

PROJECT NO. 51350
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2020 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

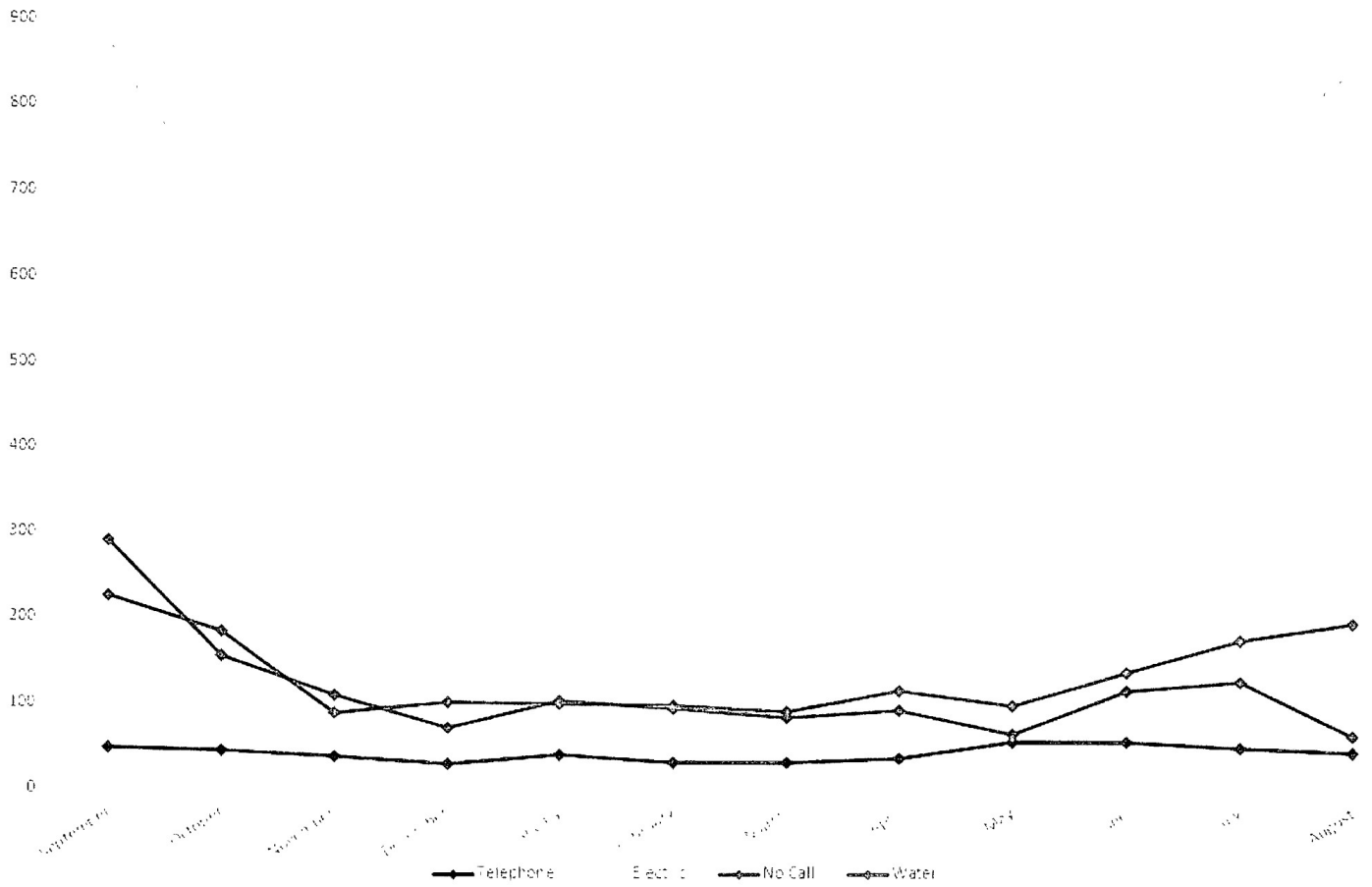
As a part of its 2010 report on the PUC, the Sunset Advisory Commission adopted a management action recommending that the Commission publish, on a regular basis, more complaint and enforcement data on its website. The Sunset Commission also recommended that the public be given an opportunity to comment on this information. Attached is summary information on enforcement actions and customer complaint data for fiscal year 2020. Staff intends to present this information for the Commissioners' review at the November 19, 2020 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 51350 on or before Friday, November 13, 2020.

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 13, 2020. All comments should reference Project Number 51350.

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.

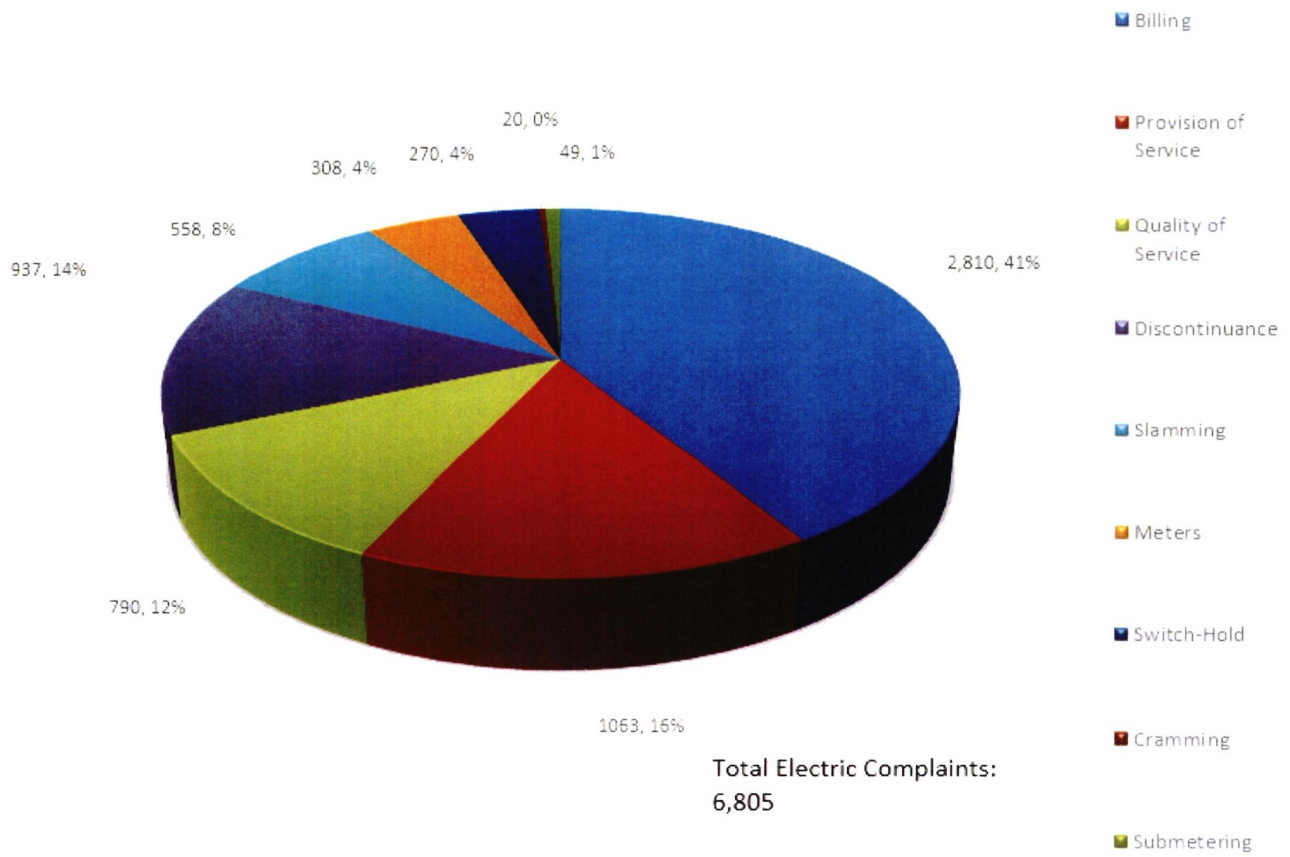
CUSTOMER PROTECTION DIVISION

Fiscal Year 2020 Complaints Received



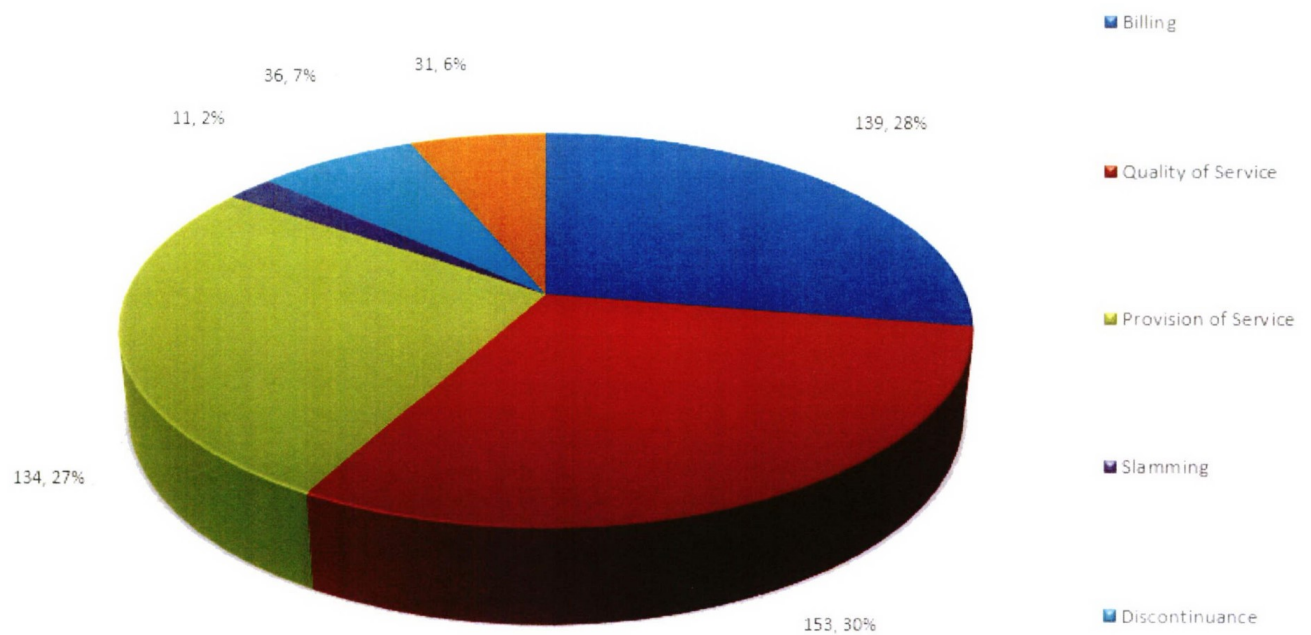
CUSTOMER PROTECTION DIVISION

Electric Complaint Categories – FY 2020



CUSTOMER PROTECTION DIVISION

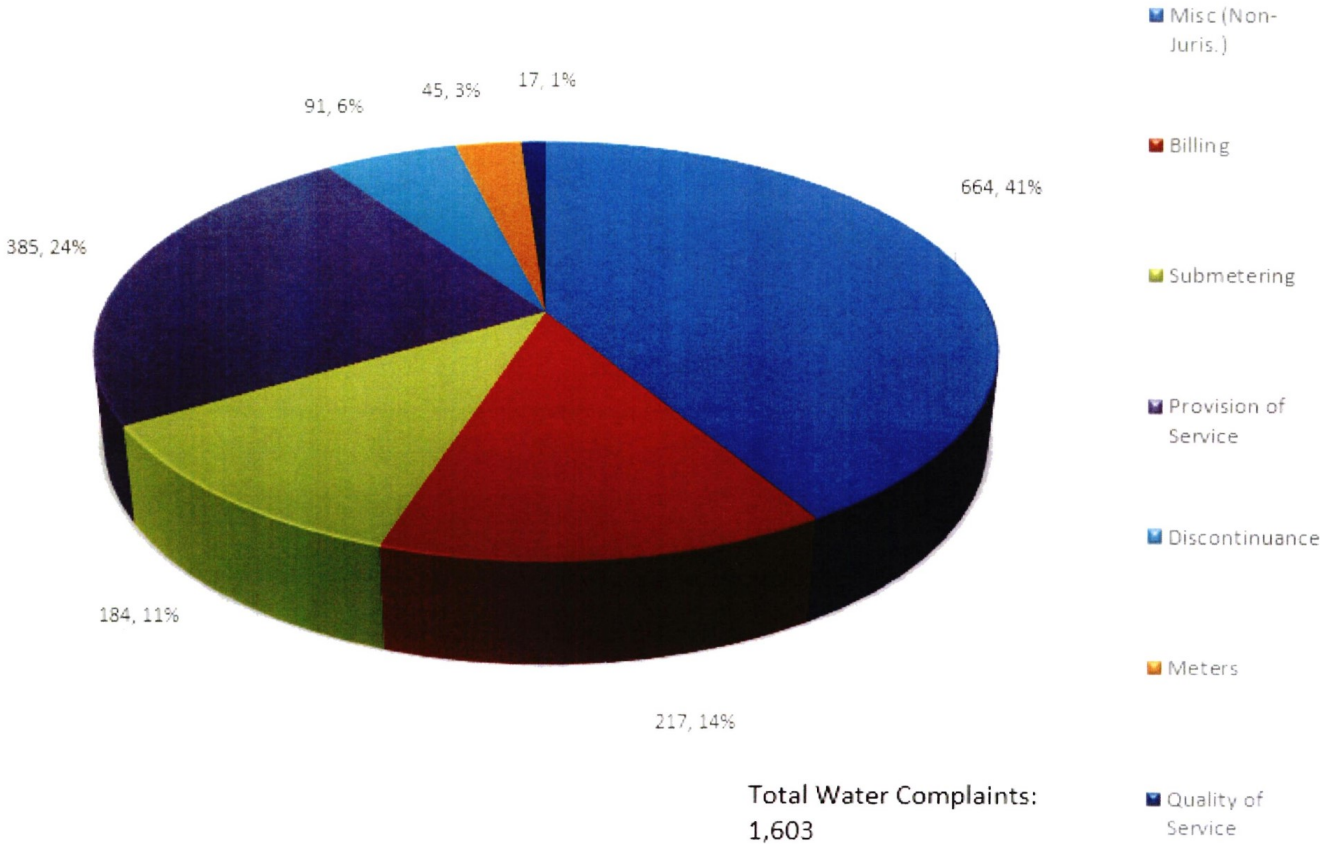
Telecommunications Complaint Categories – FY 2020



Total Telecommunications
Complaints:
505

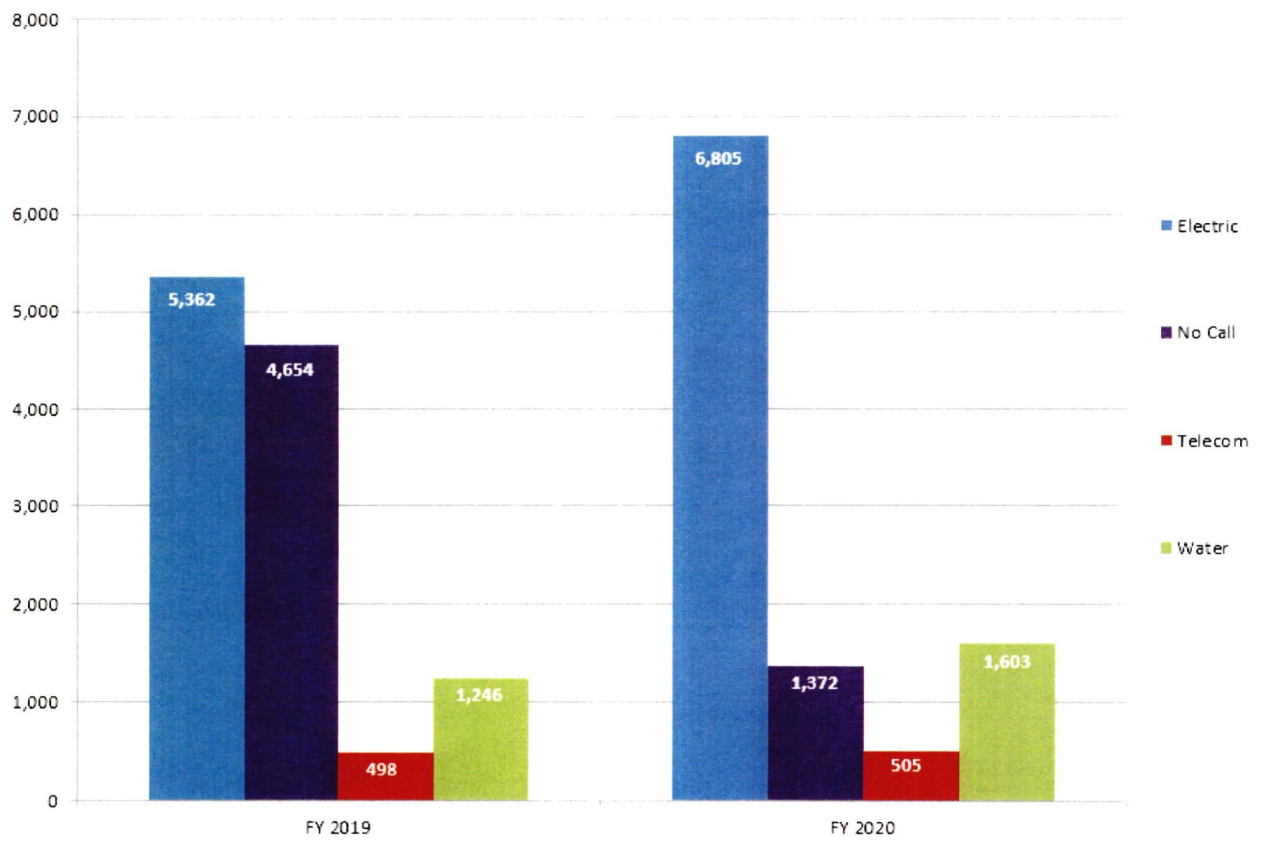
CUSTOMER PROTECTION DIVISION

Water Complaint Categories – FY 2020



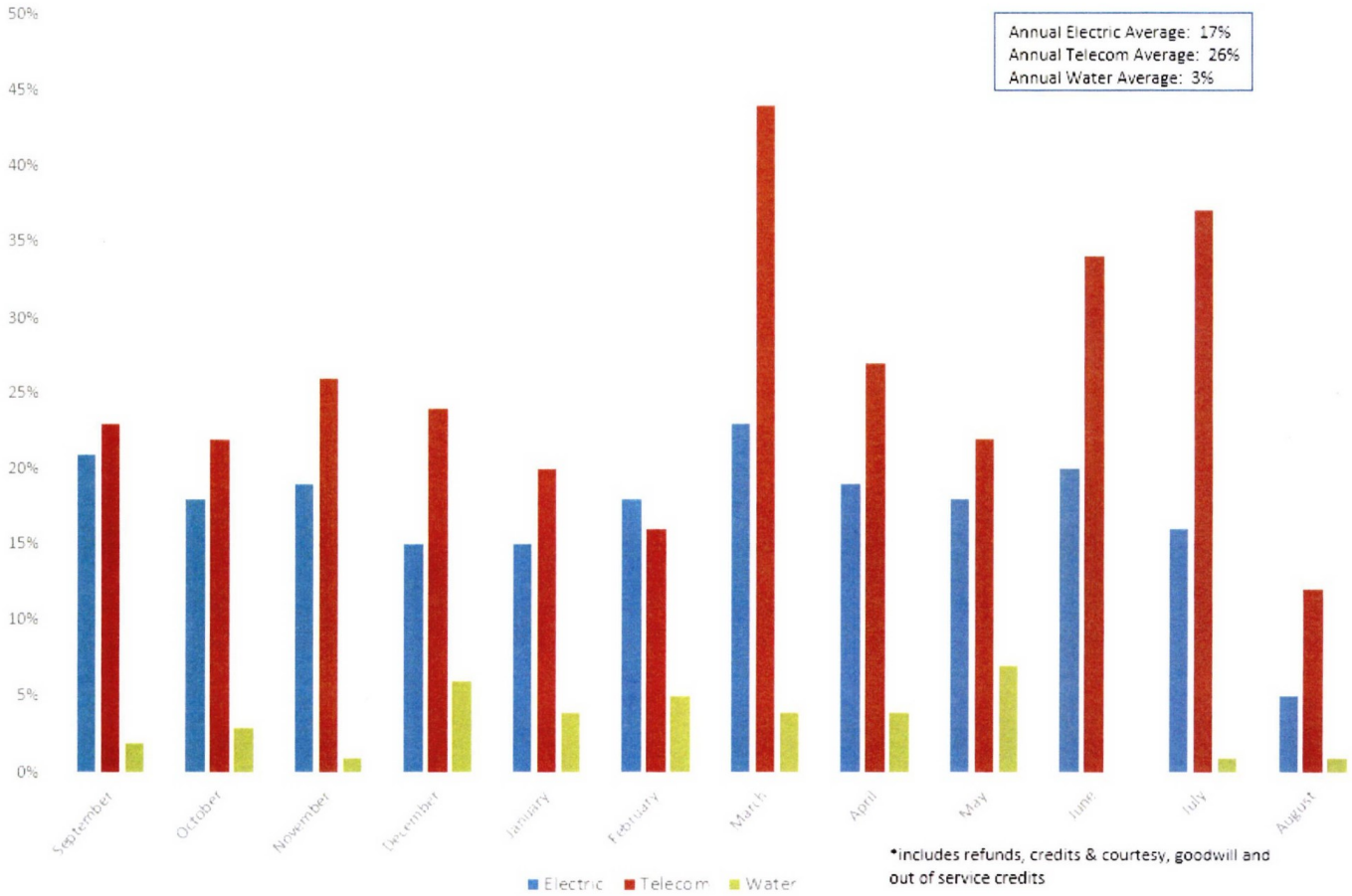
CUSTOMER PROTECTION DIVISION

Complaints Received Comparison – FY 2019 and FY 2020



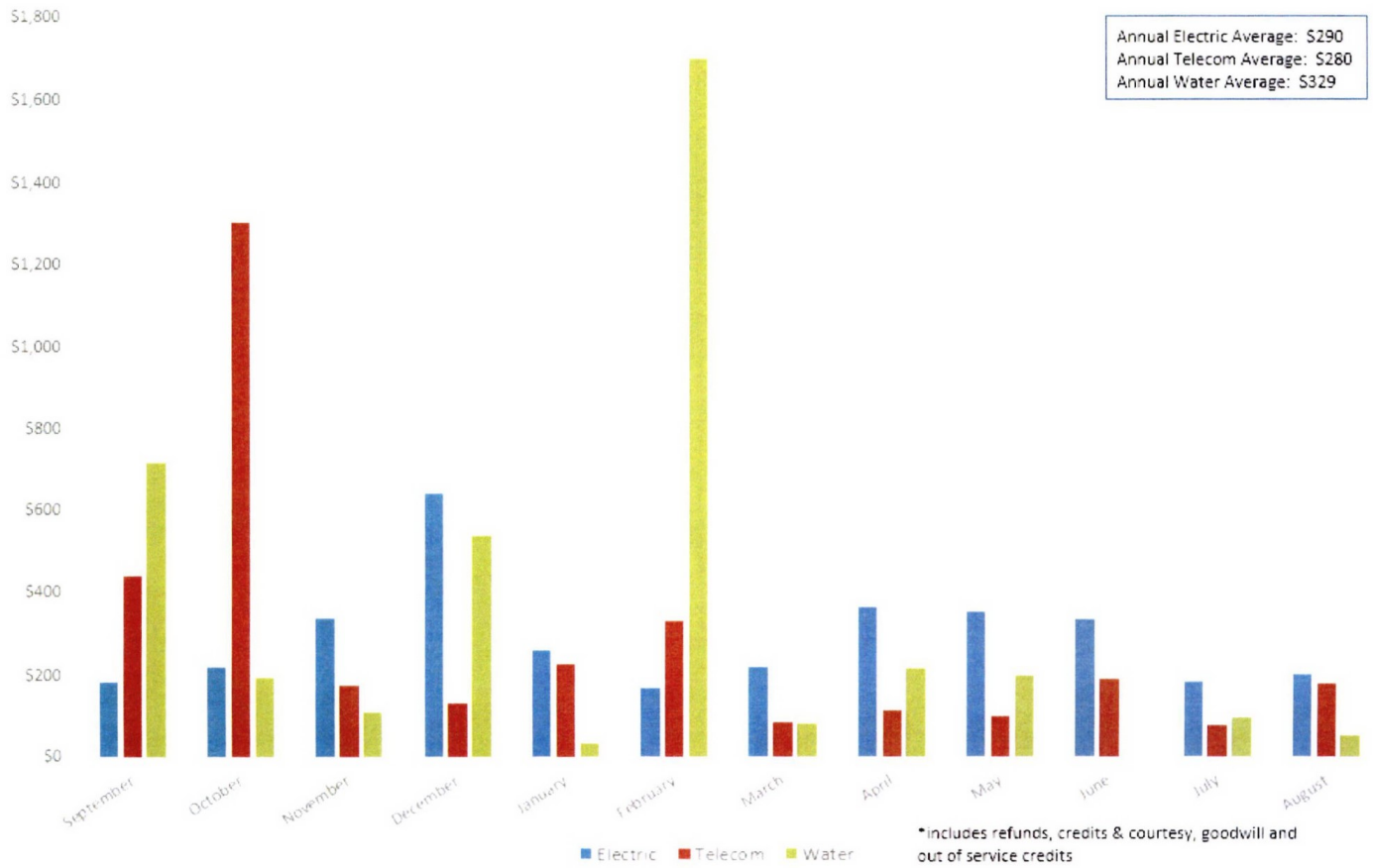
CUSTOMER PROTECTION DIVISION

% of Complaints Resulting in Customer Refunds* - FY 2020



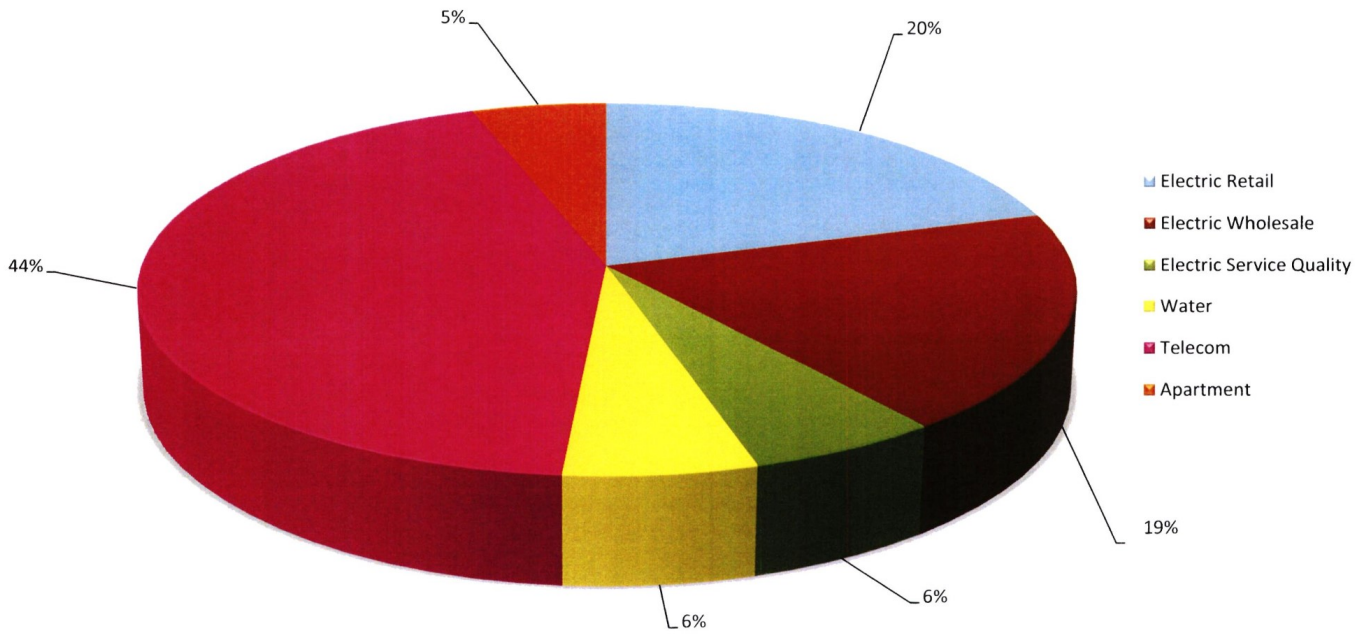
CUSTOMER PROTECTION DIVISION

Average Refund* - FY 2020



OVERSIGHT & ENFORCEMENT ACTIVITY

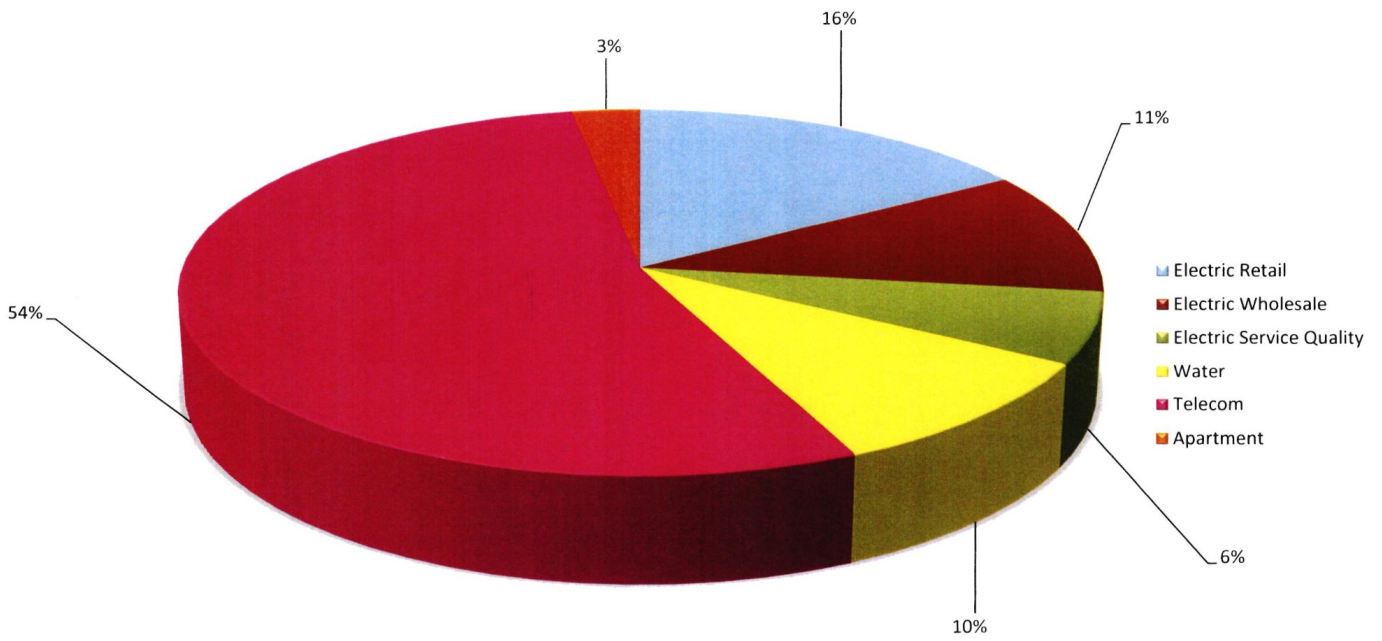
Total Investigations Opened Within Fiscal Year 2020



Total Investigations Opened: 152

OVERSIGHT & ENFORCEMENT ACTIVITY

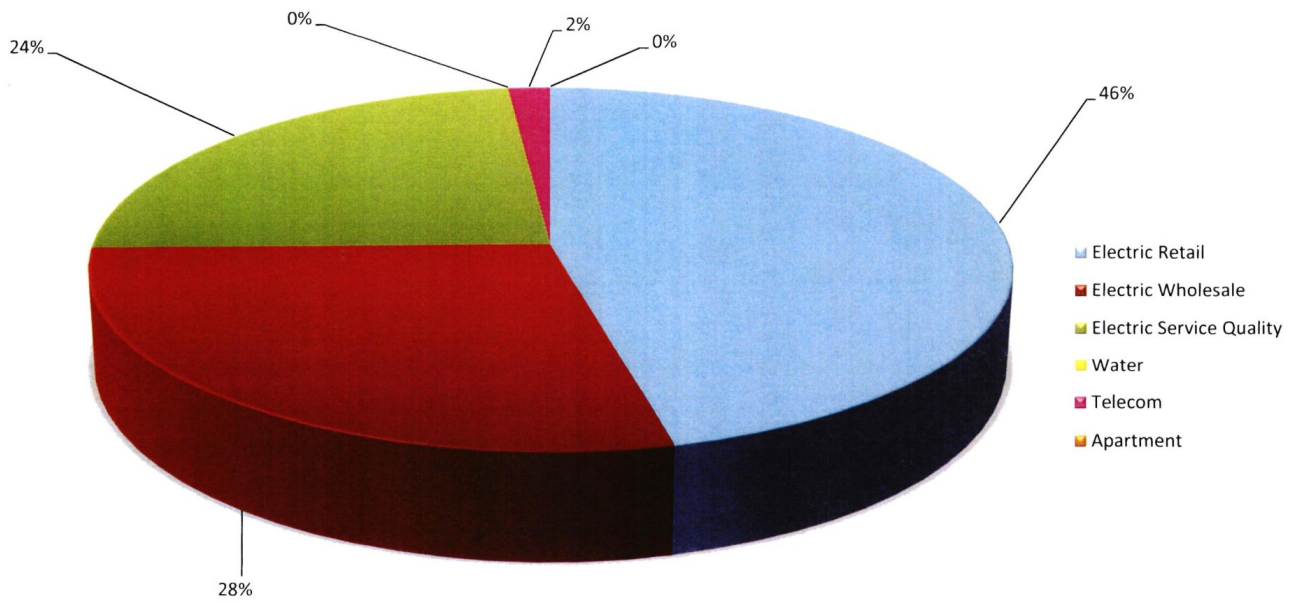
Total Investigations Closed Within Fiscal Year 2020



Total Investigations Closed: 110

OVERSIGHT & ENFORCEMENT ACTIVITY

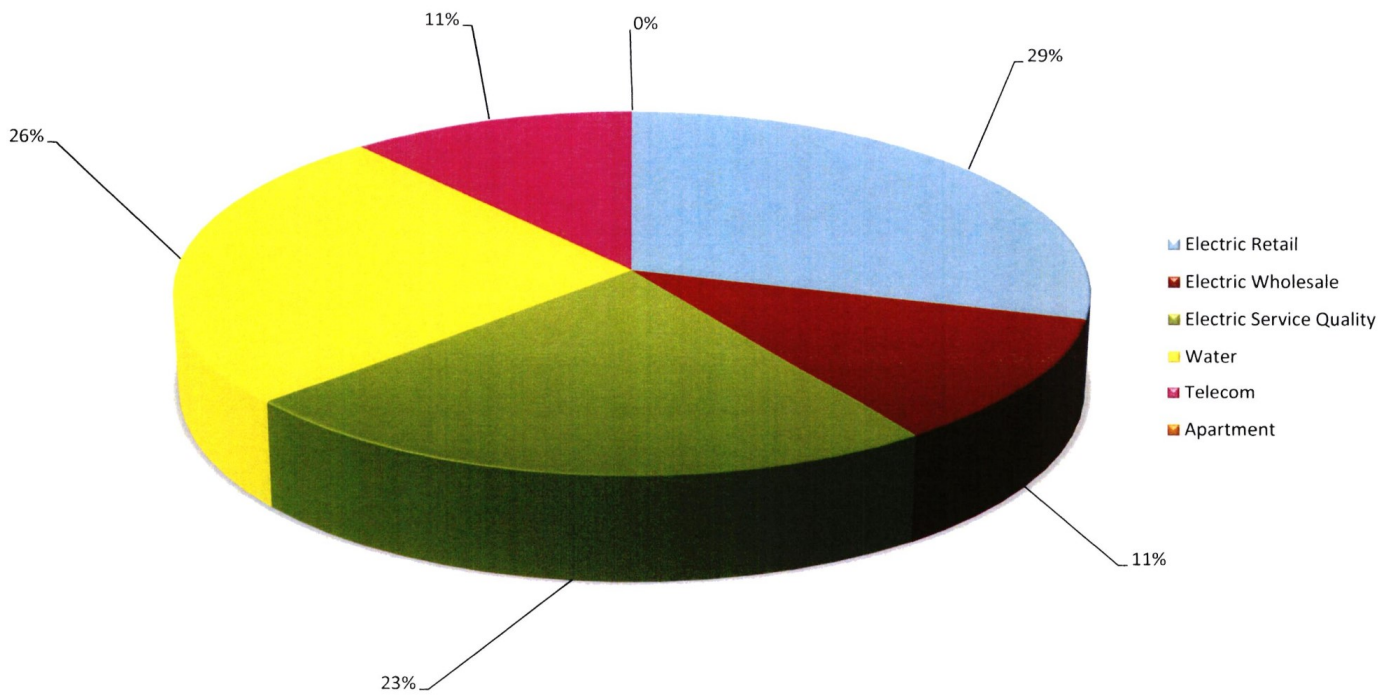
**Docketed Cases that Resulted in Administrative Penalties:
Percentage of Total Penalties Assessed by Violation Type
Fiscal Year 2020**



Total Penalties: \$2,244,100

OVERSIGHT & ENFORCEMENT ACTIVITY

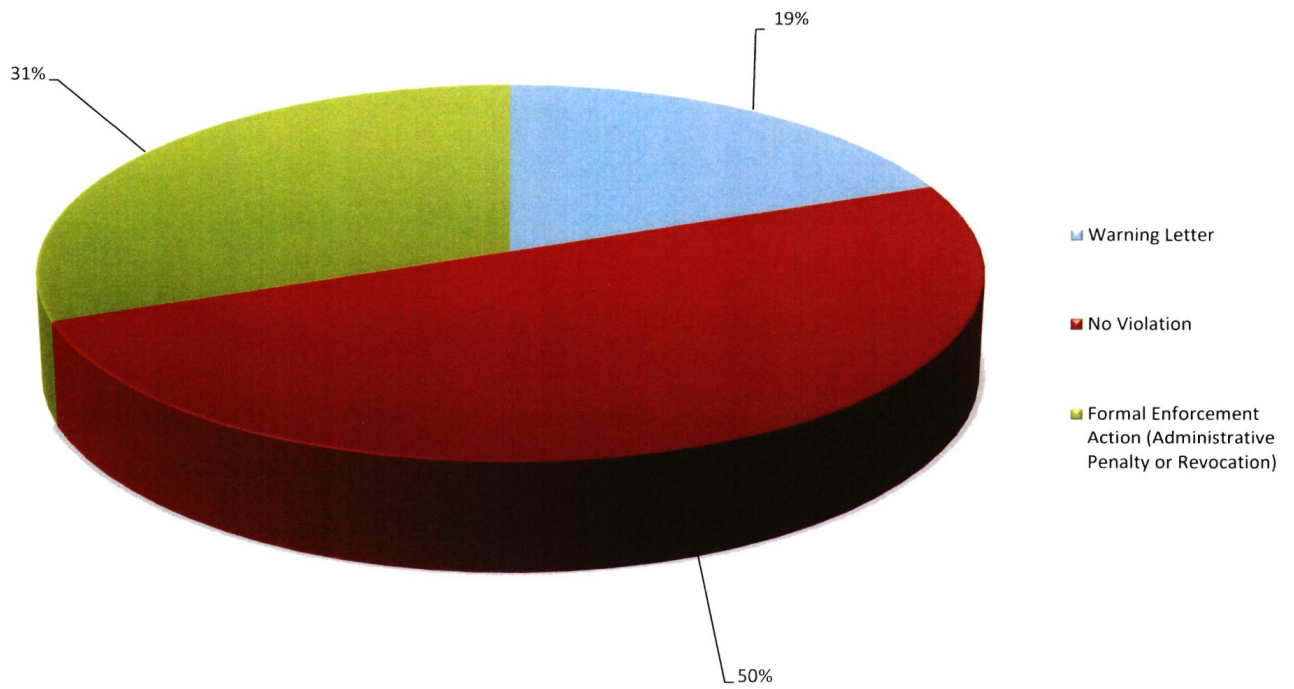
Closed Docketed Cases by Violation Type Fiscal Year 2020



Total Docketed Cases: 34

OVERSIGHT & ENFORCEMENT ACTIVITY

Closed Investigation Results in Fiscal Year 2020



OVERSIGHT & ENFORCEMENT ACTIVITY

PUC ENFORCEMENT ACTIVITY REPORT FOR CLOSED DOCKETED CASES: FISCAL YEAR 2020

<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 Southwestern Electric Company	Reliability of Service	49828	10/11/2019	\$45,000.00 {P}	Svc. Quality	Agreed Settlement	No
AEP Texas Inc	Reliability of Service	49725	09/26/2019	\$69,000.00 {P}	Svc. Quality	Agreed Settlement	No
Amigo	Customer Protection Rules	49688	10/16/2019	\$0.00	Retail	Agreed Settlement	No
Carroll Water	TWC/Licensing	48855	10/21/2019	\$0.00	Water	Notice of Violation	No
Centerpoint Energy Houston Electric, LLC	Customer Protection Rules	50230	3/26/2020	\$250,000.00 {P}	Retail	Agreed Settlement	No
City of Garland	ERCOT Protocols	49699	10/11/2019	\$23,500.00 {P}	Wholesale	Notice of Violation	No
CityNet Texas LLC	TAC Rules	49685	09/12/2019	\$0.00	Telecom	Revocation	Yes
CPS Energy	ERCOT Protocols	49332	09/11/2019	\$125,000.00 {P}	Wholesale	Notice of Violation	No
EDF	ERCOT Protocols	50304	02/14/2020	\$475,000.00 {P}	Wholesale	Notice of Violation	No
Entergy, Inc.	Reliability of Service	49829	09/26/2019	\$21,600.00 {P}	Svc. Quality	Notice of Violation	No
Fulcrum Retail Energy, LLC	Customer Protection Rules	49688	10/16/2019	\$0.00	Retail	Agreed Settlement	No
Gexa Energy, LP	Customer Protection Rules	49930	11/15/2019	\$35,000.00 {P}	Retail	Notice of Violation	No
Gilmore Acres	TWC/Licensing	48755	09/12/2019	\$0.00	Water	Revocation	Yes
Just Energy	Customer Protection Rules	49688	10/16/2019	\$475,000.00 {P} \$225,000.00 {R}	Retail	Agreed Settlement	No
Kleimann Estates Waterworks	TWC/Licensing	48753	09/12/2019	\$0.00	Water	Revocation	Yes
L H L Industries	TWC/Licensing	48461	11/15/2019	\$0.00	Water	Revocation	Yes
Long Island Utility District	TWC/Licensing	49180	09/12/2019	\$0.00	Water	Revocation	Yes
Meta-Genesis, Inc. (sewer)	TWC/Licensing	48749	09/26/2019	\$0.00	Water	Revocation	Yes
Northeast Texas Broadband, LLC	TAC Rules	48274	09/04/2019	\$0.00	Telecom	Revocation	Yes

OVERSIGHT & ENFORCEMENT ACTIVITY

<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>
Oncor Electric Delivery Company	Reliability of Service	50350	02/14/2020	\$300,000.00 {P}	Svc. Quality	Notice of Violation	No
Our Energy	Customer Protection Rules	50983	08/27/2020	\$30,000.00 {P}	Retail	Agreed Settlement	No
Quest Distributors, LLC	Customer Protection Rules	49576	09/26/2019	\$20,000.00 {P}	Retail	Notice of Violation	No
Reliant Energy Retail Service, LLC	Customer Protection Rules	51045	08/13/2020	\$100,000.00 {P}	Retail	Agreed Settlement	No
Senna Hills Utility (sewer)	TWC/Licensing	48748	09/12/2019	\$0.00	Water	Revocation	Yes
Shell Energy North America	ERCOT Protocols	50227	01/31/2020	\$0.00	Wholesale	Notice of Violation	No
Tara Energy, LLC	Customer Protection Rules	49688	10/16/2019	\$0.00	Retail	Agreed Settlement	No
Telenational Communications, Inc.	TAC Rules	49488	10/01/2019	\$0.00	Telecom	Revocation	Yes
Texas-New Mexico Power Company	Reliability of Service	49618	10/11/2019	\$30,000.00 {P}	Svc. Quality	Notice of Violation	No
Town of Lakeview	TWC/Licensing	49181	09/12/2019	\$0.00	Water	Revocation	Yes
Town of Marshall Creek	TWC/Licensing	49121	09/12/2019	\$0.00	Water	Revocation	Yes
Vitcom, LLC	TAC Rules	48643	10/02/2019	\$0.00	Telecom	Revocation	Yes
Voltus Inc.	ERCOT Protocols	50228	04/17/2020	\$16,000.00 {P}	Wholesale	Notice of Violation	No
Xcel / Southwestern Public Service	Reliability of Service	49857	10/16/2019	\$74,000.00 {P}	Svc. Quality	Notice of Violation	No
Xoom Energy Texas, LLC	Customer Protection Rules	50102	12/13/2019	\$145,000.00 {P}	Retail	Agreed Settlement	No
		TOTAL	34 Closed Docketed Cases	\$225,000 {R} \$2,244,100 {P}			