



## Public Utility Commission of Texas

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### **PUC Summarizes Enforcement Actions in FY2018**

*Includes \$2.8 million in penalties and nearly \$110k in refunds to Texas utility customers*

AUSTIN – As part of its ongoing commitment to protecting customers, fostering competition, and promoting high quality infrastructure, the Public Utility Commission of Texas has released a [report](#) detailing enforcement actions taken on behalf of Texas electric, water and landline telecom customers during FY 2018.

According to the report, Commission Staff concluded 114 investigations in FY 2018 with results ranging from fines and license revocations to findings of no violation. Over the course of the year, the Commission approved orders imposing a total of \$2,825,400.00 in administrative penalties and returning \$108,042.27 in refunds to Texas customers.

“The Texas Legislature created a level playing field for the companies competing to serve utility customers and it’s our job to throw penalty flags for infractions,” said Chairman DeAnn Walker. “Customers deserve fair treatment from their service providers and the companies who serve them deserve clear, predictable rules. We’re committed to maintaining that climate of fair play.”

The agency’s diverse responsibilities are reflected in the mix of investigations opened in FY 2018: 40% were electric retail, 24% were electric wholesale, 9% were electric service quality, 2% were telecommunications, and 25% were water.

The full report can be found [here](#).

#### **About the Public Utility Commission**

Our mission is to serve Texas 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 <http://www.puc.texas.gov>.

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