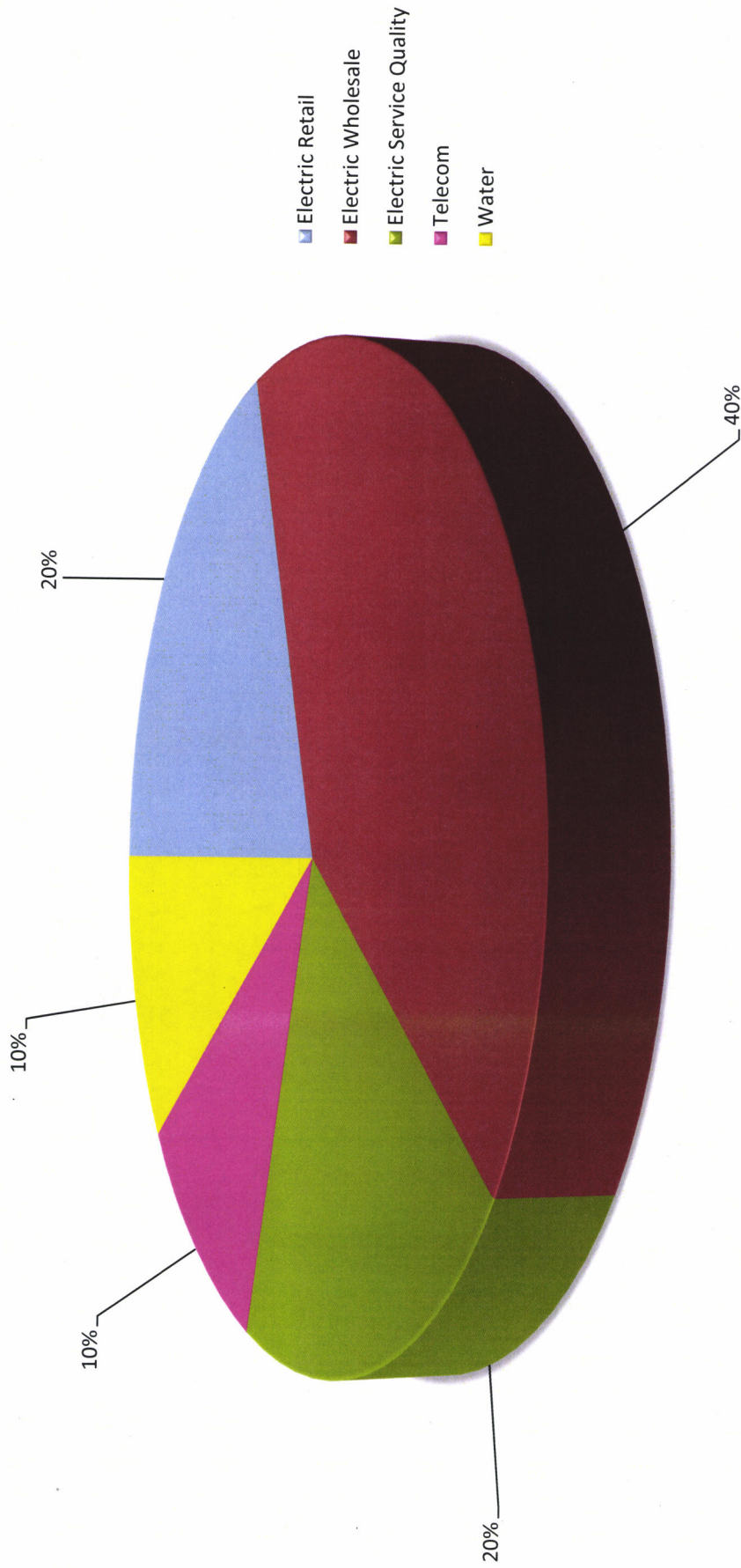
Total Investigations Closed: 283

**Docketed Cases that Resulted in Administrative Penalties:
Percentage of Total Penalties Assessed by Violation Type
Fiscal Year 2017**



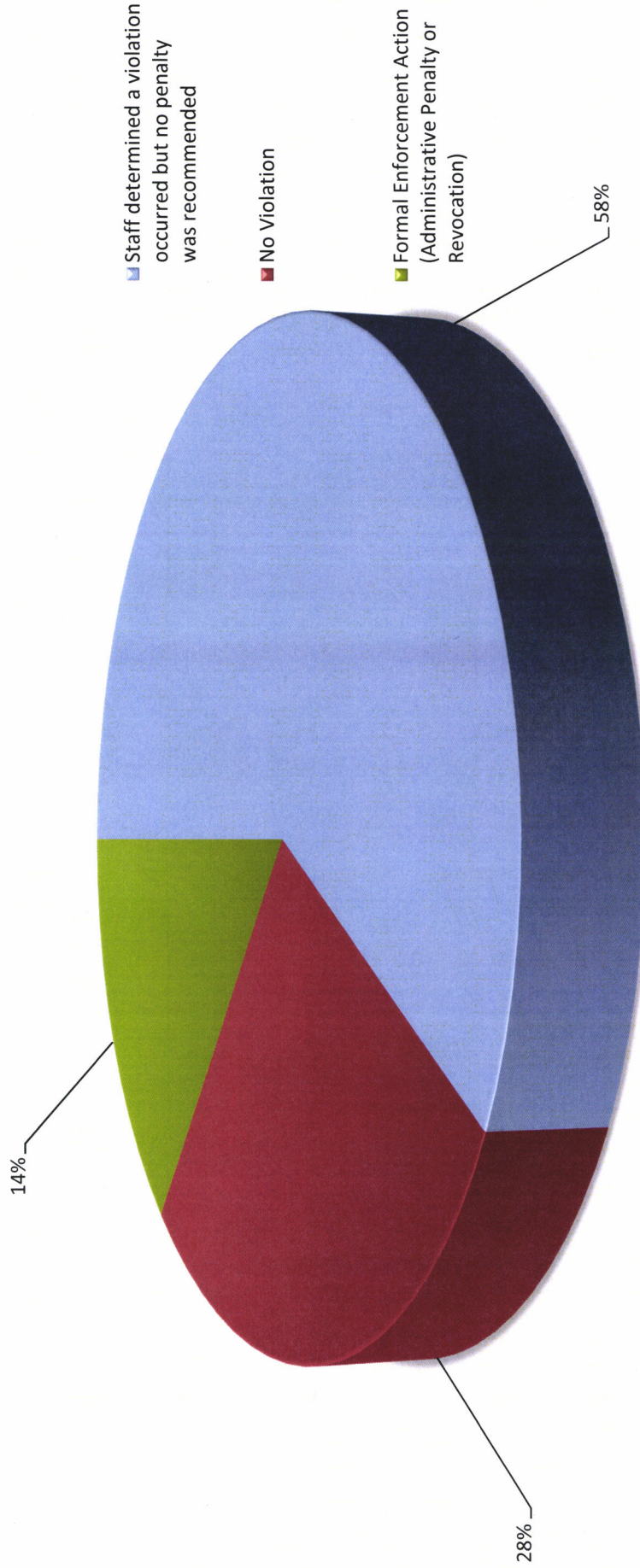
Total Penalties: 4,391,000.00

Docketed Cases by Violation Type Fiscal Year 2017



Total Docketed Cases: 40

Investigation Results in Fiscal Year 2017



Total Closed Investigations: 283

OVERSIGHT & ENFORCEMENT ACTIVITY

PUC ENFORCEMENT ACTIVITY REPORT FOR DOCKETED CASES: FISCAL YEAR 2017

<u>Company</u>	<u>Violation</u>	<u>Docket</u>	<u>Final Order Date</u>	<u>Penalty P/R</u>	<u>Violation Type</u>	<u>Settlement/Contested Case</u>	<u>Certificate Revoked</u>
AEP Sharyland	Reliability of Service	46550	12/16/2016	\$15,000.00 {P}	Svc. Quality	Agreed Settlement	No
AEP TCC	Reliability of Service	46361	11/01/2016	\$89,000.00 {P}	Svc. Quality	Agreed Settlement	No
AEP TNC	Reliability of Service	46362	11/01/2016	\$76,000.00 {P}	Svc. Quality	Agreed Settlement	No
AT&T Texas	TAC Rules	46454	12/01/2016	\$24,000.00 {P}	Telecom	Agreed Settlement	No
Bernard Timbers	TWC Rules/Licensing	46225	01/12/2017	\$0.00 {P}	Water	Revocation	Yes
Boca Chica Water Supply	TWC Rules/Licensing	47069	06/29/2017	\$0.00	Water	Revocation	Yes
Brooklet Energy Distribution, LLC	Customer Protection Rules	46023	09/14/2016	\$100,000.00 {P}	Retail	Agreed Settlement	No
Calpine	ERCOT Protocols	47215	06/29/2017	\$30,000.00 {P}	Wholesale	Agreed Settlement	No
CenturyLink	TAC Rules	47201	06/29/2017	\$88,500.00 {P}	Telecom	Agreed Settlement	No
Cielo Wind Services Inc.	ERCOT Protocols	47363	08/18/2017	\$5,000.00 {P}	Wholesale	Agreed Settlement	No
City of Austin dba Austin Energy	ERCOT Protocols	46291	09/23/2016	\$8,500.00 {P}	Wholesale	Agreed Settlement	No
City of Austin Water	TWC Rules/Licensing	46226	11/01/2016	\$25,000.00 {P}	Water	Agreed Settlement	No
CPS Energy	ERCOT Protocols	46479	12/01/2016	\$35,000.00 {P}	Wholesale	Agreed Settlement	No
Credit Suisse Energy LLC	ERCOT Protocols	47264	06/29/2017	\$7,500.00 {P}	Wholesale	Agreed Settlement	No
Direct Energy LP	Customer Protection Rules	47362	08/18/2017	\$70,000.00	Retail	Agreed Settlement	No
EDF Energy Trading	ERCOT Protocols	47094	05/19/2017	\$100,000.00 {P}	Wholesale	Agreed Settlement	No
Entergy	Reliability of Service	46455	12/01/2016	\$25,000.00 {P}	Svc. Quality	Agreed Settlement	No
Everything Energy LLC	Customer Protection Rules	46597	12/16/2016	\$0.00	Retail	Agreed Settlement	No
Frontier Park Marina (Dan Neal)	TWC Rules/Licensing	46316	01/12/2017	\$0.00	Water	Revocation	Yes
Frontier Utilities, LLC	Customer Protection Rules	46826	03/09/2017	\$160,000.00 {P}	Retail	Agreed Settlement	No
GDF Suez Energy Marketing NA, Inc.	ERCOT Protocols	46360	11/01/2016	\$30,000.00 {P}	Wholesale	Agreed Settlement	No
GPSPS	TAC Rules		01/26/2017	\$1,115,000.00 {P}	Telecom	Notice of Violation	

OVERSIGHT & ENFORCEMENT ACTIVITY

<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>
Green Mountain Energy Company	Customer Protection Rules	46597	12/16/2016	\$0.00	Retail	Agreed Settlement	No
Luminant Energy Company LLC	ERCOT Protocols	46724	02/09/2017	\$170,000.00 {P}	Wholesale	Agreed Settlement	No
Luminant Generation Company, LLC	ERCOT Protocols	46377	11/01/2016	\$35,000.00 {P}	Wholesale	Agreed Settlement	No
NRG Texas Power, LLC	ERCOT Protocols	46453	12/01/2016	\$40,000.00 {P}	Wholesale	Agreed Settlement	No
Oncor	Reliability of Service	46733	02/09/2017	\$288,500.00 {P}	Svc. Quality	Agreed Settlement	No
Reliant Energy Retail Services, LLC	Customer Protection Rules	46597	12/16/2016	\$900,000.00 {P}	Retail	Agreed Settlement	No
Senate Wind LLC	ERCOT Protocols	45256	07/28/2017	\$600,000.00 {R}	Wholesale	Agreed Settlement	No
Sharyland Utilities LP	Customer Protection Rules	46873	03/30/2017	\$425,000.00 {P}	Retail	Agreed Settlement	No
SPS/XCEL	Reliability of Service	46307	09/23/2016	\$989,2925.00 {R}	Svc. Quality	Agreed Settlement	No
SWEPCO	Reliability of Service	47423	08/18/2017	\$49,000.00 {P}	Svc. Quality	Agreed Settlement	No
TNMIP	Reliability of Service	47287	07/28/2017	\$29,000.00 {P}	Svc. Quality	Agreed Settlement	No
Tony Marsh (Axon Energy)	ERCOT Protocols	44757	08/01/2017	\$21,000.00 {P}	Svc. Quality	Agreed Settlement	No
TPC Group LLC	ERCOT Protocols	46909	03/30/2017	\$0.00	Wholesale	Agreed Settlement	No
Twin Eagle	ERCOT Protocols	46927	04/13/2017	\$25,000.00 {P}	Wholesale	Agreed Settlement	No
US Retailers, LLC	Customer Protection Rules	46597	12/16/2016	\$125,000.00 {P}	Wholesale	Agreed Settlement	No
Victoria Electric Co-Op Inc.	ERCOT Protocols	47250	06/29/2017	\$0.00	Retail	Agreed Settlement	No
Viridity	ERCOT Protocols	46946	07/28/2017	\$10,000.00 {P}	Wholesale	Agreed Settlement	No
Windstream	TAC Rules	46570	12/16/2016	\$40,000.00 {P}	Wholesale	Agreed Settlement	No
		TOTAL	40 Docketed Cases	\$225,000.00 {P}	Telecom	Agreed Settlement	No
				\$1,589,292 {R}			
				\$4,391,000 {P}			

* Additionally, in 165 investigations O&E Staff determined that a violation occurred, but an administrative penalty was not recommended.