

PROJECT NO. 48711
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2018 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

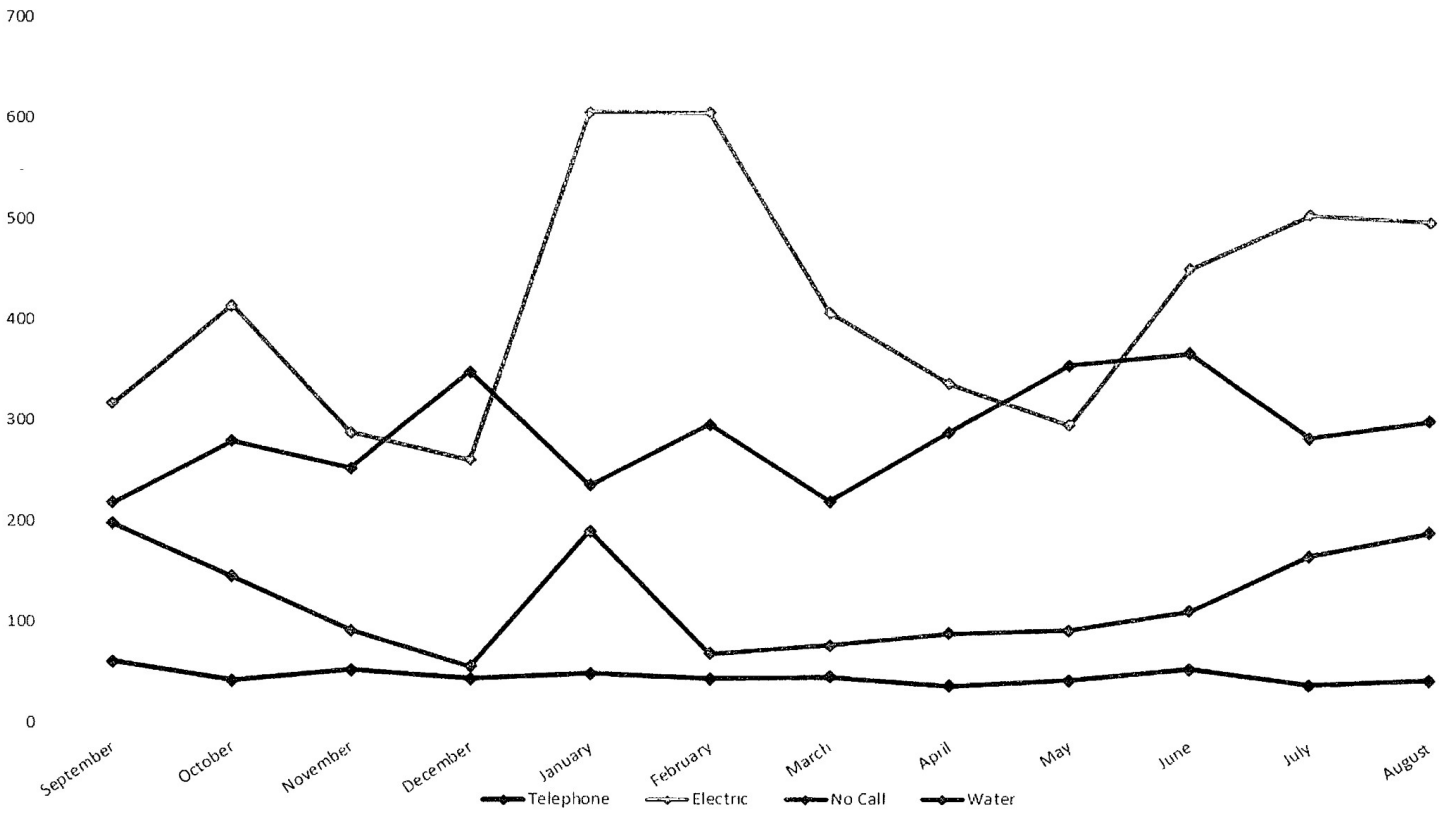
As a part of its 2010 report on the PUC, the Sunset Advisory Commission adopted a management action recommending that the Commission publish, on a regular basis, more complaint and enforcement data on its website. The Sunset Commission also recommended that the public be given an opportunity to comment on this information. Attached is summary information on enforcement actions and customer complaint data for fiscal year 2018. Staff intends to present this information for the Commissioners' review at the November 8, 2018 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 48711 on or before Friday, November 2, 2018.

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, November 2, 2018. All comments should reference Project Number 48711.

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.

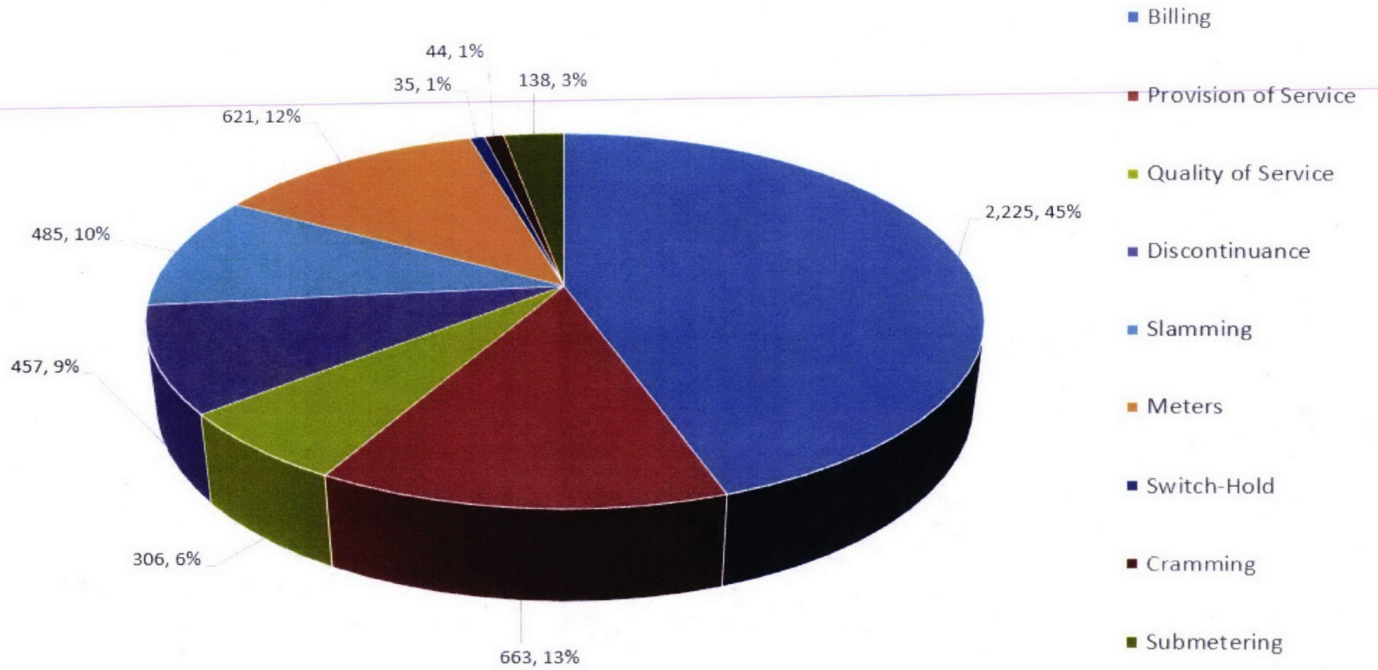
CUSTOMER PROTECTION DIVISION

Fiscal Year 2018 Complaints Received



CUSTOMER PROTECTION DIVISION

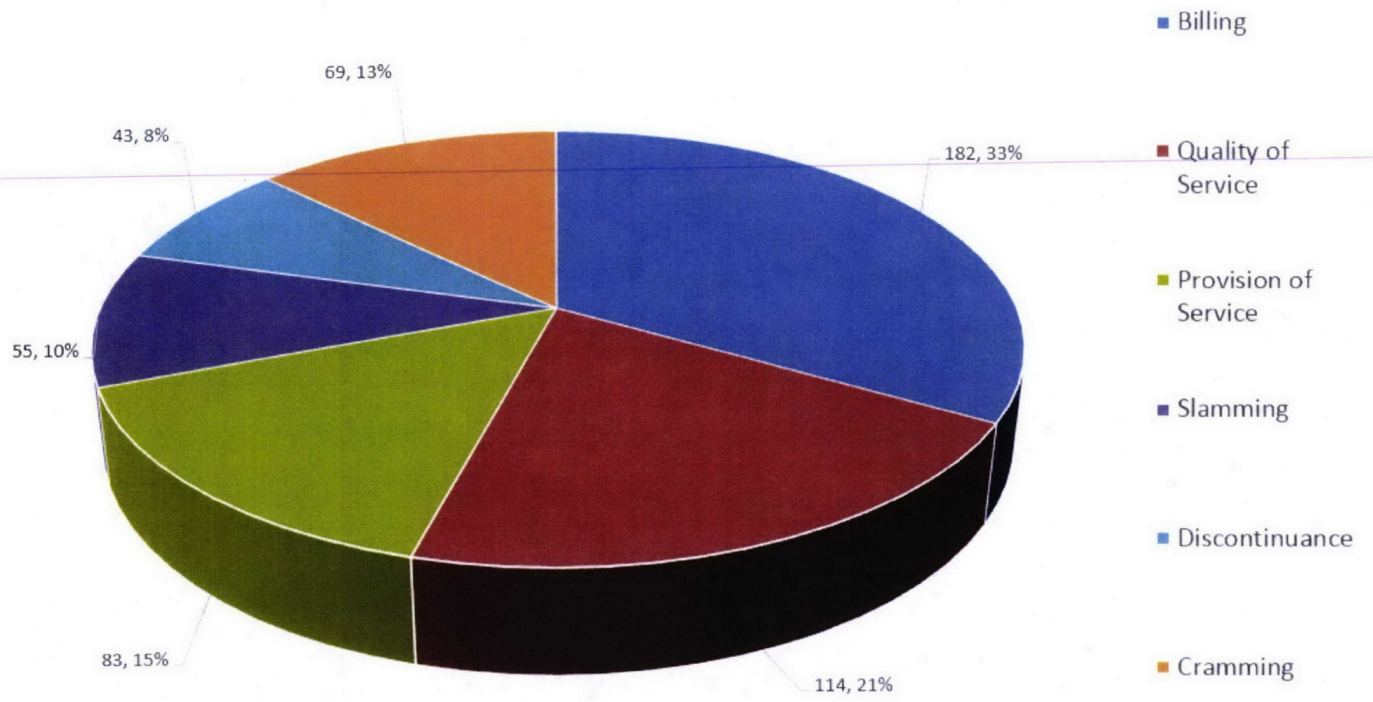
Electric Complaint Categories – FY 2018



Total Electric Complaints:
4,974

CUSTOMER PROTECTION DIVISION

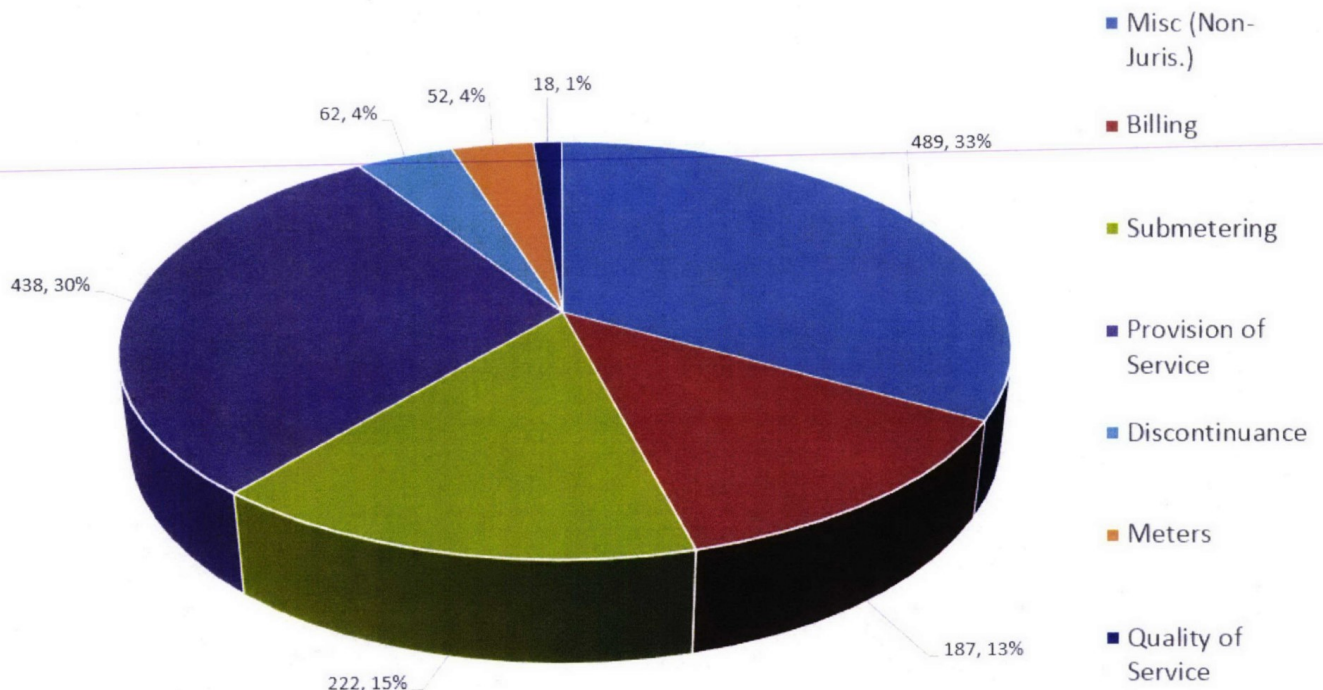
Telecommunications Complaint Categories – FY 2018



Total Telecommunications
Complaints:
546

CUSTOMER PROTECTION DIVISION

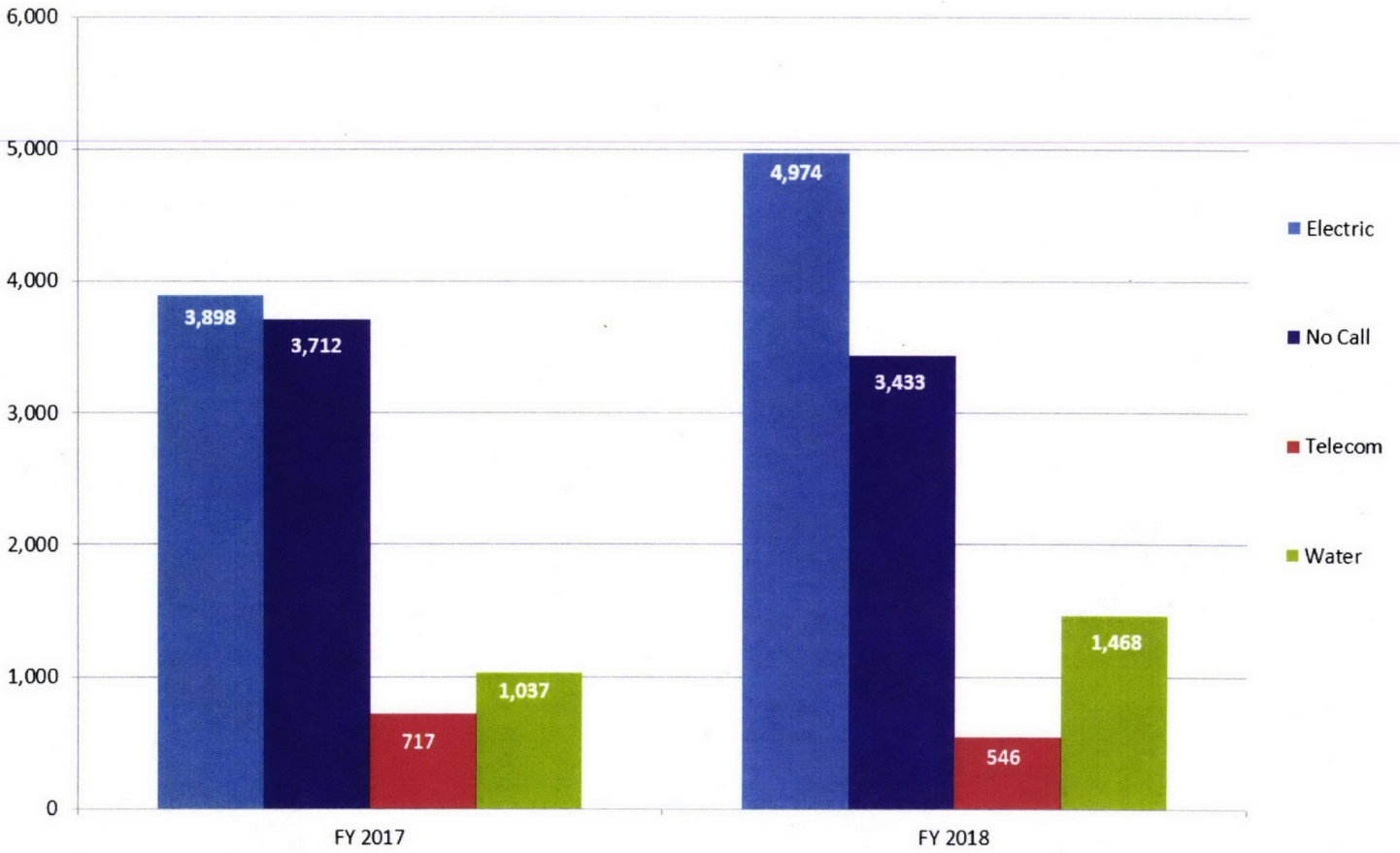
Water Complaint Categories – FY 2018



Total Water Complaints:
1,468

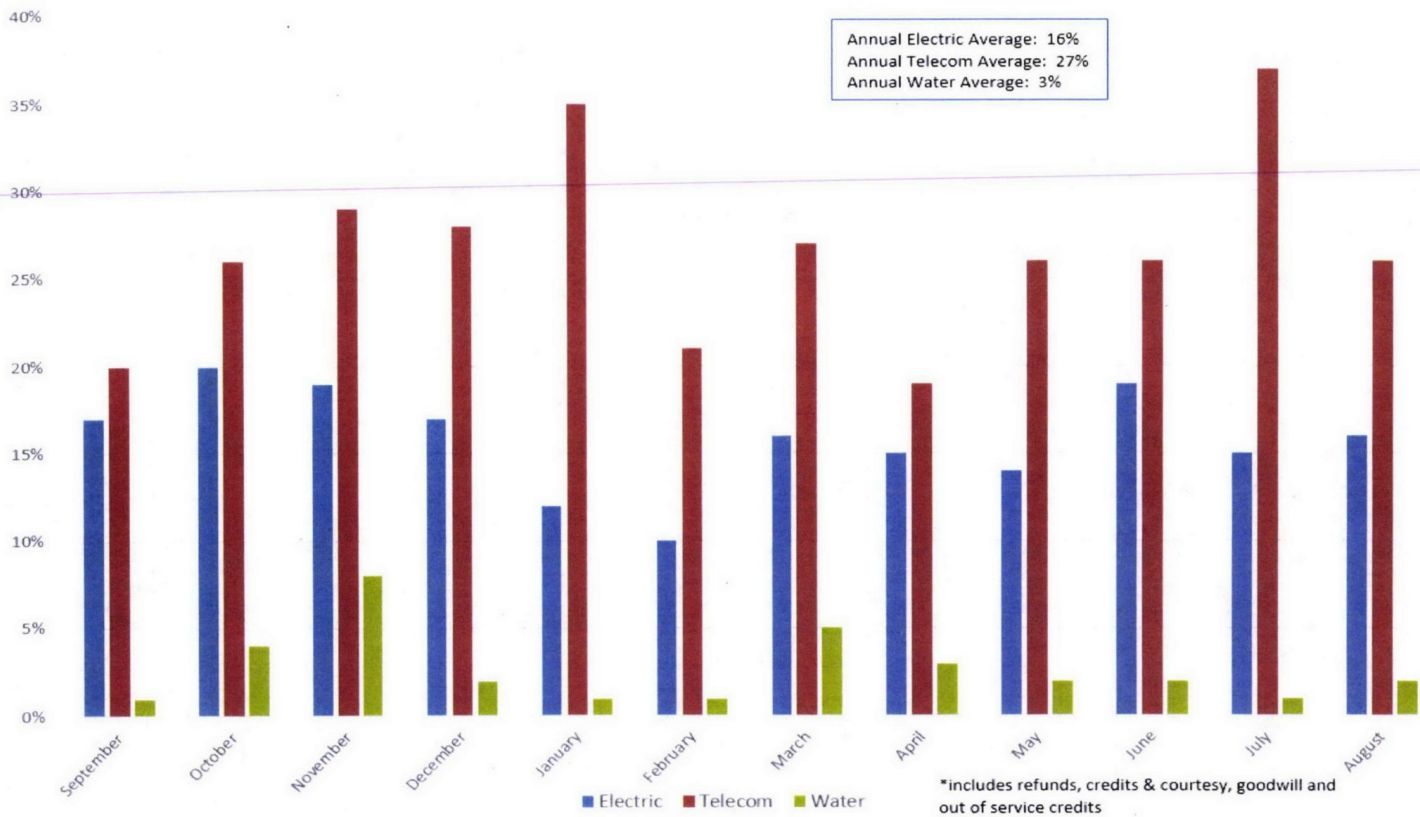
CUSTOMER PROTECTION DIVISION

Complaints Received Comparison – FY 2017 and FY 2018



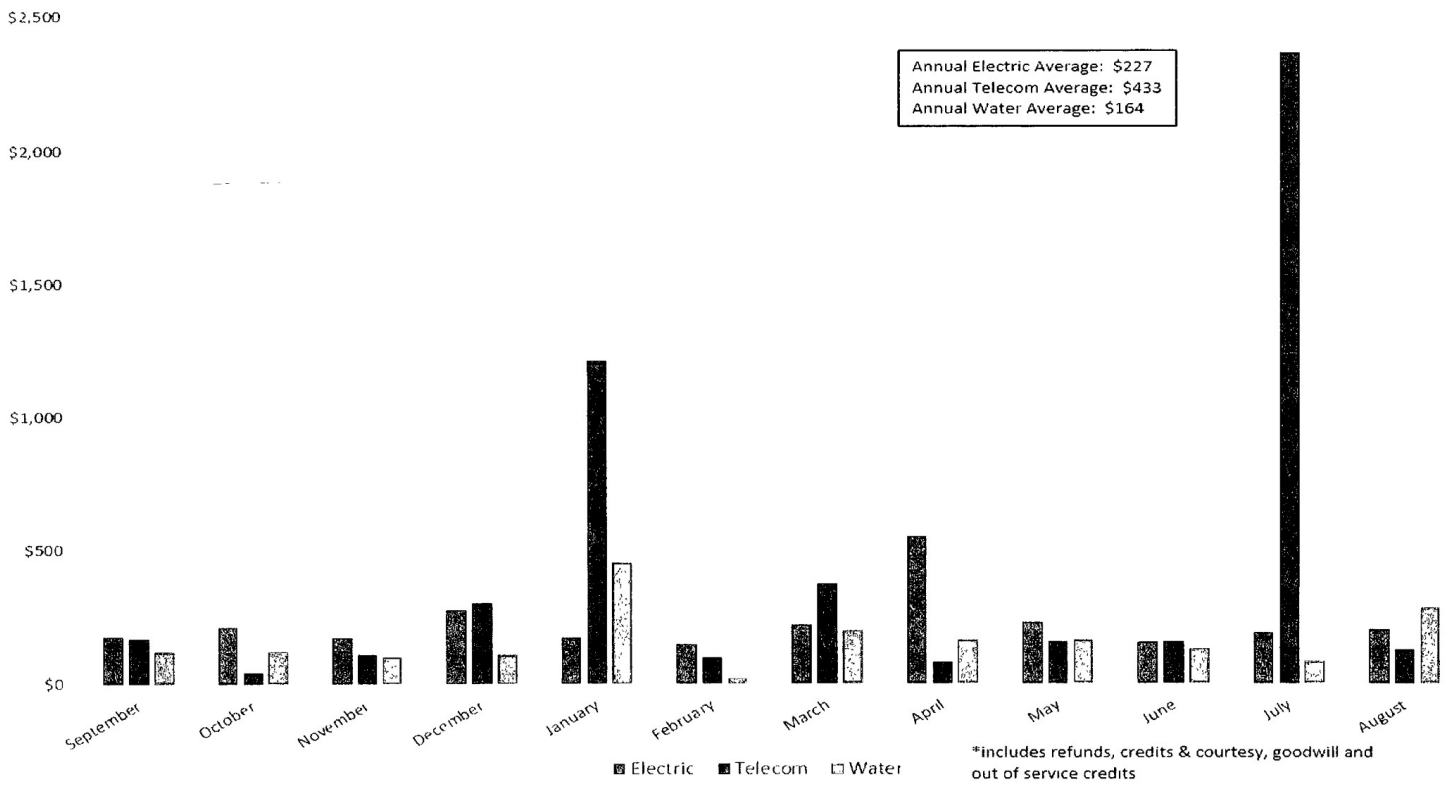
CUSTOMER PROTECTION DIVISION

% of Complaints Resulting in Customer Refunds* - FY 2018



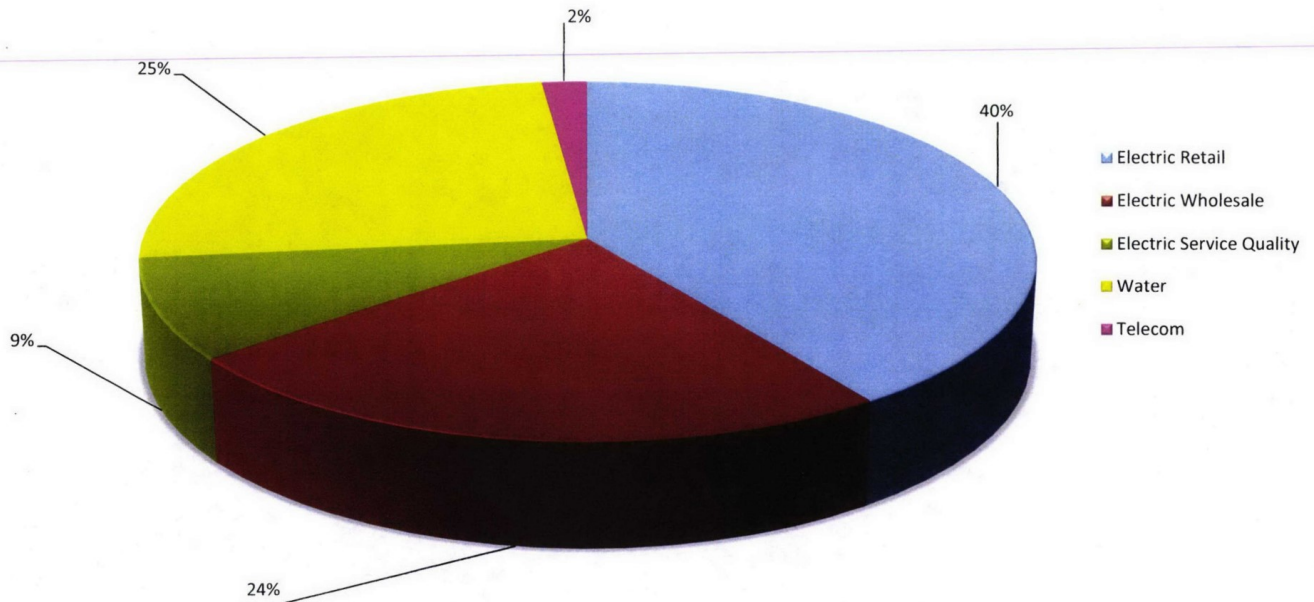
CUSTOMER PROTECTION DIVISION

Average Refund* - FY 2018



OVERSIGHT & ENFORCEMENT ACTIVITY

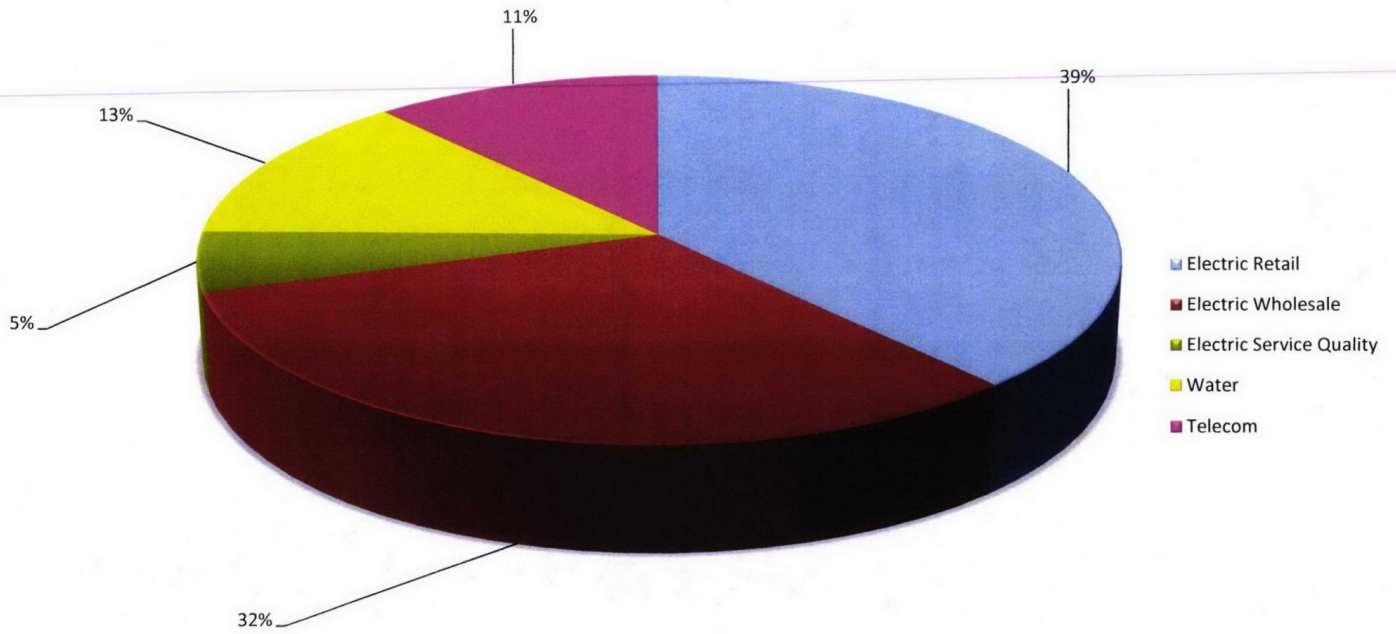
Total Investigations Opened Within Fiscal Year 2018



Total Investigations Opened: 109

OVERSIGHT & ENFORCEMENT ACTIVITY

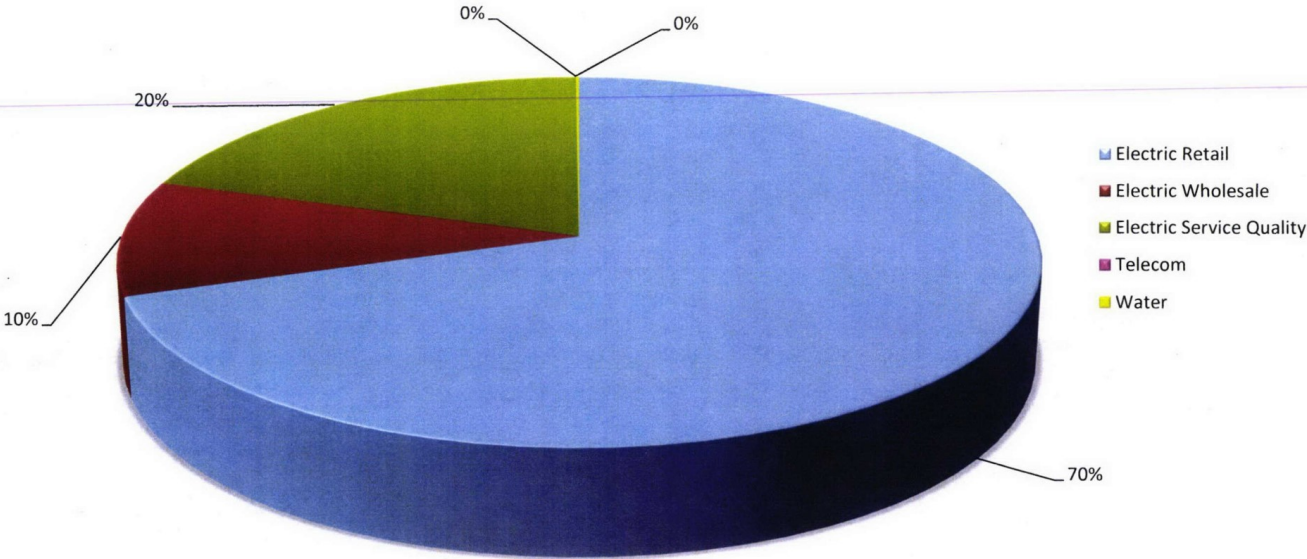
Total Investigations Closed Within Fiscal Year 2018



Total Investigations Closed: 114

OVERSIGHT & ENFORCEMENT ACTIVITY

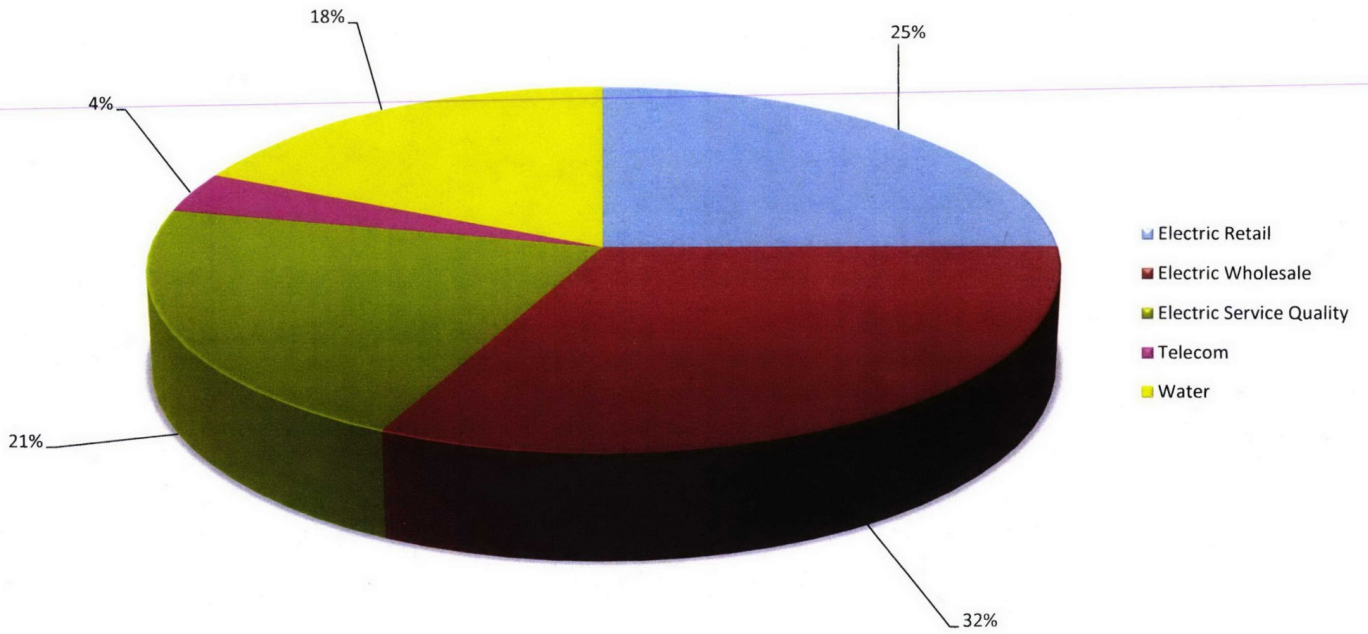
**Docketed Cases that Resulted in Administrative Penalties:
Percentage of Total Penalties Assessed by Violation Type
Fiscal Year 2018**



Total Penalties: \$2,825,400.00

OVERSIGHT & ENFORCEMENT ACTIVITY

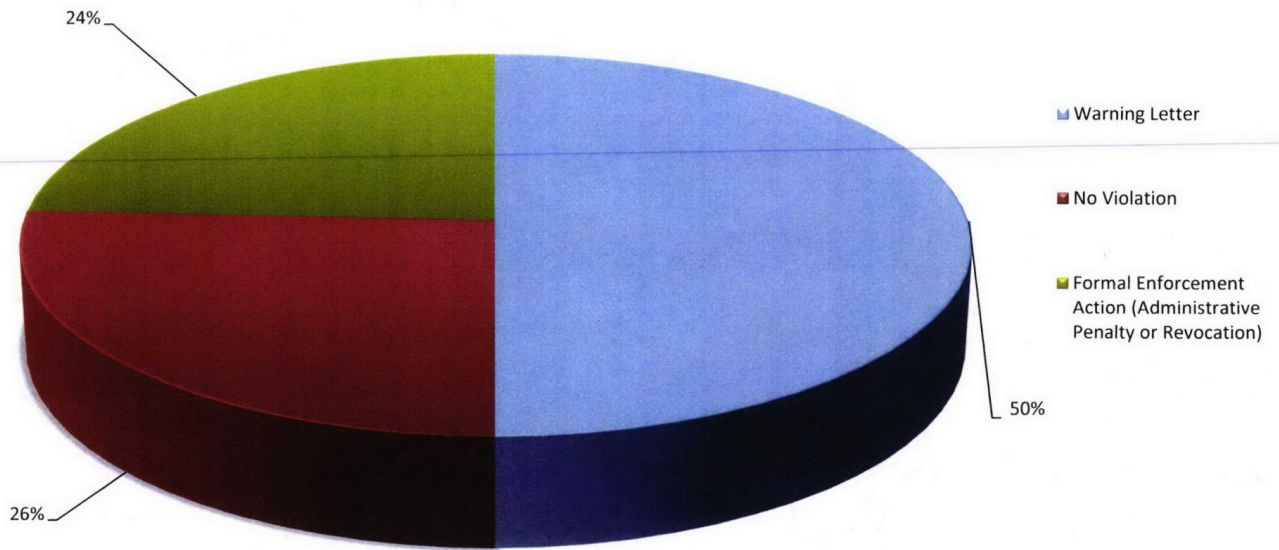
Closed Docketed Cases by Violation Type Fiscal Year 2018



Total Docketed Cases: 28

OVERSIGHT & ENFORCEMENT ACTIVITY

Closed Investigation Results in Fiscal Year 2018



OVERSIGHT & ENFORCEMENT ACTIVITY

PUC ENFORCEMENT ACTIVITY REPORT FOR CLOSED DOCKETED CASES: FISCAL YEAR 2018

<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>
Aeon Communications	TAC Rules	48278	06/01/2018	\$0.00	Telecom	Revocation	Yes
Aero Valley	TWC/Licensing	47797	01/25/2018	\$0.00	Water	Temporary Manager	No
AEP - TNC	Reliability of Service	47782	01/11/2018	\$72,000.00 {P}	Svc. Quality	Agreed Settlement	No
AEP Central	ERCOT Protocols	47519	09/29/2017	\$20,000.00 {P}	Wholesale	Agreed Settlement	No
AEP -TCC	Reliability of Service	47781	01/11/2018	\$85,000.00 {P}	Svc. Quality	Agreed Settlement	No
AP Gas & Electric	Customer Protection Rules	47815	01/11/2018	\$75,000.00 {P}	Retail	Agreed Settlement	No
Calpine	ERCOT Protocols	48279	06/14/2018	\$22,500.00 {P}	Wholesale	Agreed Settlement	No
CenterPoint	Reliability of Service	47471	09/29/2017	\$23,000.00 {P}	Svc. Quality	Agreed Settlement	No
City of Hondo	ERCOT Protocols	47629	12/18/2017	\$5,000.00 {P}	Wholesale	Agreed Settlement	No
Current Utilities	Customer Protection Rules	45621	10/20/2017	\$15,000.00 {P}	Retail	Notice of Violation	No
EDF	ERCOT Protocols	47526	09/29/2017	\$190,000.00 {P}	Wholesale	Agreed Settlement	No
Engie Retail	Customer Protection Rules	47656	10/26/2017	\$40,000.00 {P}	Retail	Agreed Settlement	No
ENERGY	Reliability of Service	47707	11/17/2017	\$20,800.00 {P}	Svc. Quality	Agreed Settlement	No
Exelon	ERCOT Protocols	47819	01/11/2018	\$10,000.00 {P}	Wholesale	Agreed Settlement	No
Hunt Club	TWC Rules/ Licensing	48038	03/29/2018	\$35,642.27 {R}	Water	Agreed Settlement	No
Keechi Wind	ERCOT Protocols	48456	08/30/2018	\$10,000.00 {P}	Wholesale	Agreed Settlement	No
Life Energy	Customer Protection Rules	48499	08/30/2018	\$40,000.00 {P}	Retail	Agreed Settlement	No
Mansfield Power & Gas	Customer Protection Rules	48243	05/25/2018	\$5,000.00 {P}	Retail	Agreed Settlement	No
Mozart Wind	ERCOT Protocols	48393	08/30/2018	\$10,000.00 {P}	Wholesale	Agreed Settlement	No
Oncor	Reliability of Service	47783	01/11/2018	\$329,000.00 {P}	Svc. Quality	Agreed Settlement	No
Peach Creek Dam & Lake Club	TWC/Licensing	47796	01/25/2018	\$0.00	Water	Temporary Manager	No
SPS (Xcel)	Reliability of Service	47657	11/17/2017	\$30,000.00 {P}	Svc. Quality	Agreed Settlement	No

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>
Texpo Power	ERCOT Protocols	47733	12/14/2017	\$12,550.00 {P}	Wholesale	Agreed Settlement	No
Trinity Pecan Villa MHP	TWC Rules/Licensing	47842	01/11/2018	\$3,000.00 {P}	Water	Agreed Settlement	No
TruSmart	Customer Protection Rules	46093	03/29/2018	\$1,750,000.00 {P}	Retail	Notice of Violation	No
W. Oaks Phoenix	TWC/Licensing	47214	06/29/2017	\$0.00	Water	Temporary Manager	No
Whirlwind Energy	ERCOT Protocols	48487	08/30/2018	\$5,000.00 {P}	Wholesale	Agreed Settlement	No
Wolverine Alternative Investments	Customer Protection Rules	47798	01/11/2018	\$52,600.00 {P} \$72,400.00 {R}	Retail	Agreed Settlement	No
		TOTAL	28 Closed Docketed Cases	\$108,042.27 {R} \$2,825,400 {P}			