



## Public Utility Commission of Texas

1701 N. Congress, P.O. Box 13326, Austin, TX 78711-3326

Press Release

March 7, 2023

Contact: Ellie Breed

[Media@PUC.Texas.Gov](mailto:Media@PUC.Texas.Gov)

### Public Utility Commission of Texas Secures \$100,000 in Refunds and Bill Credits for Texas Consumers in Second Quarter

---

**Austin, Texas** — The Public Utility Commission of Texas secured refunds and bill credits of \$100,581 for Texas electric, water and telecommunications customers in the second quarter of FY 2023 (Dec. 2022 – Feb. 2023). The agency’s Customer Protection Division team of 24 employees assisted 2,983 customers who reported billing issues or other complaints to the agency across the three industries the PUCT regulates.

“Every Texan deserves high quality utility services at a fair price. Our team is proud of the work we do every day to prioritize the needs of customers and help them resolve issues with their service providers,” said Chris Burch, director of the Customer Protection Division. “We always encourage customers to work with their provider first to resolve complaints, and we are here as a resource if additional help is ever needed.”

Dollar value of refunds and bill credits secured, categorized by industry in Q2 2023:

Industry	Dollar Amounts of Refunds and Credits
Electric	\$80,092
Water	\$2,779
Telecommunications	\$17,710
<b>TOTAL</b>	<b>\$100,581</b>

The PUCT’s Customer Protection Division also assists consumers with issues relating to electric, water and telecommunications utility disconnections and refusal of service. In total, the division fielded 7,645 calls from customers throughout the second quarter.

In the first quarter of this fiscal year (Sept. – Nov. 2022), the PUCT secured refunds and bill credits of \$160,872 for 2,920 electric, water and telecommunications customers.

The PUCT has important information regarding the rights of consumers on our website. Consumers can contact our Customer Protection Division for assistance or file a complaint using [this customer resource page](#).



## **About the Public Utility Commission**

Our mission is to serve Texans 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 <https://www.puc.texas.gov>