

PROJECT NO. 43254
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2014 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

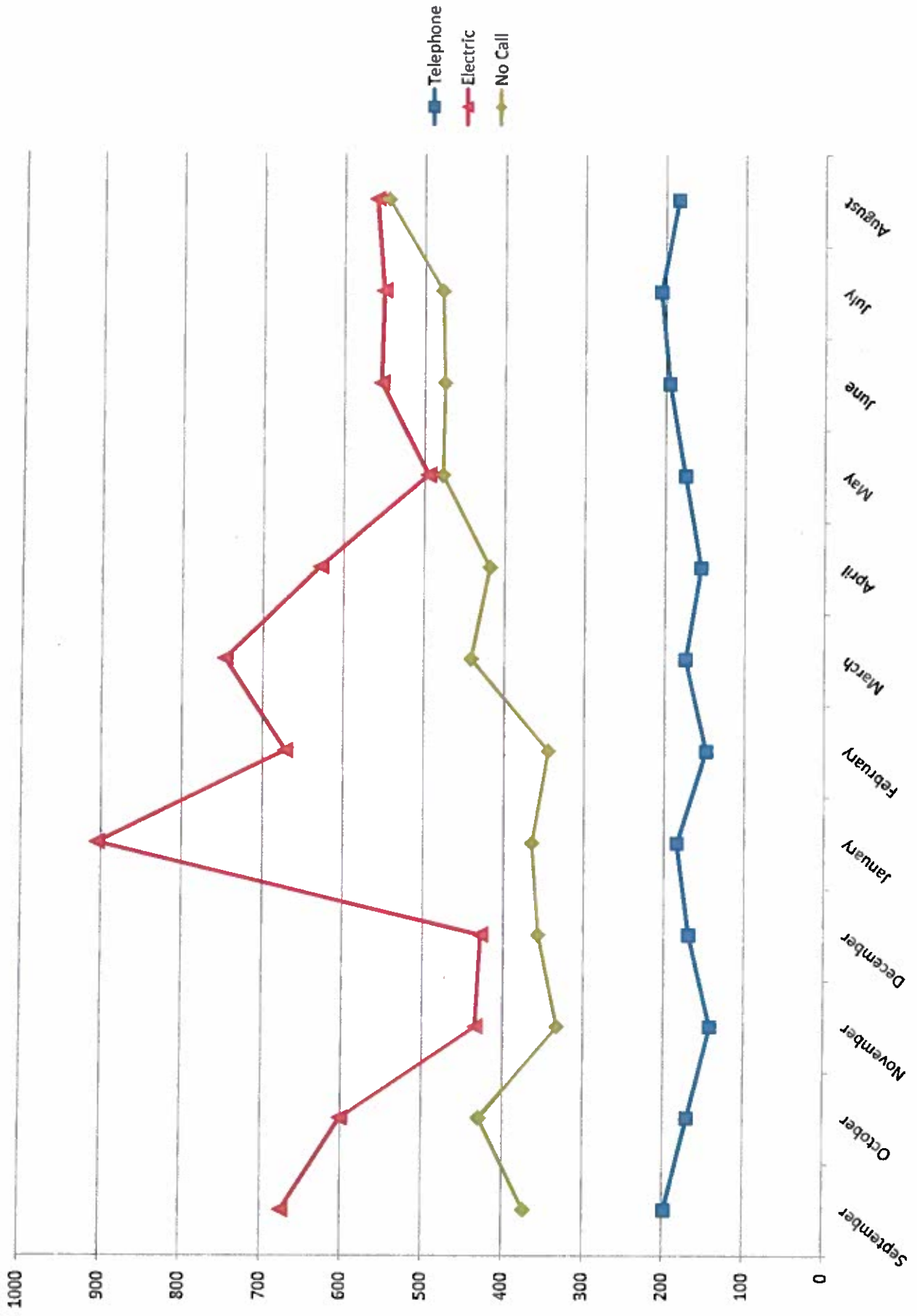
RECEIVED
2014 OCT 17 PM 1:43
PUBLIC UTILITY COMMISSION
FILING CLERK

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 2014. Staff intends to present this information for the Commissioners' review at the November 14, 2014 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 43254 on or before October 31, 2014.

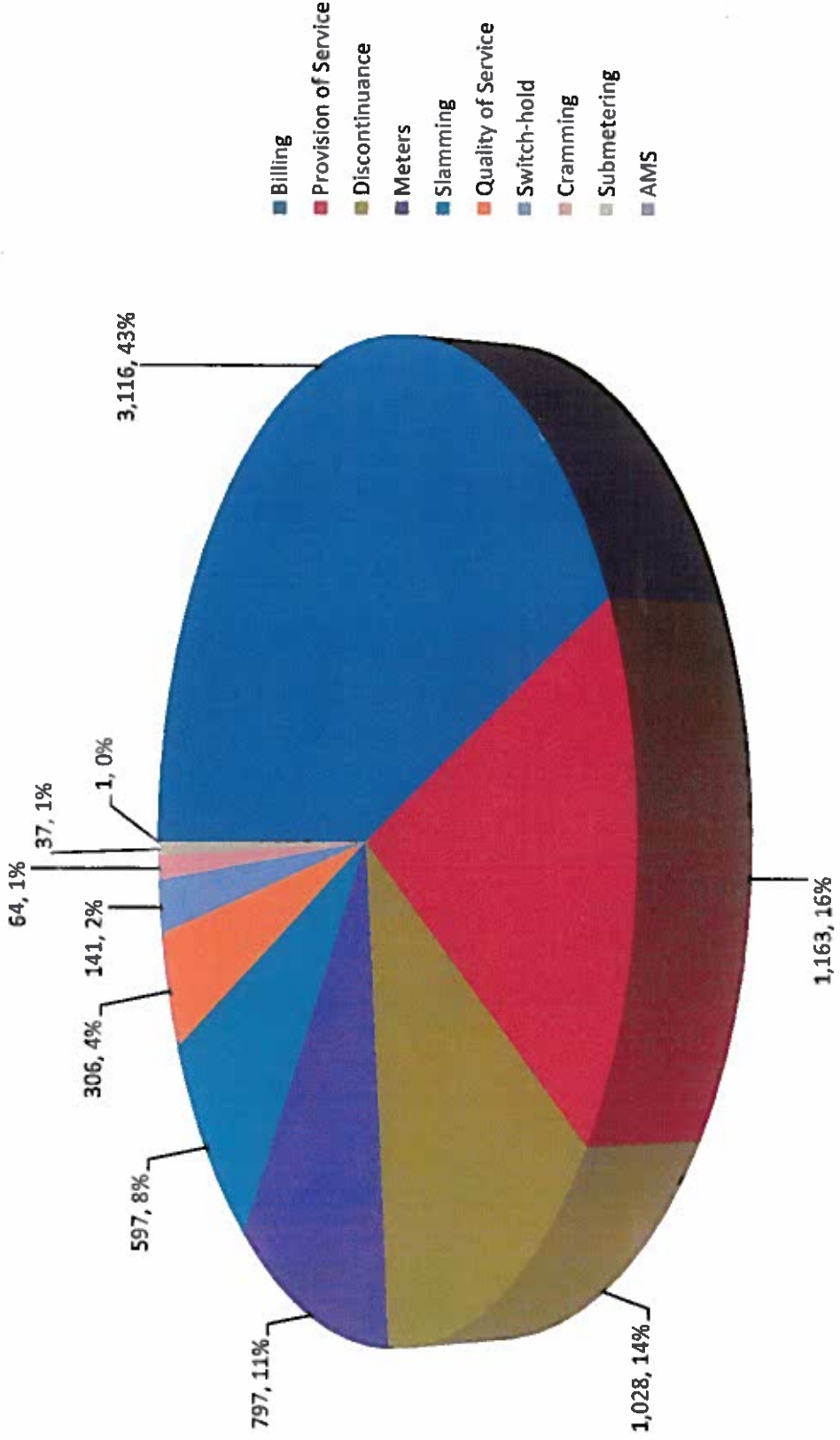
Comments may be filed by submitting 16 copies to the Commission's Filing Clerk, Public Utility Commission of Texas, 1701 North Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326 no later than Friday, October 31, 2014. All comments should reference Project Number 43254.

Questions concerning this notice should be referred to Mike Renfro, Director of Customer Protection, (512) 936-7145. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

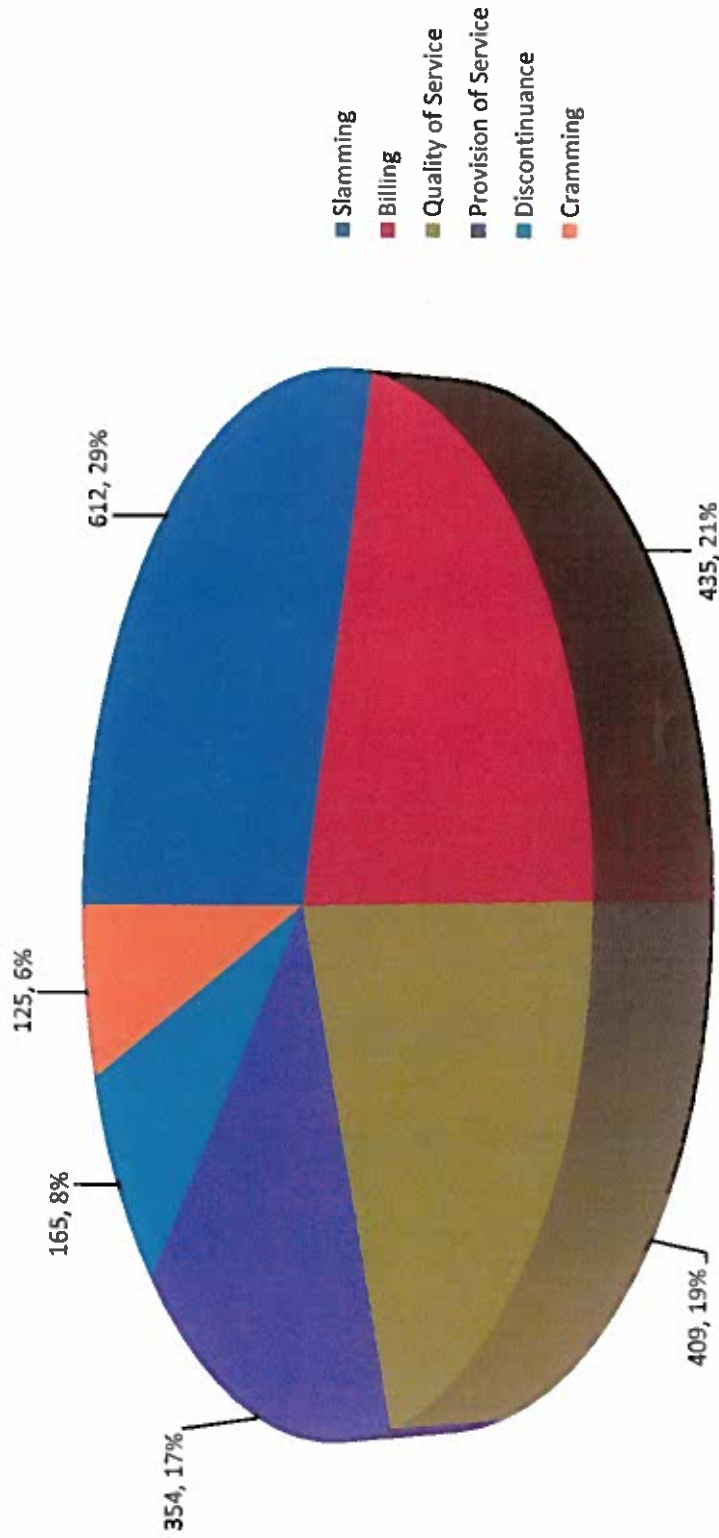
Fiscal Year 2014 Complaints Received



Electric Complaints by Category - FY 2014

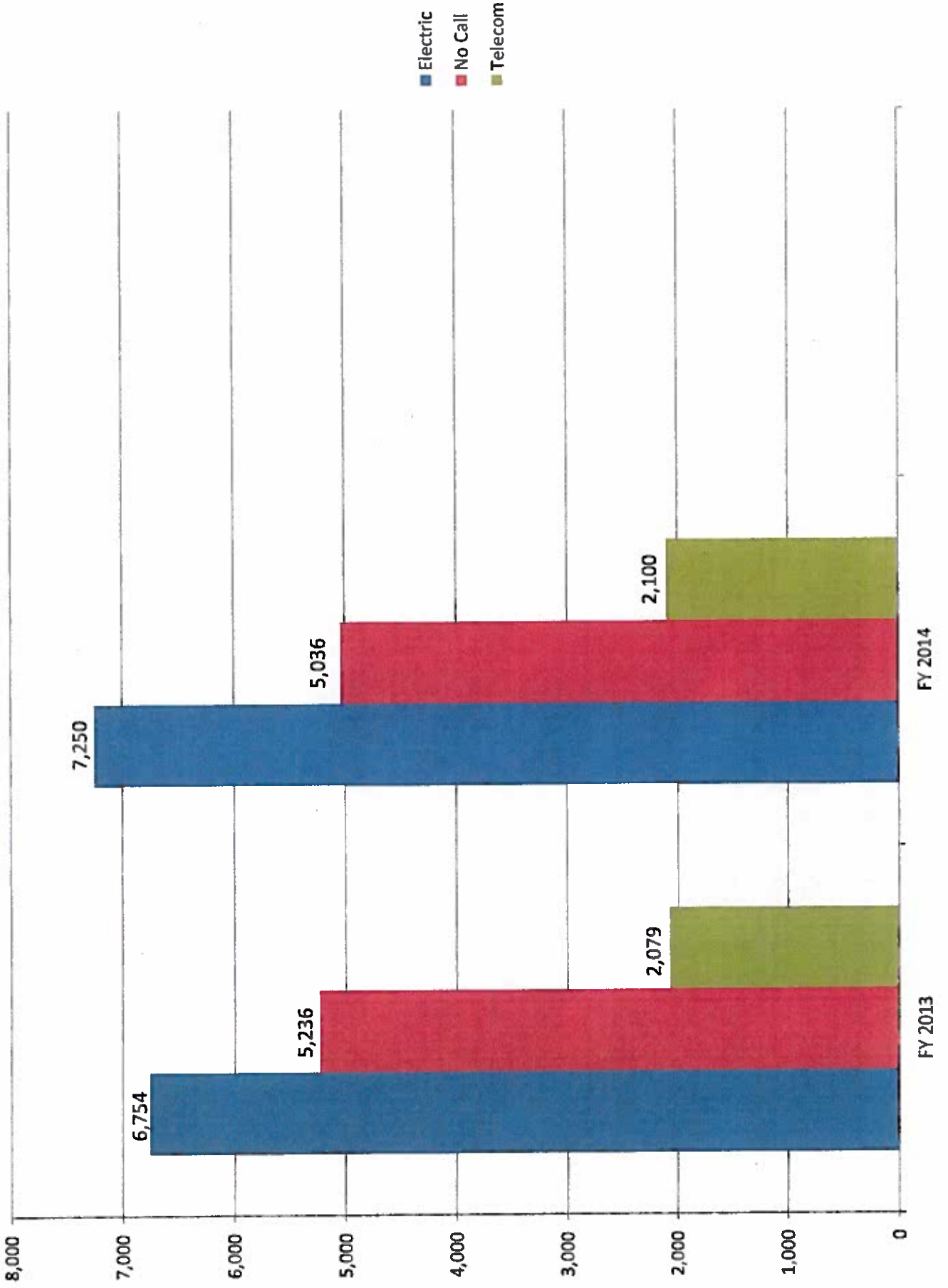


Telecommunications Complaints by Category - FY 2014

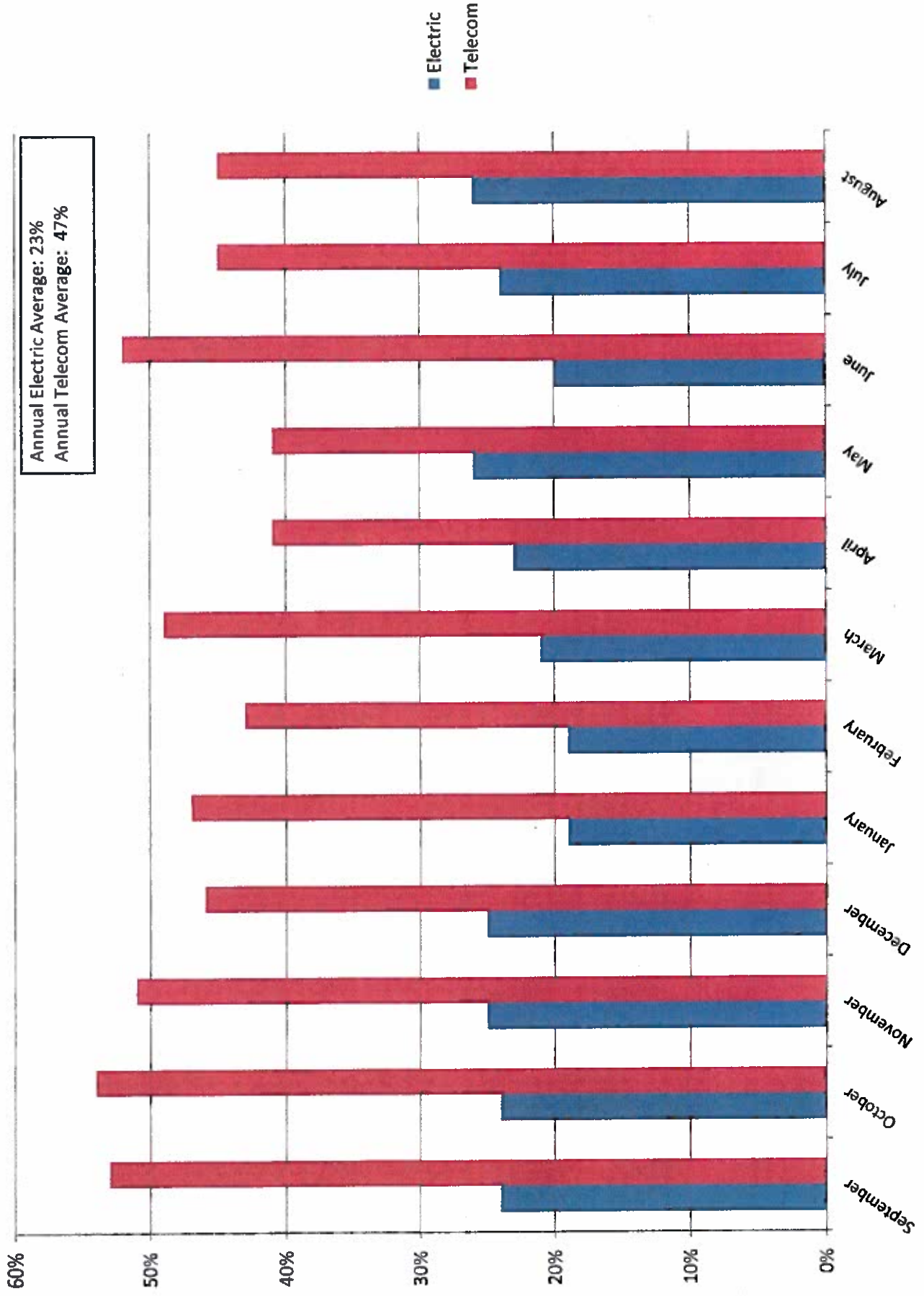


Note: Figure above does not include No-Call complaints, which are resolved through a different process from other telecommunications complaints.

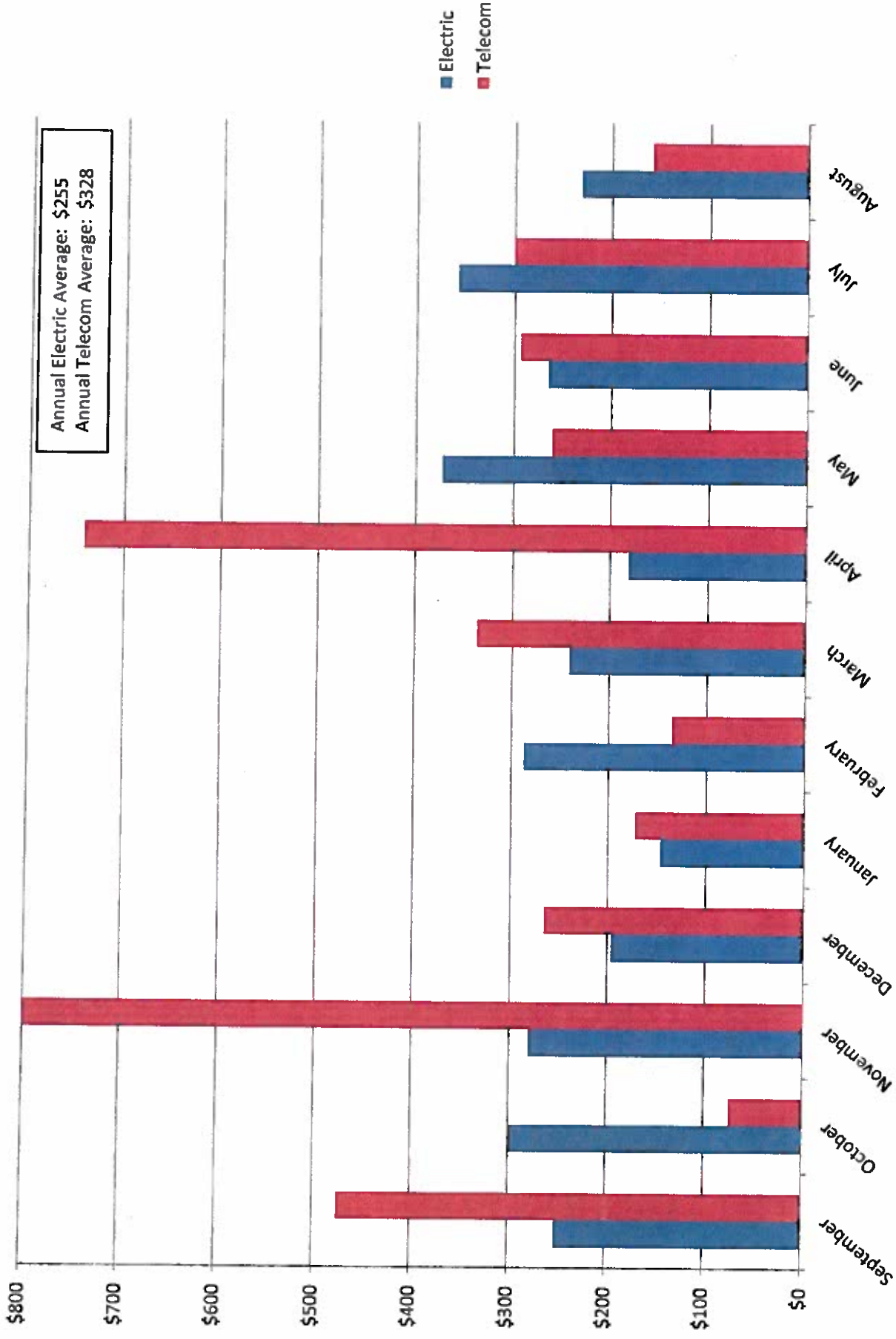
Complaints Received Comparison -- FY 2013 and FY 2014



% of Complaints Resulting in Customer Refunds - FY 2014



Average Refund - FY 2014



OVERSIGHT & ENFORCEMENT ACTIVITY

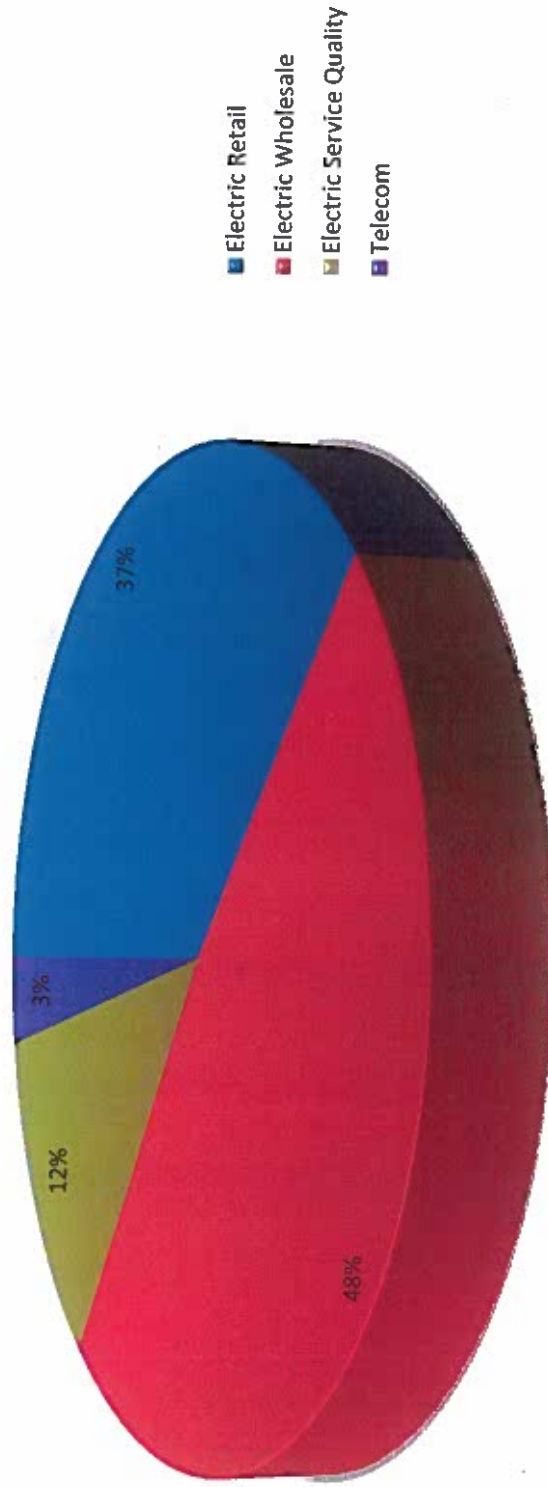
**Percentage of Total Investigations Closed
Fiscal Year 2014**



Total Investigations Closed: 111

OVERSIGHT & ENFORCEMENT ACTIVITY

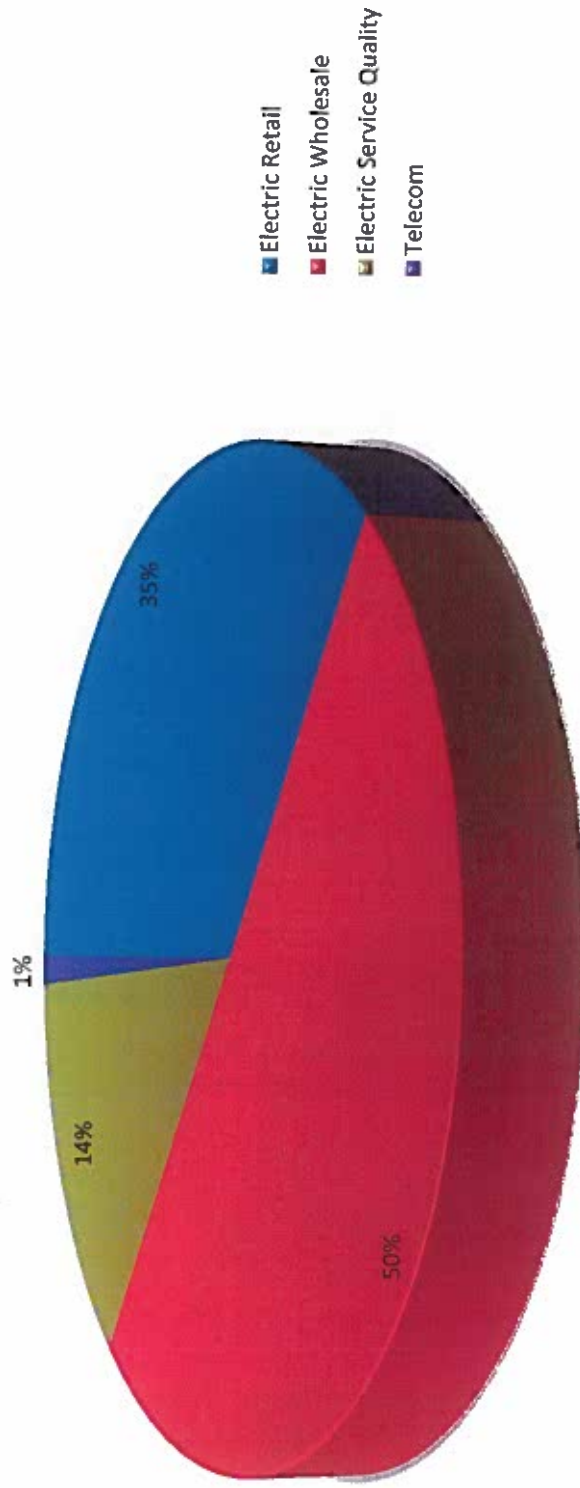
**Percentage of Total Investigations Opened
Fiscal Year 2014**



Total Investigations Opened: 105

OVERSIGHT & ENFORCEMENT ACTIVITY

**Percentage of Total Penalty Amount Assessed by Violation Type
Fiscal Year 2014**



Total Penalties: \$1,915,700.00

OVERSIGHT & ENFORCEMENT ACTIVITY

**Percentage of Total Docketed Cases by Violation Type
Fiscal Year 2014**



Total Docketed Cases: 26

OVERSIGHT & ENFORCEMENT ACTIVITY

PUC ENFORCEMENT ACTIVITY REPORT FOR DOCKETED CASES FISCAL YEAR 2014

<u>Company</u>	<u>Violation</u>	<u>Docket</u>	<u>Final Order Date</u>	<u>Penalty</u>	<u>Violation Type</u>	<u>Certificate Revoked</u>
AEP - TCC	Reliability of Service	42206	03/10/2014	\$66,500.00	Electric Service Quality	No
AEP - TNC	Reliability of Service	42207	03/10/2014	\$51,500.00	Electric Service Quality	No
Breeze, LLC (FKA Beneficial Power, LLC)	ERCOT Protocols - Market	42232	03/10/2014	\$10,000.00	Electric Retail	No
Calpine Inc.	ERCOT Protocols - Market	42588	07/11/2014	\$10,000.00	Electric Wholesale	No
Centerpoint	Reliability of Service	42634	08/06/2014	\$11,000.00	Electric Service Quality	No
Constellation Alliance II, LP	ERCOT Protocols - Reliability	41745	09/16/2013	\$25,000.00	Electric Wholesale	No
Constellation Energy Commodities Group	ERCOT Protocols - Reliability	41746	09/16/2013	\$17,500.00	Electric Wholesale	No
Constellation Energy Commodities Group	ERCOT Protocols - Reliability	42331	05/16/2014	\$27,000.00	Electric Wholesale	No
Direct Energy	Customer Protection Rules	41832	11/04/2013	\$28,000.00	Electric Retail	No
EDF Trading North America	ERCOT Protocols - Reliability	41897	11/04/2013	\$30,000.00	Electric Wholesale	No
Energy Curtailment Specialists	ERCOT Protocols - Reliability	42453	05/30/2014	\$20,000.00	Electric Wholesale	No
Enerwise Global Technologies, Inc.	ERCOT Protocols - Reliability	41986	12/20/2013	\$12,500.00	Electric Wholesale	No
Energy Texas Inc.	Reliability of Service	42108	02/06/2014	\$7,000.00	Electric Service Quality	No
Entrust Energy	Customer Protection Rules	41926	11/21/2013	\$60,000.00	Electric Retail	No
Just Energy Texas LP	Customer Protection Rules	42375	05/16/2014	\$164,000.00	Electric Retail	No
Luminant Energy Company LLC	ERCOT Protocols - Reliability	40368	12/19/2013	\$750,000.00	Electric Wholesale	No
Morgan Stanley Capital Group	ERCOT Protocols - Reliability	42582	07/11/2014	\$18,000.00	Electric Wholesale	No
Nextera Energy	ERCOT Protocols - Market	42155	02/24/2014	\$5,000.00	Electric Wholesale	No
Oncor	Reliability of Service	41810	10/08/2013	\$70,200.00	Electric Service Quality	No
Optic Internet Protocol	Certification, Licensing	41997	12/20/2013	\$15,000.00	Telecom	No
Proton Energy	Customer Protection Rules	41848	07/09/2014	\$400,000.00	Electric Retail	Yes
Smartcom Energy Services LLC	Customer Protection Rules	42394	05/30/2014	\$10,000.00	Electric Retail	No
South Texas Electric Cooperative	ERCOT Protocols - Reliability	41822	11/04/2013	\$52,000.00	Electric Wholesale	No
Southwestern Public Service Company	Reliability of Service	42228	03/10/2014	\$20,000.00	Electric Service Quality	No
Texas-New Mexico Power Company	Reliability of Service	42637	08/08/2014	\$6,000.00	Electric Service Quality	No
Texas-New Mexico Power Company	Reliability of Service	42007	12/20/2013	\$29,500.00	Electric Service Quality	No
TOTAL				\$1,915,700.00	26 Docketed Cases	