

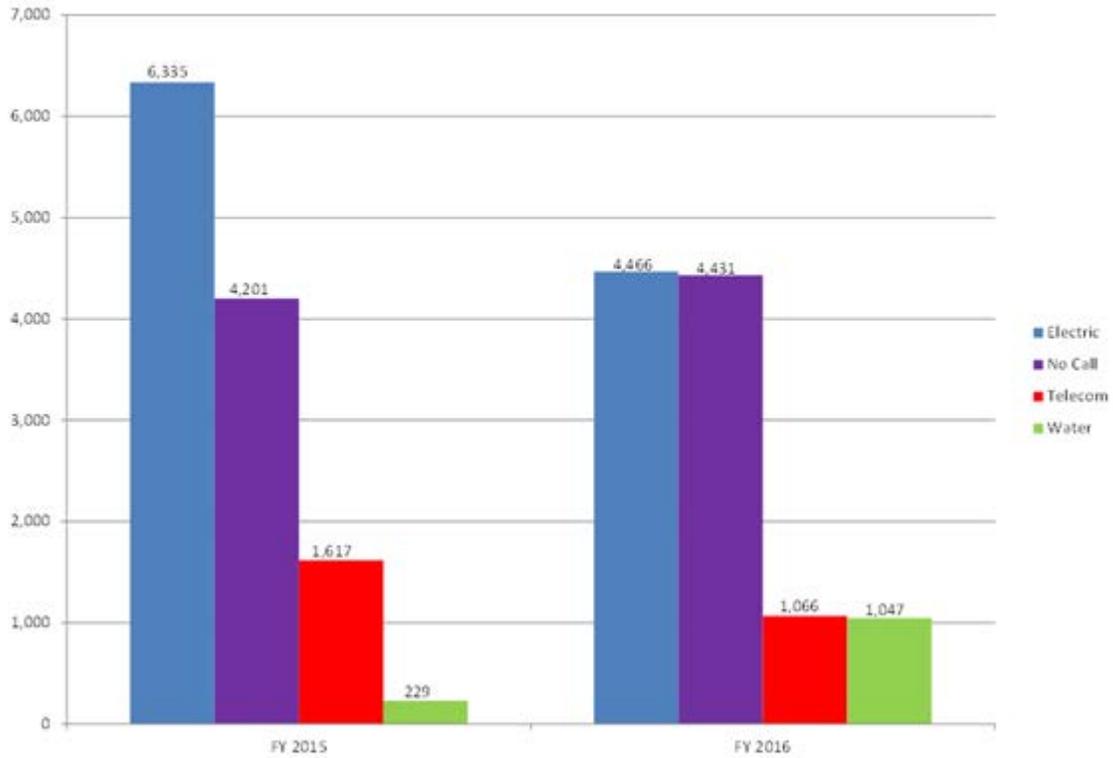
PROJECT NO. 46335
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2016 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

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 2016. Staff intends to present this information for the Commissioners' review at the November 10, 2016 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 46335 on or before Friday, October 28, 2016.

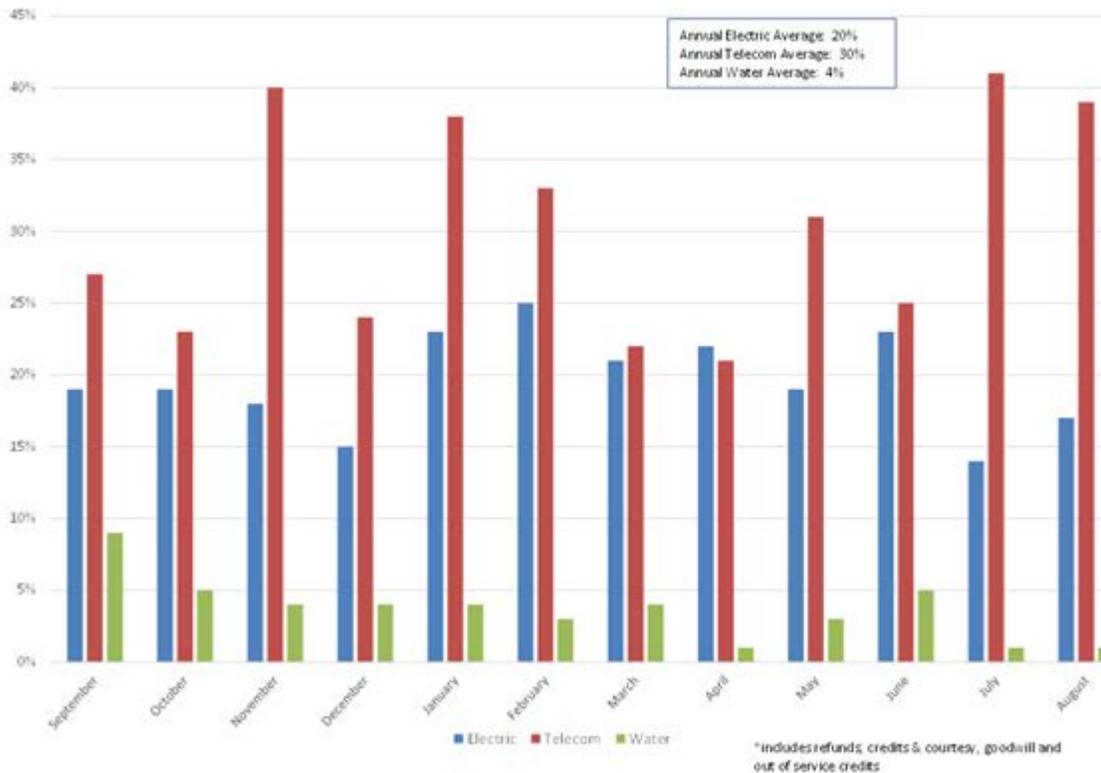
Comments may be filed by submitting 16 copies to the Commission's Filing Clerk, Public Utility Commission of Texas, 1701 North Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326 no later than Friday, October 28, 2016. All comments should reference Project Number 46335.

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.

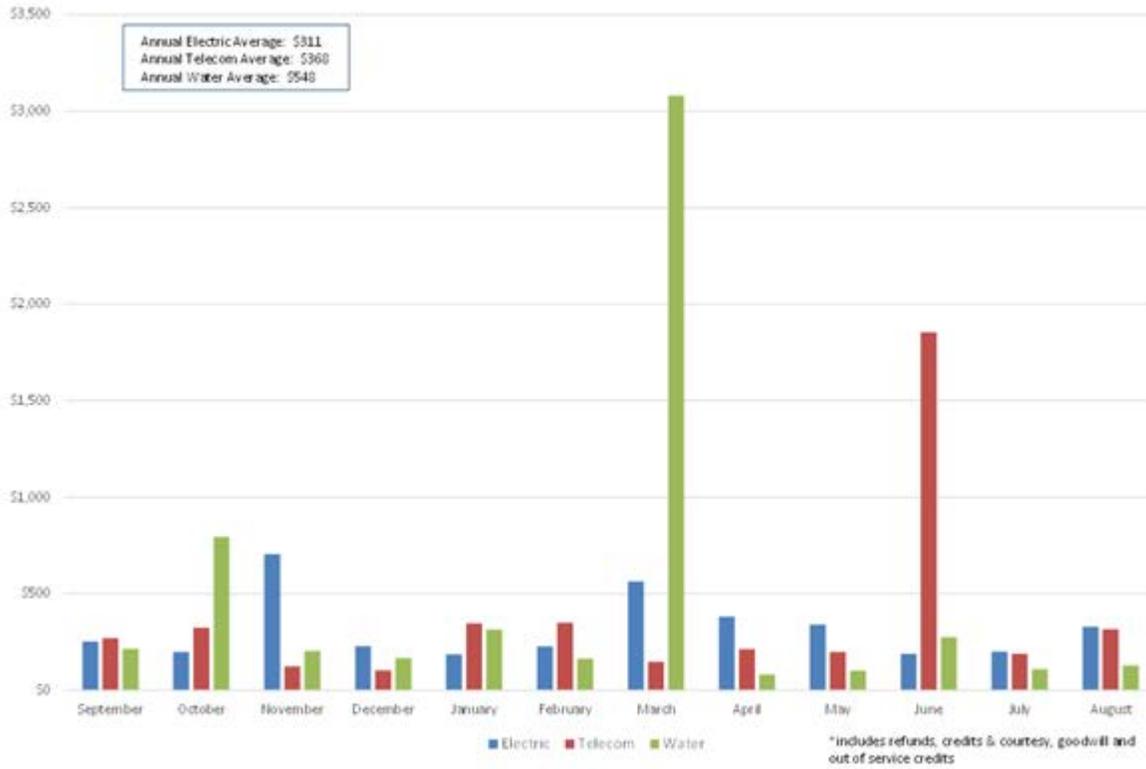
**Customer Protection Division
Complaints Received Comparison -- FY 2015 and FY 2016**



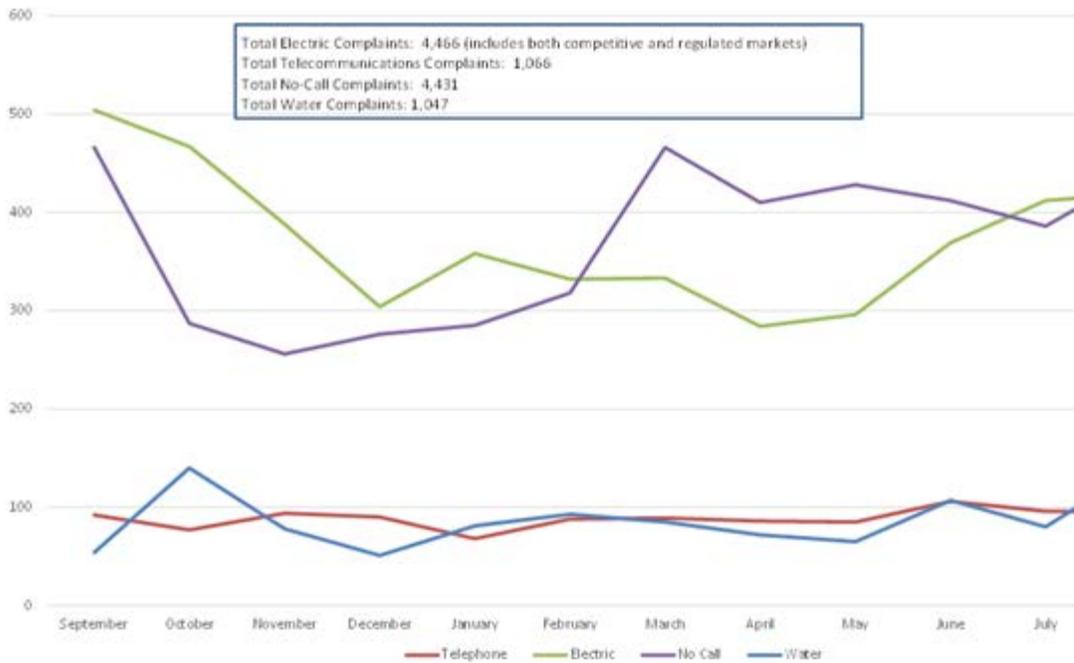
**Customer Protection Division
% of Complaints Resulting in Customer Refunds* - FY 2016**



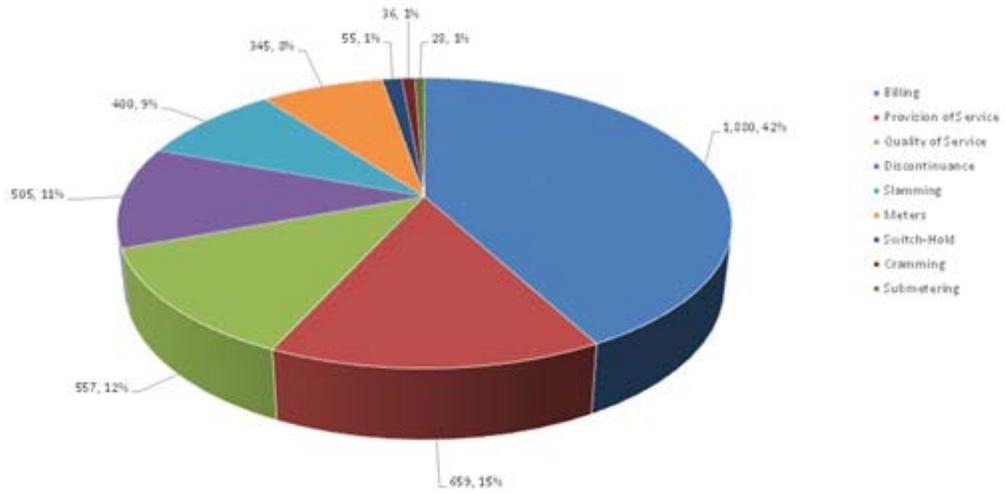
Customer Protection Division
Average Refund* - FY 2016



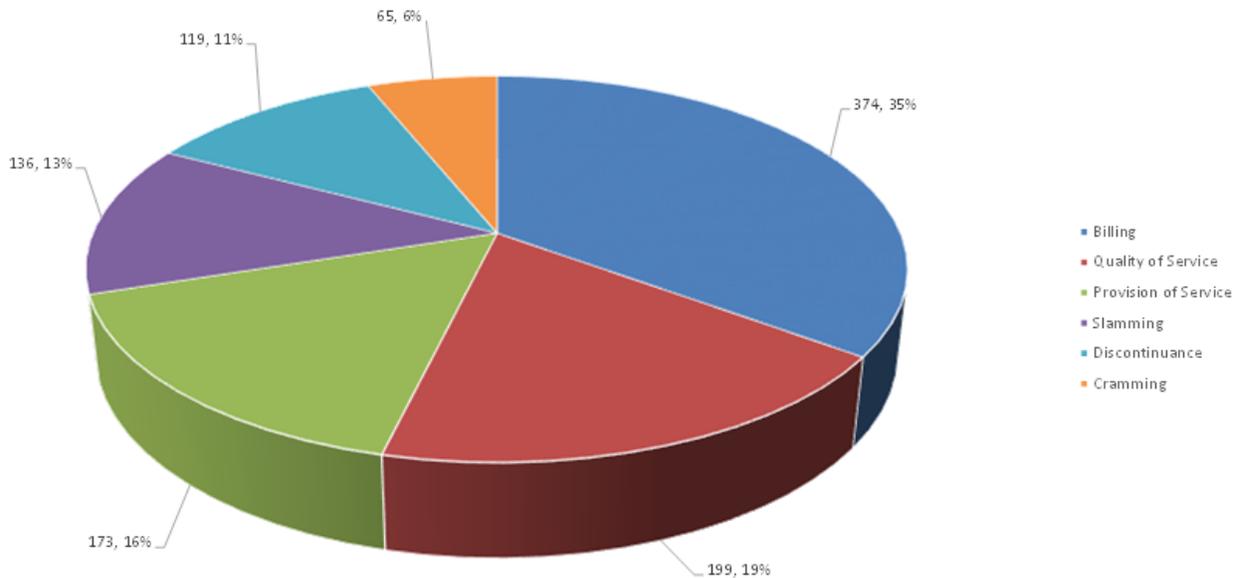
Customer Protection Division
Fiscal Year 2016 Complaints Received



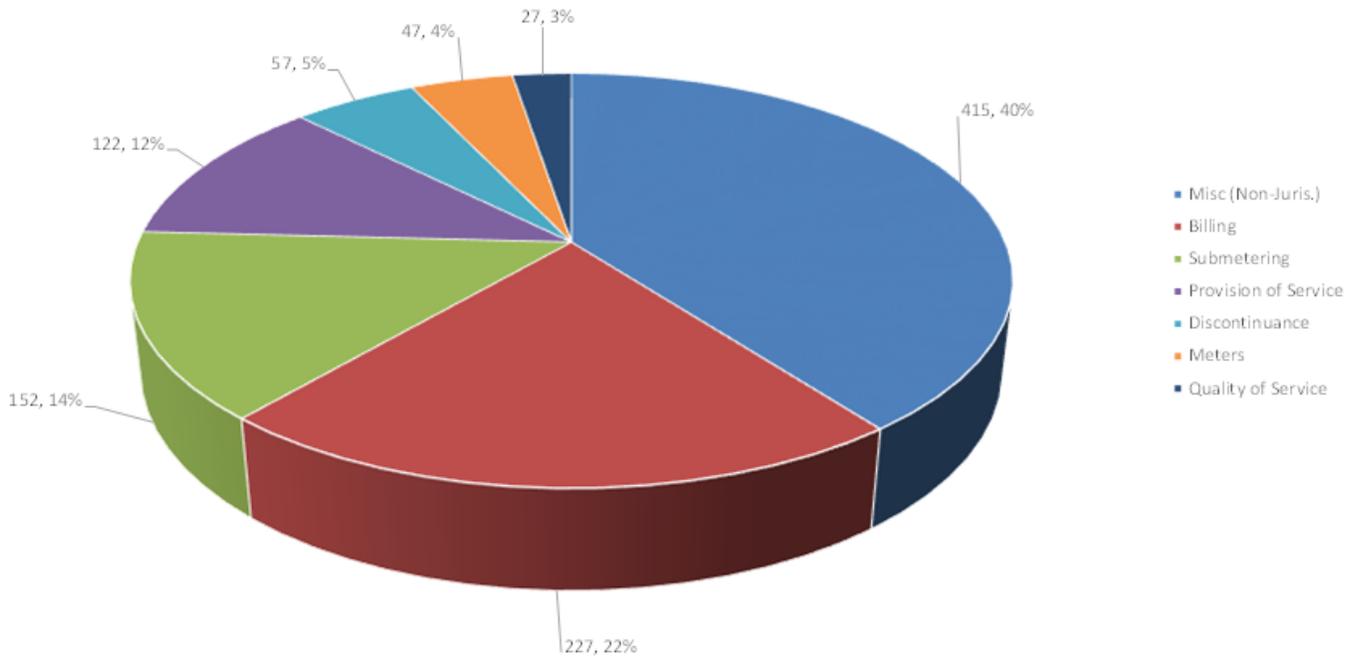
Customer Protection Division
Electric Complaint Categories - FY 2016



Customer Protection Division
Telecommunications Complaint Categories - FY 2016

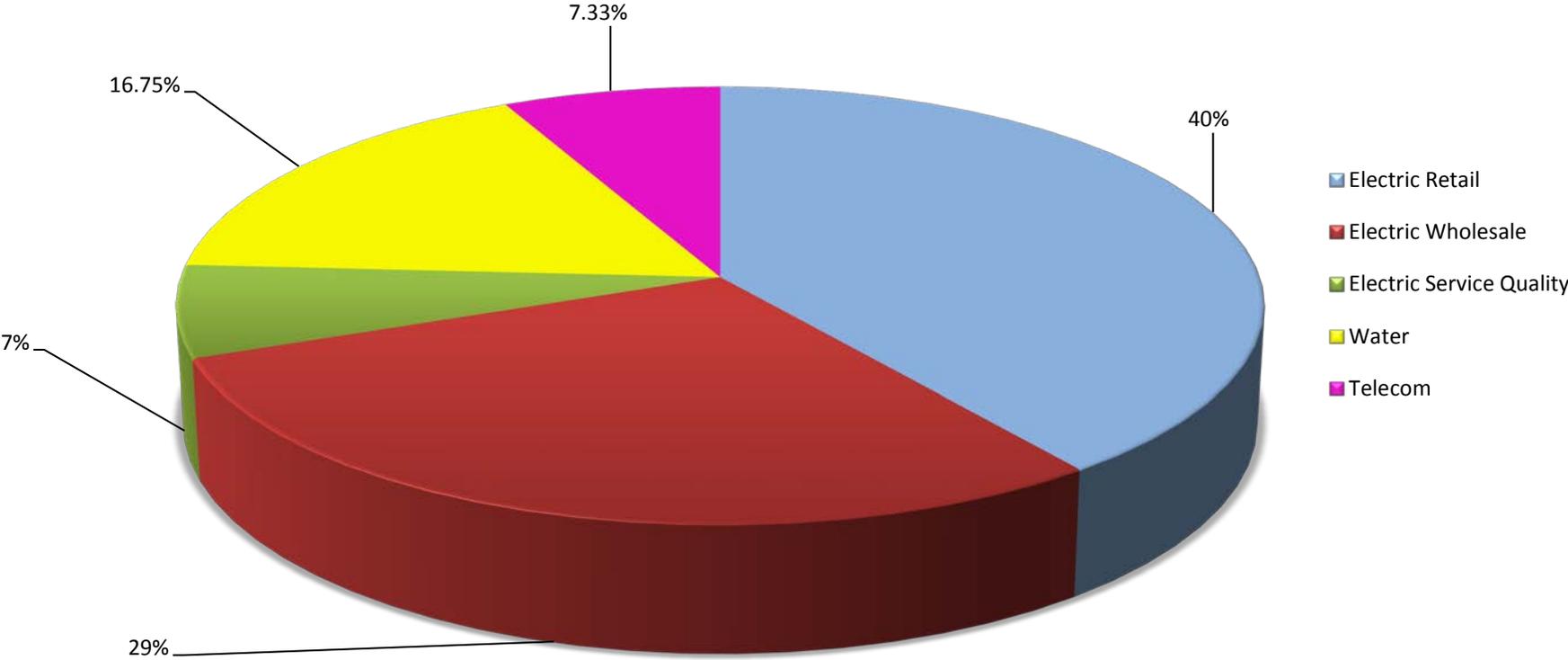


Customer Protection Division
Water Complaint Categories - FY 2016



OVERSIGHT & ENFORCEMENT ACTIVITY

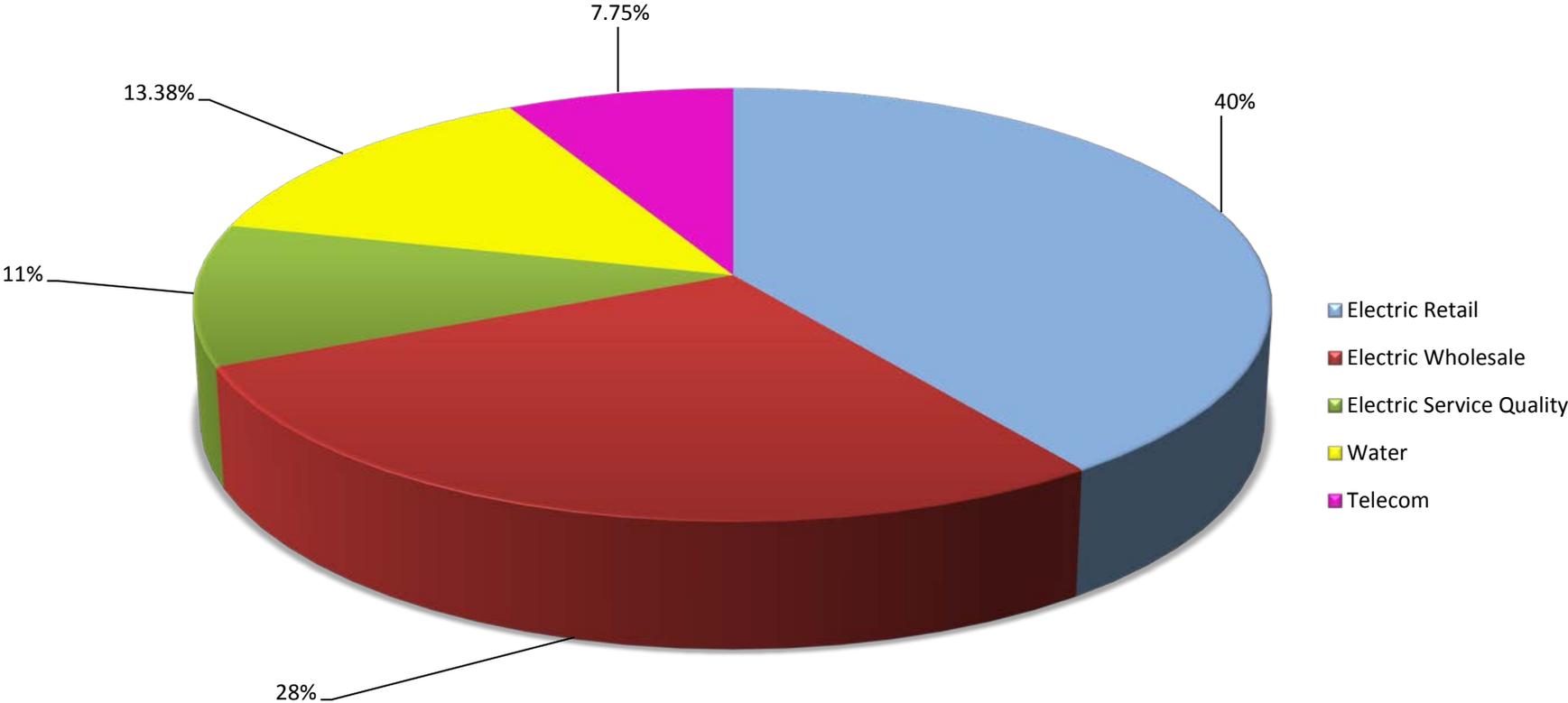
Total Investigations Opened Within Fiscal Year 2016



Total Investigations Opened: 191

OVERSIGHT & ENFORCEMENT ACTIVITY

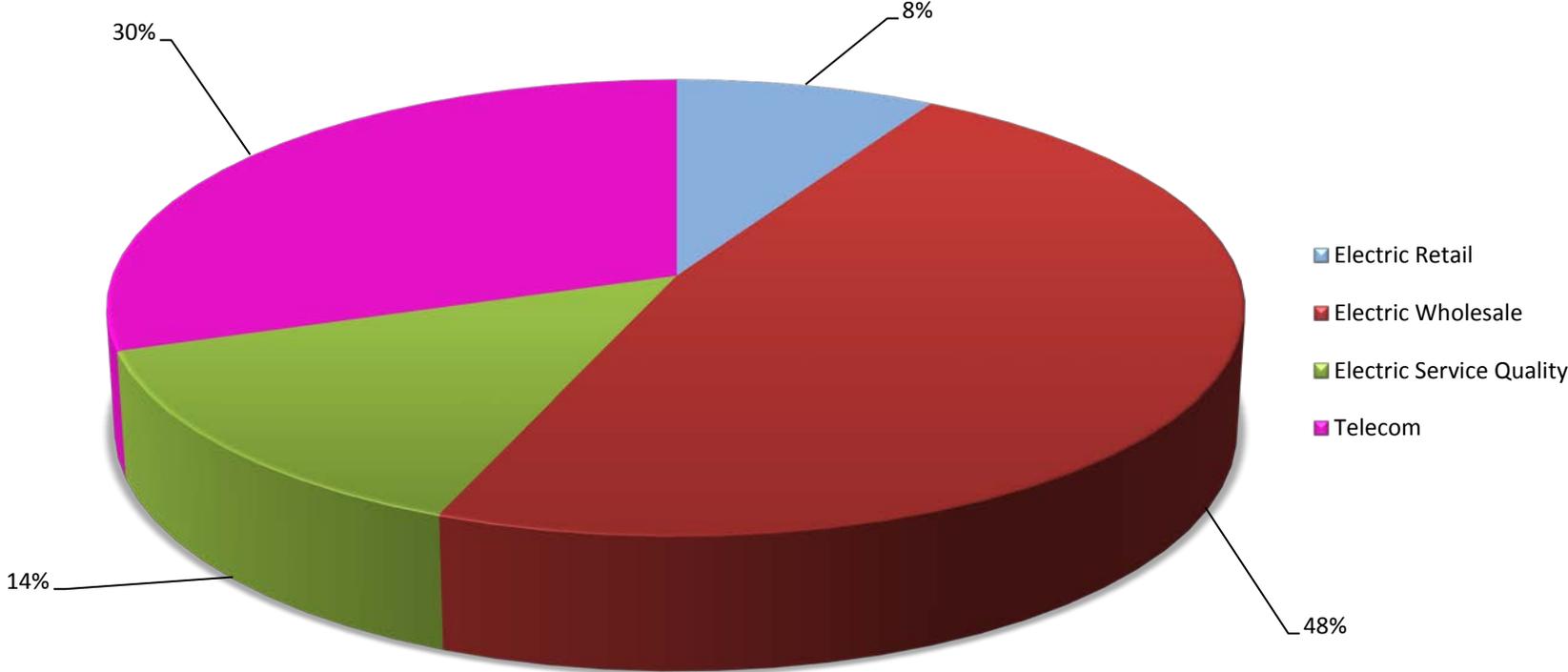
Total Investigations Closed Within Fiscal Year 2016



Total Investigations Closed: 142

OVERSIGHT & ENFORCEMENT ACTIVITY

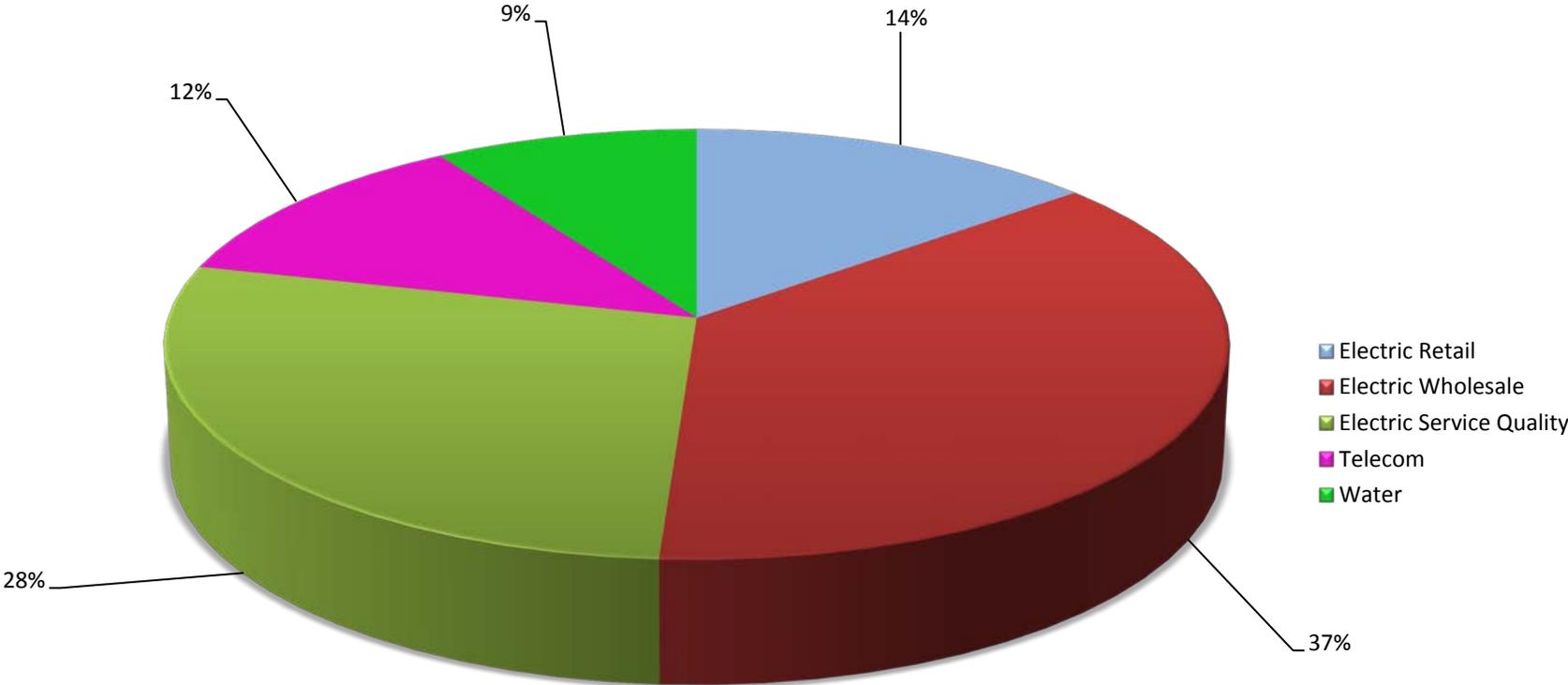
**Docketed Cases that Resulted in Administrative Penalties:
Percentage of Total Penalties Assessed by Violation Type
Fiscal Year 2016**



Total Penalties: \$3,077,500.00

OVERSIGHT & ENFORCEMENT ACTIVITY

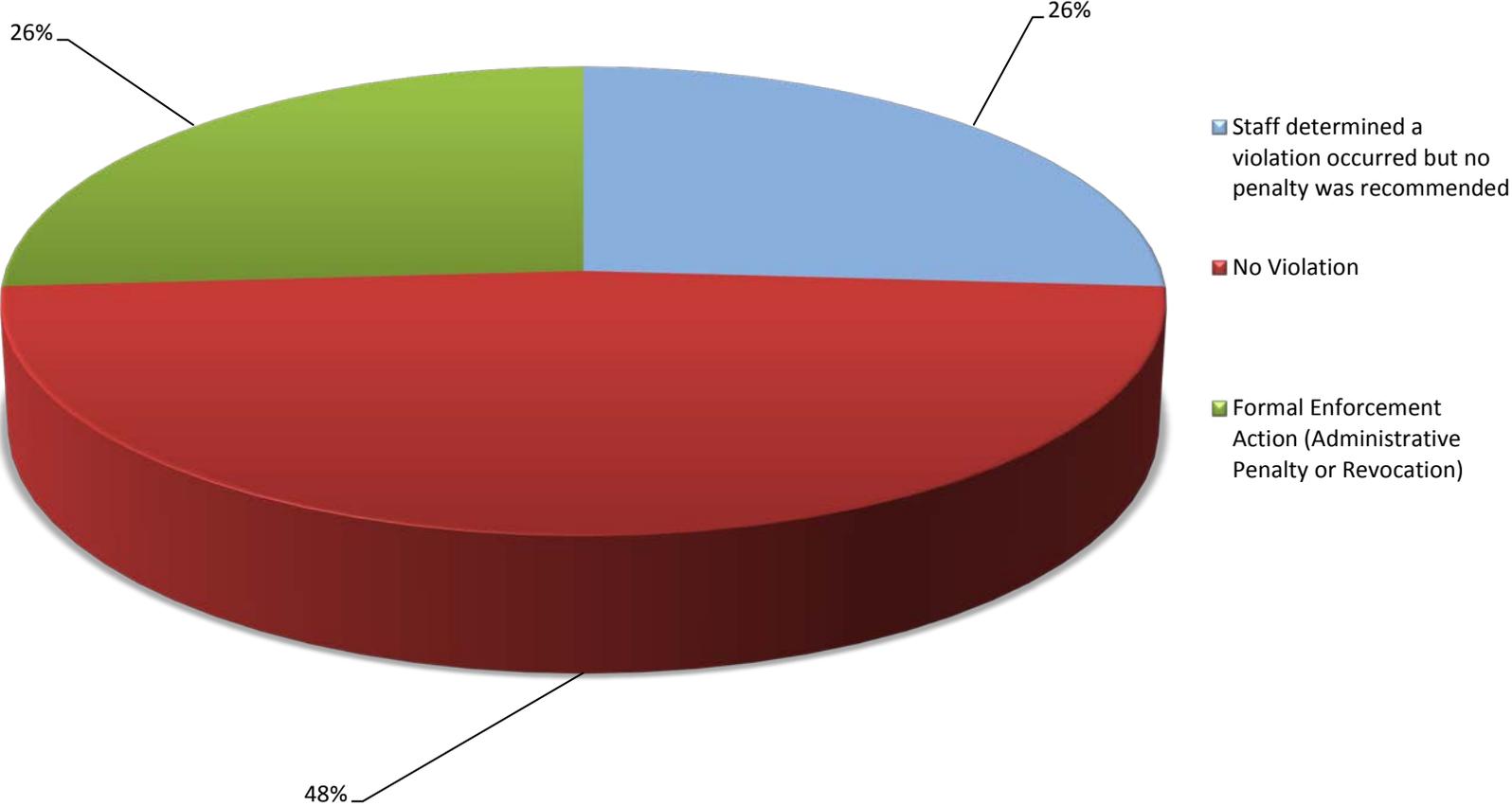
Docketed Cases by Violation Type Fiscal Year 2016



Total Docket Cases: 42

OVERSIGHT & ENFORCEMENT ACTIVITY

Investigation Results in Fiscal Year 2016



Total Investigations With A Finding of A Violation: 74

OVERSIGHT & ENFORCEMENT ACTIVITY

PUC ENFORCEMENT ACTIVITY REPORT FOR DOCKETED CASES: FISCAL YEAR 2016

<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 - SWEPCO	Reliability of Service	45029	09/11/2015	\$7,000.00 {P}	Electric Service Quality	Agreed Settlement	No
AEP - TCC	Reliability of Service	45362	12/18/2015	\$57,000.00 {P}	Electric Service Quality	Agreed Settlement	No
AEP - TNC	Reliability of Service	45363	12/18/2015	\$25,000.00 {P}	Electric Service Quality	Agreed Settlement	No
AEP SWEPCO	Reliability of Service	46117	08/25/2015	\$23,000.00 {P}	Electric Service Quality	Agreed Settlement	No
AEP Texas	ERCOT Protocols	46162	08/25/2015	\$25,000.00 {P}	Electric Wholesale	Agreed Settlement	No
Aero Valley	TWC Rules/Licensing	45277	04/25/2016	\$0.00	Water	Revocation	Yes
American Electric Power Service Corporation (AEP)	ERCOT Protocols	45569	03/25/2016	\$215,000.00 {P}	Electric Wholesale	Agreed Settlement	No
Calpine Corporation	ERCOT Protocols	45256	11/20/2016	\$67,500.00 {P}	Electric Wholesale	Agreed Settlement	No
CENTERPOINT	Reliability of Service	46001	07/01/2016	\$27,000.00 {P}	Electric Service Quality	Agreed Settlement	No
CENTERPOINT	Reliability of Service	45103	11/06/2015	\$8,000.00 {P}	Electric Service Quality	Agreed Settlement	No
Centerpoint	Customer Protection Rules	45895	06/13/2016	\$60,000.00 {P}	Electrical Retail	Agreed Settlement	No
Channelview Cogeneration	ERCOT Protocols	45024	09/11/2015	\$83,000.00 {P}	Electrical Wholesale	Agreed Settlement	No
City of Austin dba Austin Energy	ERCOT Protocols	45493	03/07/2016	\$40,000.00 {P}	Electrical Wholesale	Agreed Settlement	No
City of Garland	ERCOT Protocols	45600	03/25/2016	\$10,000.00 {P}	Electrical Wholesale	Agreed Settlement	No
Cogent Communications	TAC Rules	46008	07/21/2016	\$0.00	Telecom	Revocation	Yes
Consolidated Communications of Texas Company	Reliability of Service	45896	06/13/2016	\$5,000.00 {P}	Electric Service Quality	Agreed Settlement	No
CPS ENERGY	ERCOT Protocols	45204	11/06/2015	\$32,500.00 {P}	Electrical Wholesale	Agreed Settlement	No
EL PASO ELECTRIC COMPANY	Reliability of Service	46172	08/25/2016	\$7,000.00 {P}	Electric Service Quality	Agreed Settlement	No
EL PASO ELECTRIC COMPANY	Reliability of Service	45340	12/18/2015	\$6,000.00 {P}	Electric Service Quality	Agreed Settlement	No
ENTERGY TEXAS, INC.	Reliability of Service	45344	12/18/2015	\$24,000.00 {P}	Electric Service Quality	Agreed Settlement	No
Farrar Water Supply Corporation	TWC Rules/Licensing	44948	11/20/2015	\$0.00	Water	Revocation	Yes

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>	
Farrar Water Supply Corporation	TWC Rules/Licensing	46195	08/25/2016	\$0.00	Water	Temp Manager Term	No	
FPL / Nextera	ERCOT Protocols	45495	03/07/2016	\$21,000.00 {P}	Electrical Wholesale	Agreed Settlement	No	
FPL Energy Texas Keir LLC (QSE)	ERCOT Protocols	45756	05/06/2016	\$20,000.00 {P}	Electrical Wholesale	Agreed Settlement	No	
Hino Electric Power Company	Customer Protection Rules	46003	07/01/2016	\$18,000.00 {P}	Electrical Retail	Agreed Settlement	No	
Jade Energy	Customer Protection Rules	45576	04/25/2016	\$0.00	Electrical Retail	Suspension	No	
Laredo WLE, LP	ERCOT Protocols	45695	04/25/2016	\$30,000.00 {P}	Electrical Wholesale	Agreed Settlement	No	
Links EP LLC	ERCOT Protocols	45777	05/05/2016	\$40,000.00 {P}	Electrical Wholesale	Agreed Settlement	No	
Live Oak RV Resort	Customer Protection Rules	44716	12/18/2015	\$22,135.75 {R}	Electrical Retail	Notice of Violation/Reimbursement	No	
NRG Texas Power LLC	ERCOT Protocols	46079	07/20/2016	\$35,000.00 {P}	Electrical Wholesale	Agreed Settlement	No	
ONCOR	Reliability of Service	46189	08/25/2016	\$130,000.00 {P}	Electric Service Quality	Agreed Settlement	No	
ONCOR	ERCOT Protocols	45305	12/18/2015	\$220,500.00 {P}	Electrical Wholesale	Agreed Settlement	No	
ONCOR	Customer Protection Rules	45900	07/20/2016	\$700,000.00 {P}	Electrical Retail	Agreed Settlement	No	
ONCOR	Customer Protection Rules	45575	03/25/2016	\$21,000.00 {P}	Electrical Retail	Agreed Settlement	No	
San Jacinto Utility	TWC Rules/Licensing	45276	02/26/2016	\$0.00	Water	Revocation	Yes	
Southwestern Public Service Company	Reliability of Service	45284	12/04/2015	\$14,000.00 {P}	Electrical Service Quality	Agreed Settlement	No	
Spark Energy	Customer Protection Rules	45520	03/07/2016	\$160,000.00 {P}	Electrical Retail	Agreed Settlement	No	
Texas Hearing & Telephone	TAC Rules	44575	09/11/2015	\$825,000.00 {P}	Telecom	Notice of Violation/Reimbursement	No	
Texas Hearing & Telephone	TAC Rules	44576	10/08/2015	\$2,057,055.93 {R}	Telecom	Revocation	Yes	
Texas New Mexico Power, Co.	ERCOT Protocols	46154	08/25/2016	\$6,000.00 {P}	Electrical Wholesale	Agreed Settlement	No	
Verizon	TAC Rules	45729	04/25/2016	\$100,000.00 {P}	Telecom	Agreed Settlement	No	
Viridity Energy	ERCOT Protocols	45714	04/25/2016	\$15,000.00 {P}	Electric Wholesale	Agreed Settlement	No	
		TOTAL	42 Docketed Cases	\$ 2,079,191.68 {R} \$ 3,077,500.00 {P}				

*Additionally, in 37 investigations O&E Staff determined that a violation occurred, but an administrative penalty was not recommended.