

PROJECT NO. 50019
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2019 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

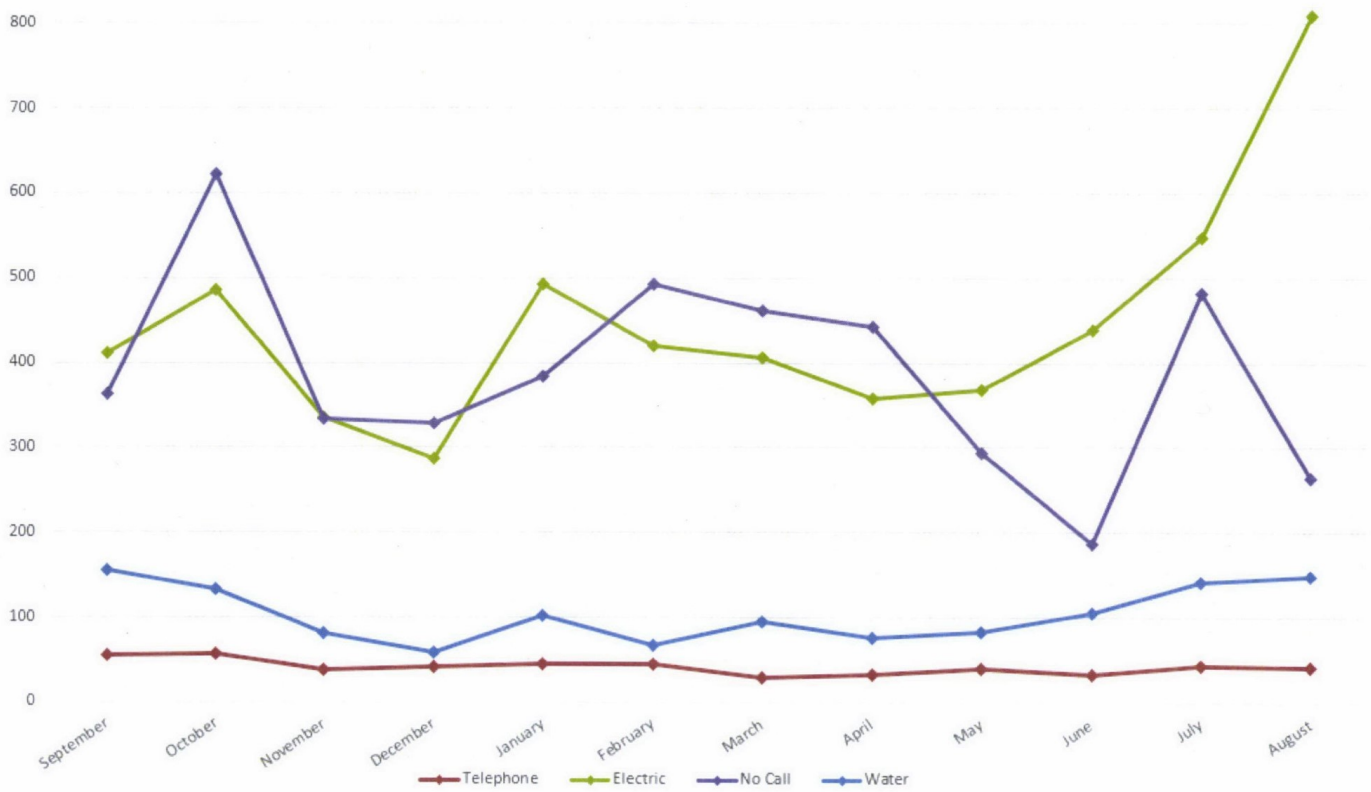
As a part of its 2010 report on the PUC, the Sunset Advisory Commission adopted a management action recommending that the Commission publish, on a regular basis, more complaint and enforcement data on its website. The Sunset Commission also recommended that the public be given an opportunity to comment on this information. Attached is summary information on enforcement actions and customer complaint data for fiscal year 2019. Staff intends to present this information for the Commissioners' review at the November 14, 2019 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 50019 on or before Friday, November 8, 2019.

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 8, 2019. All comments should reference Project Number 50019.

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.

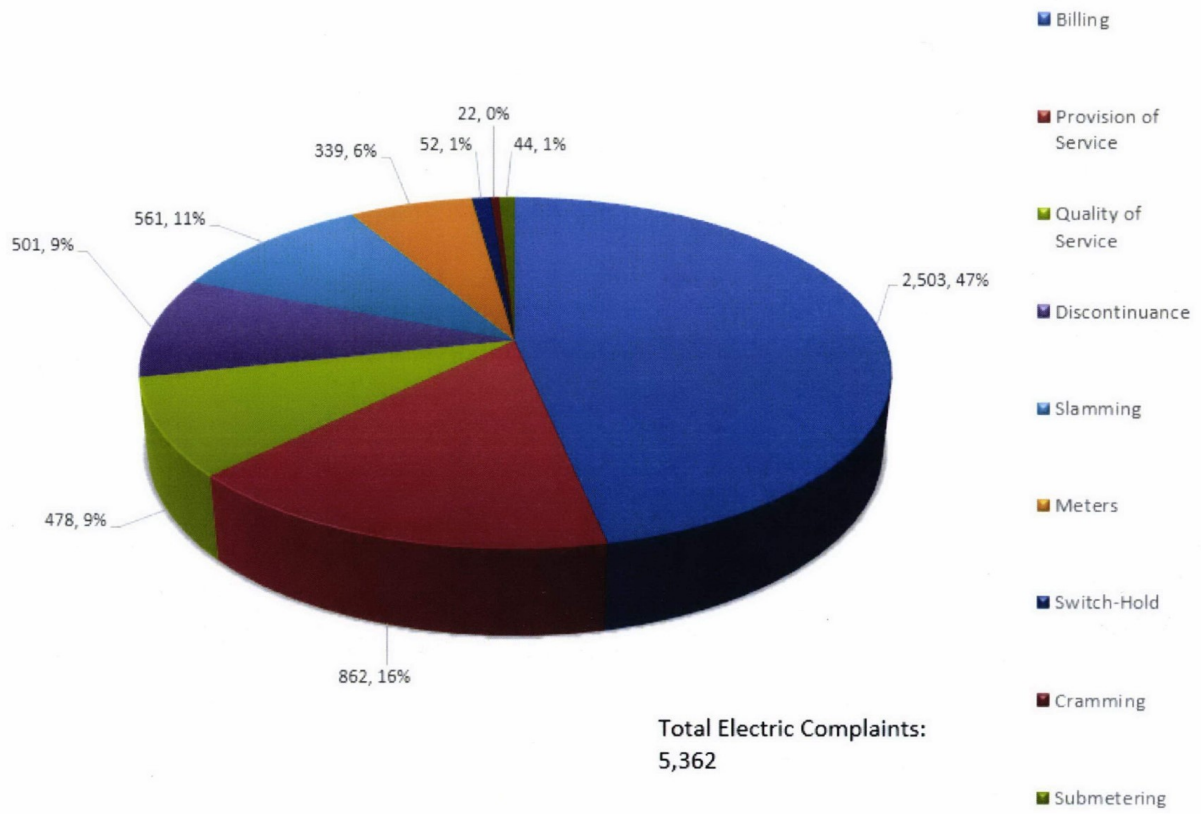
CUSTOMER PROTECTION DIVISION

Fiscal Year 2019 Complaints Received



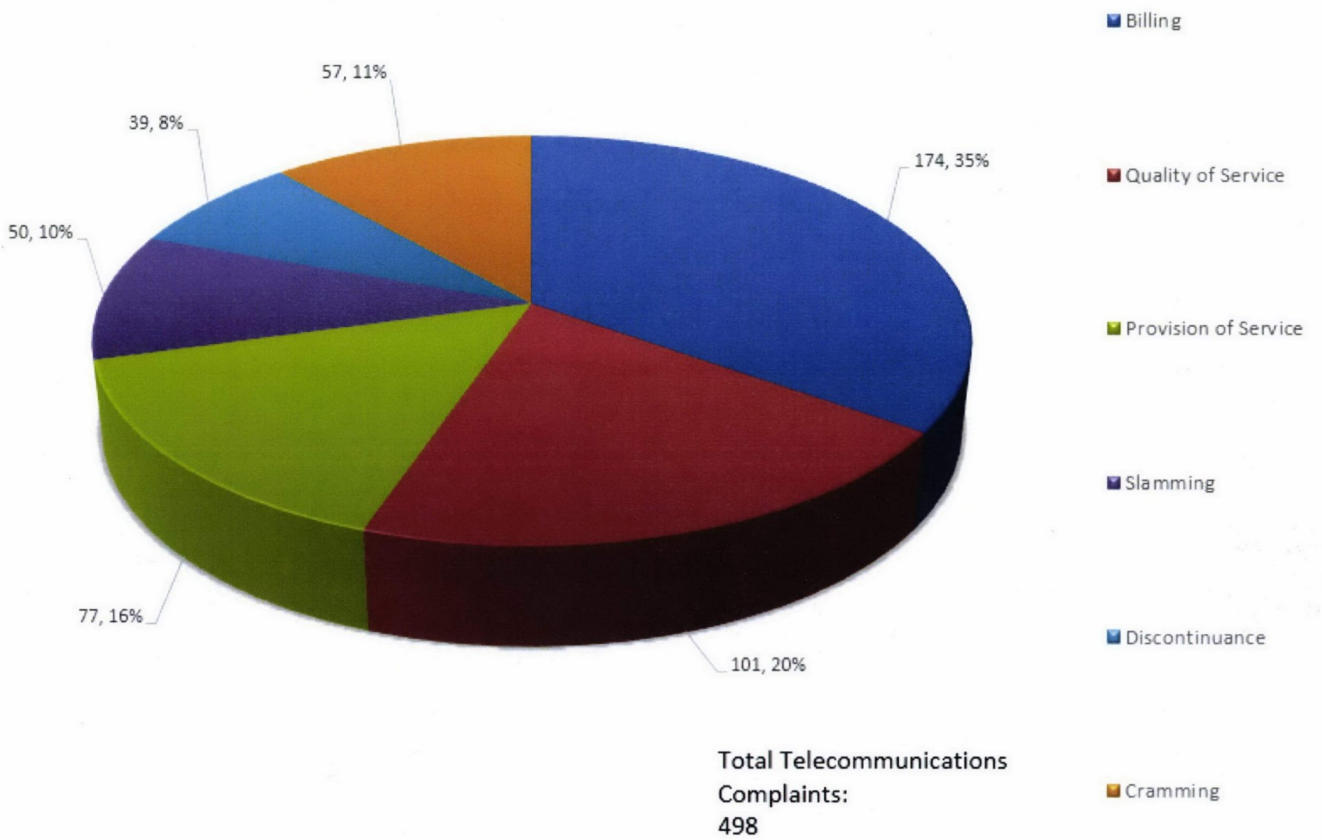
CUSTOMER PROTECTION DIVISION

Electric Complaint Categories – FY 2019



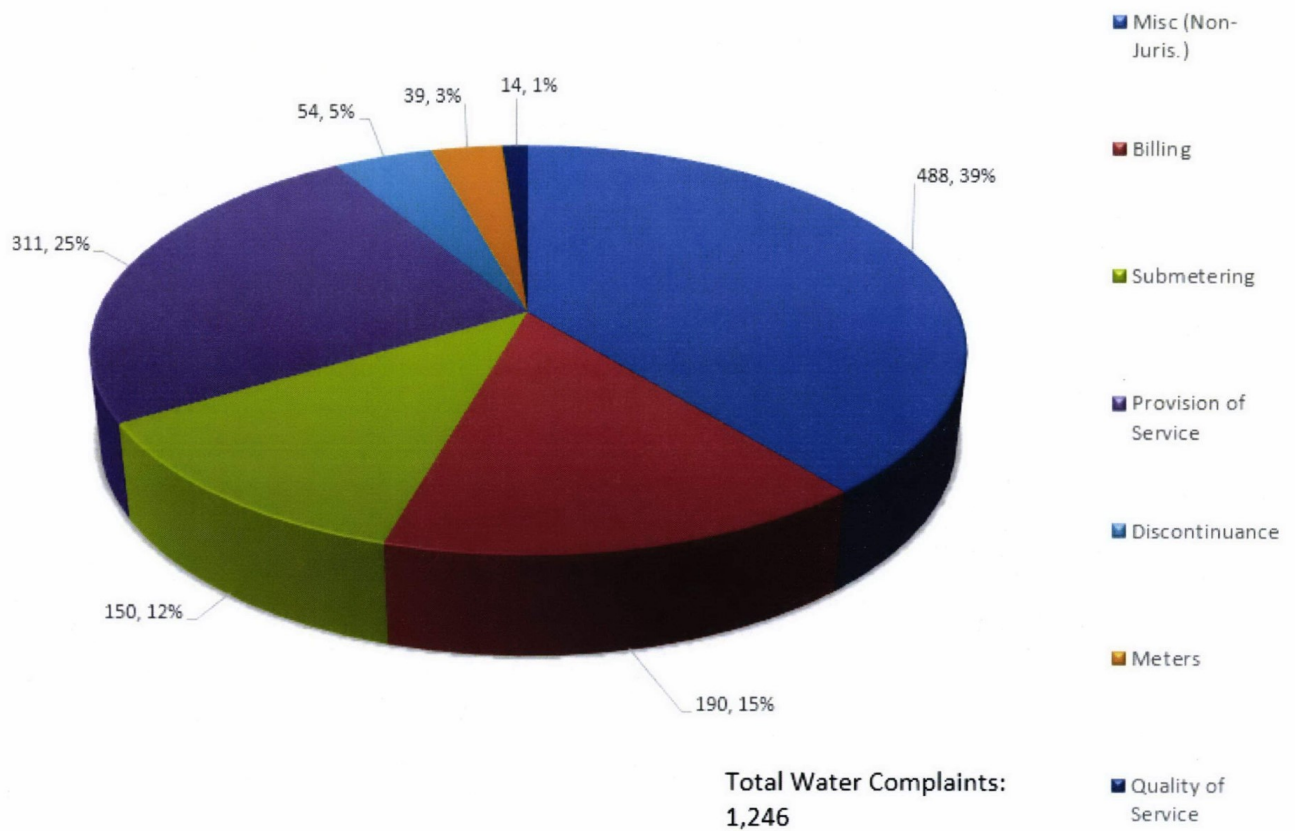
CUSTOMER PROTECTION DIVISION

Telecommunications Complaint Categories – FY 2019



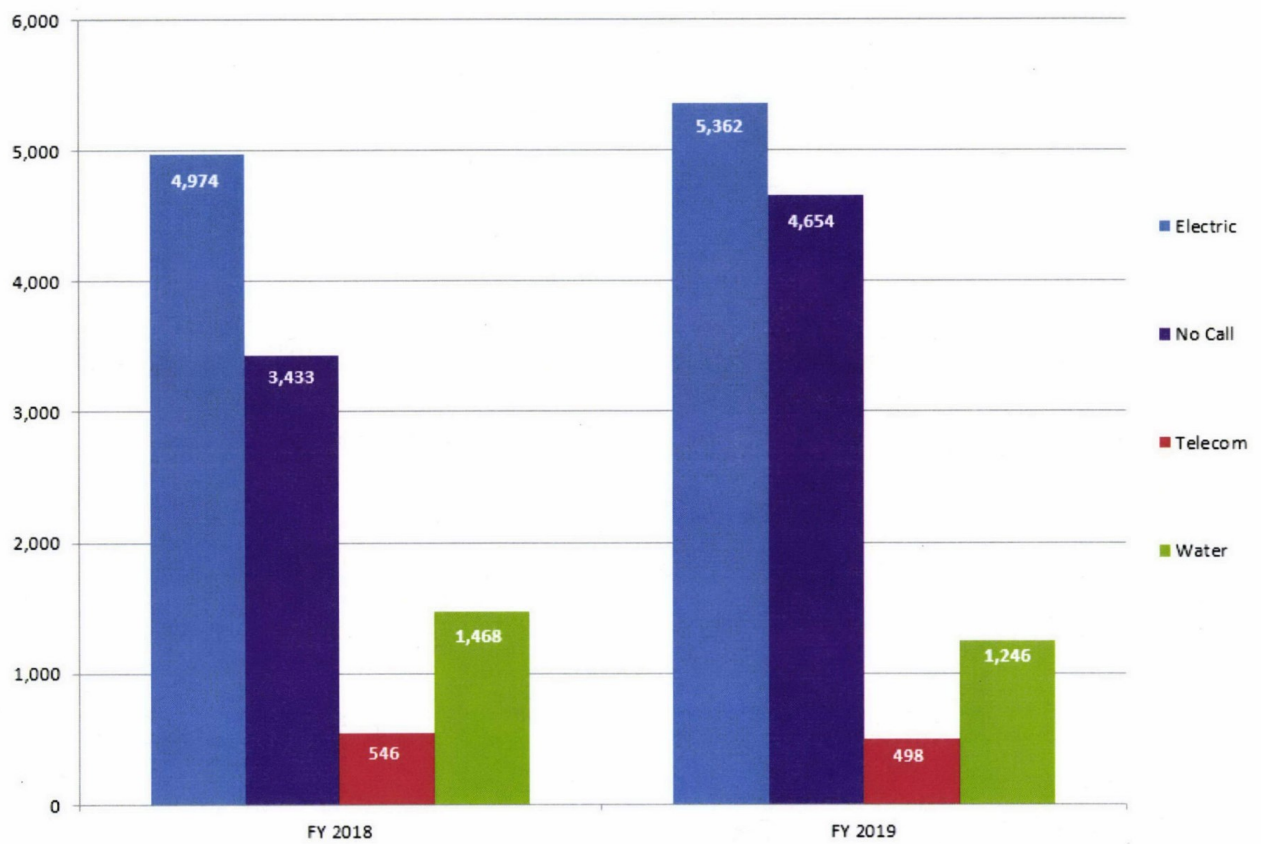
CUSTOMER PROTECTION DIVISION

Water Complaint Categories – FY 2019



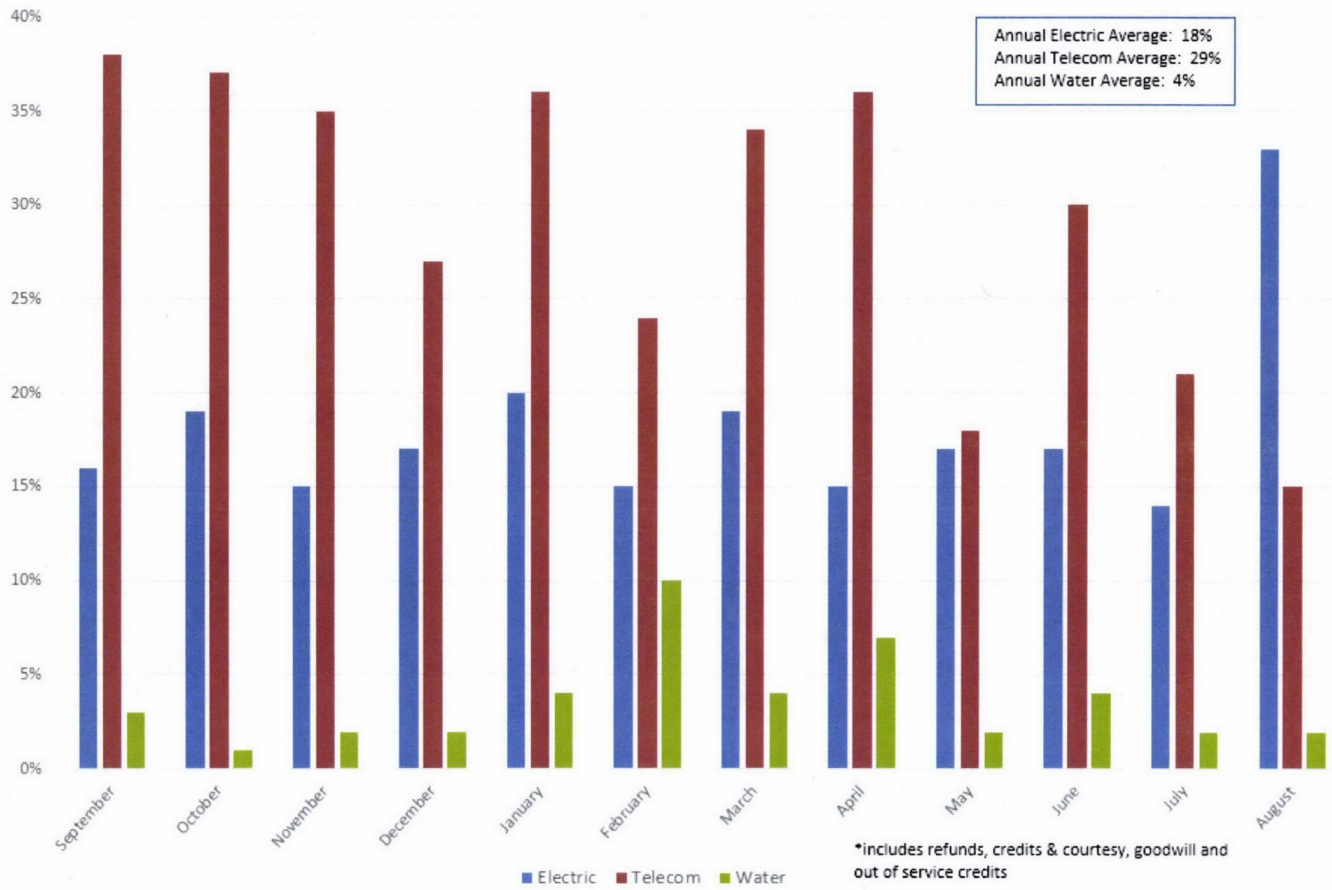
CUSTOMER PROTECTION DIVISION

Complaints Received Comparison – FY 2018 and FY 2019



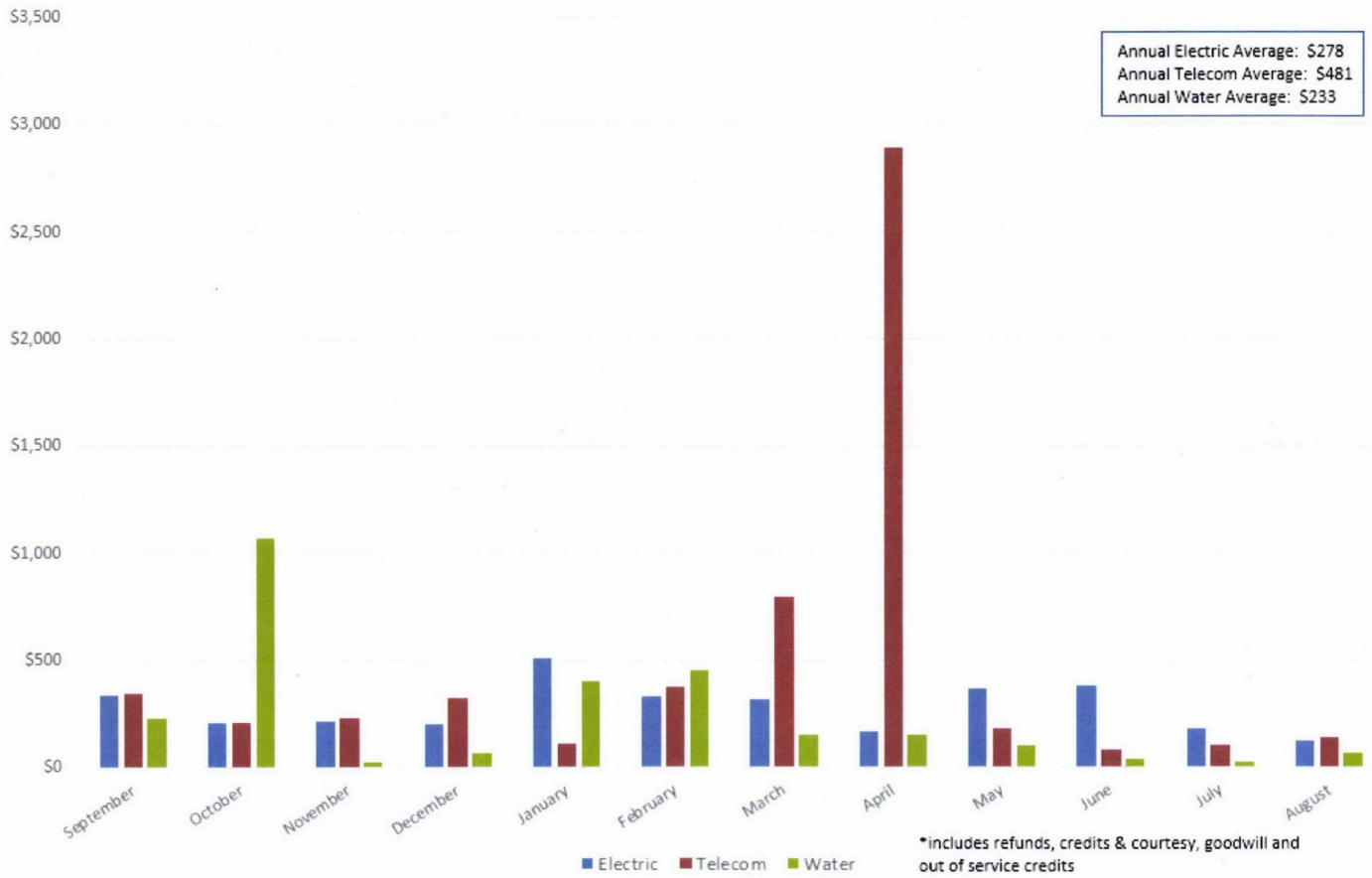
CUSTOMER PROTECTION DIVISION

% of Complaints Resulting in Customer Refunds* - FY 2019



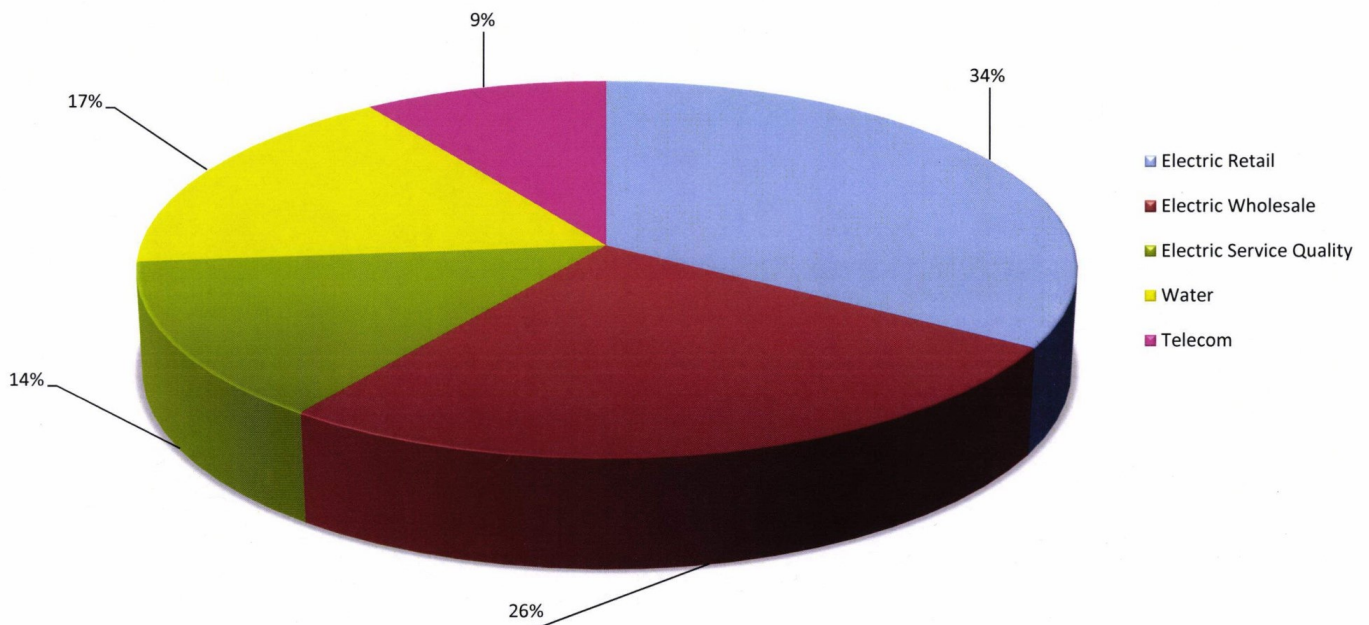
CUSTOMER PROTECTION DIVISION

Average Refund* - FY 2019



OVERSIGHT & ENFORCEMENT ACTIVITY

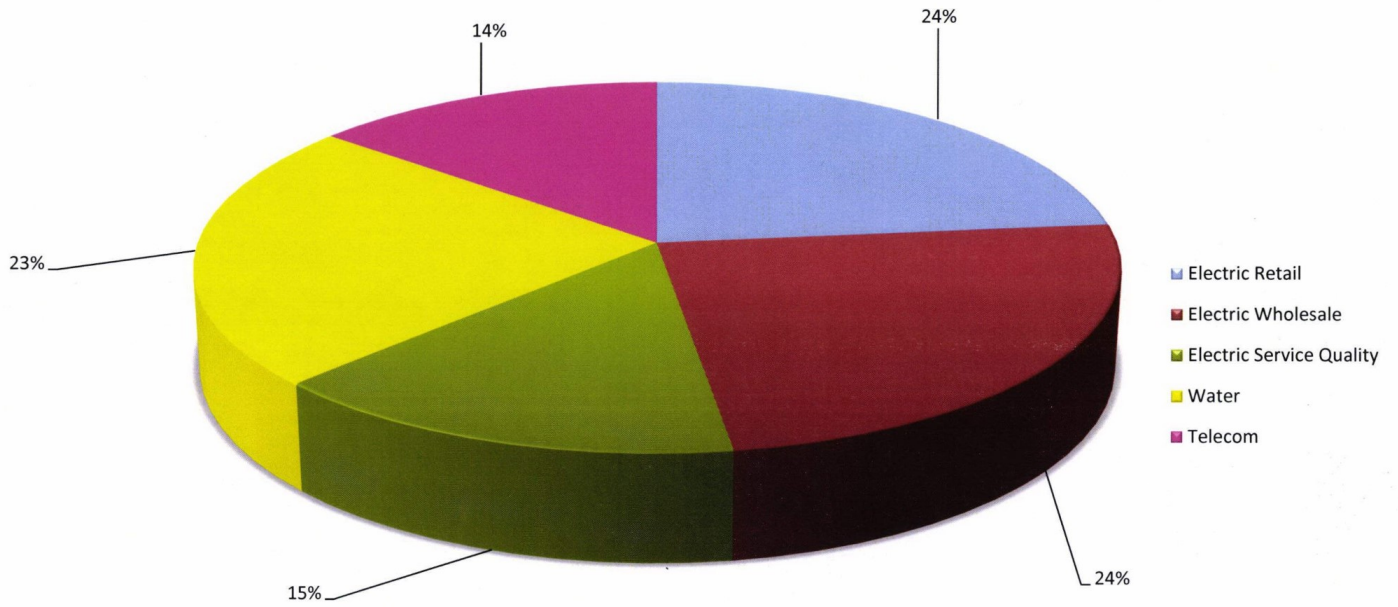
Total Investigations Opened Within Fiscal Year 2019



Total Investigations Opened: 95

OVERSIGHT & ENFORCEMENT ACTIVITY

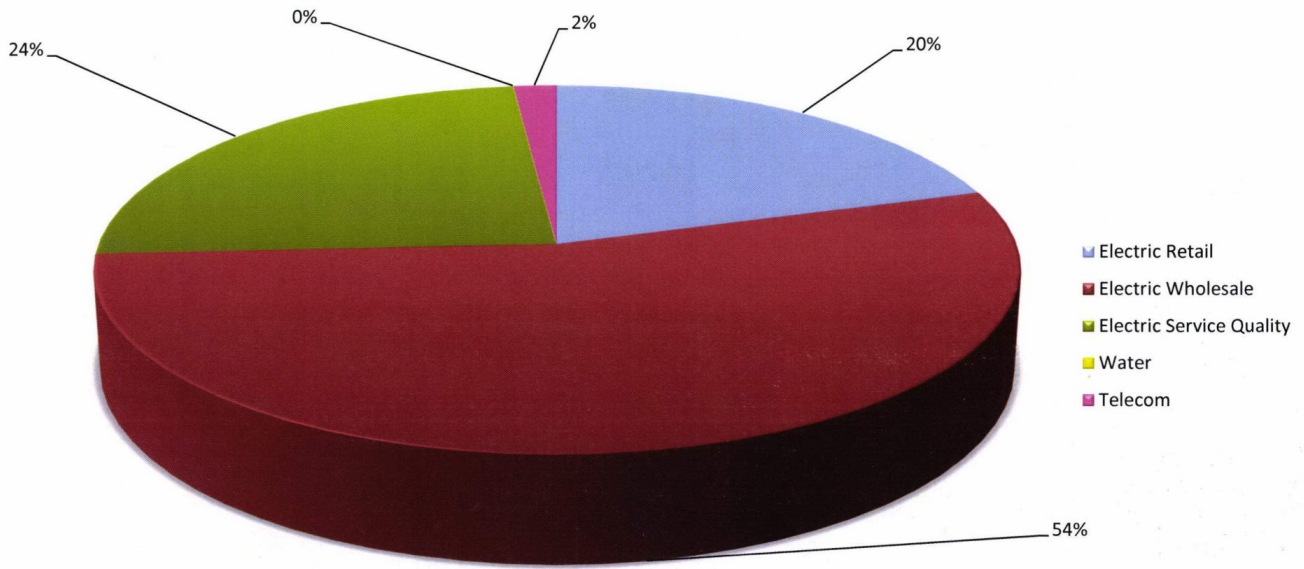
Total Investigations Closed Within Fiscal Year 2019



Total Investigations Closed: 107

OVERSIGHT & ENFORCEMENT ACTIVITY

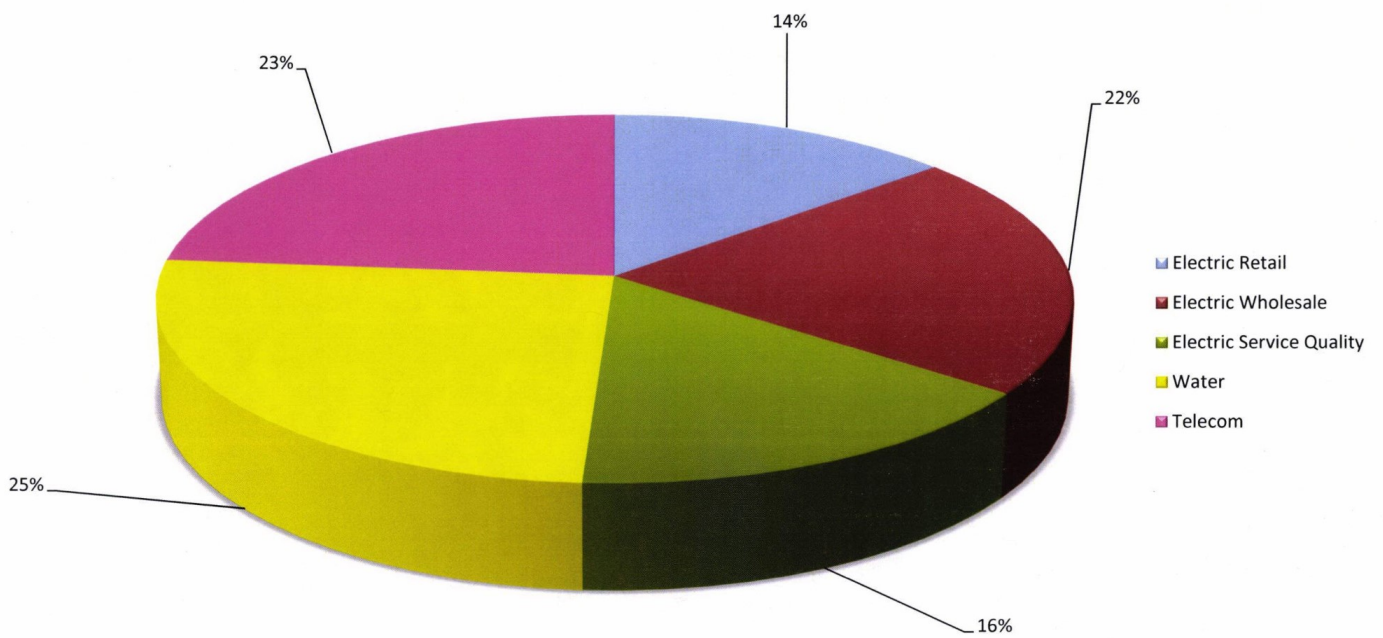
**Docketed Cases that Resulted in Administrative Penalties:
Percentage of Total Penalties Assessed by Violation Type
Fiscal Year 2019**



Total Penalties: \$2,959,905.75

OVERSIGHT & ENFORCEMENT ACTIVITY

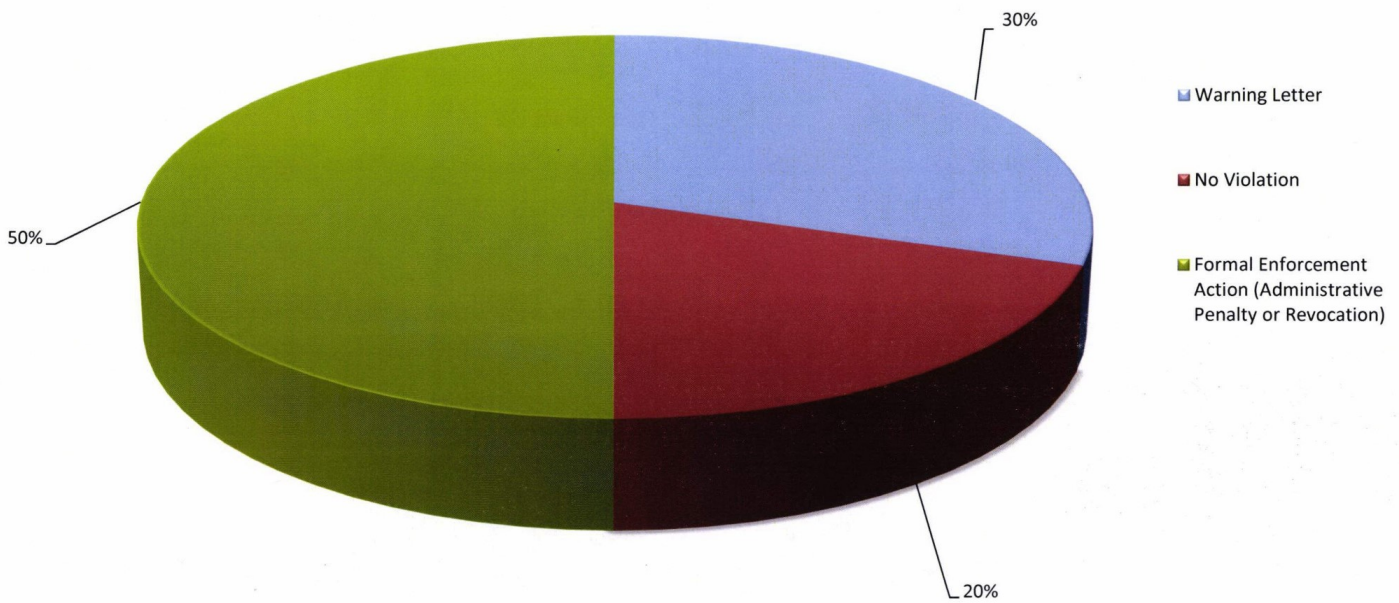
Closed Docketed Cases by Violation Type Fiscal Year 2019



Total Docketed Cases: 51

OVERSIGHT & ENFORCEMENT ACTIVITY

Closed Investigation Results in Fiscal Year 2019



OVERSIGHT & ENFORCEMENT ACTIVITY

PUC ENFORCEMENT ACTIVITY REPORT FOR CLOSED DOCKETED CASES: FISCAL YEAR 2019

<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 - Texas	Reliability of Service	48774	12/10/2018	\$84,000.00 {P}	Svc. Quality	Agreed Settlement	No
Ambit Energy	Customer Protection Rules	48859	05/24/2019	\$160,000.00 {P}	Retail	Agreed Settlement	No
American PowerNet Management	Customer Protection Rules	49408	08/29/2019	\$10,000.00 {P}	Retail	Agreed Settlement	No
Beach Road Utilities	TWC/Licensing	48752	08/14/2019	\$0.00	Water	Revocation	Yes
Blue Medina	TWC/Licensing	48747	07/18/2019	\$0.00	Water	Revocation	Yes
Broadband Fiber, LLC	TAC Rules	48277	05/22/2019	\$0.00	Telecom	Revocation	Yes
BroadlinkOne	TAC Rules	48276	06/03/2019	\$0.00	Telecom	Revocation	Yes
Canton Rural WSC	TWC/Licensing	48473	08/29/2019	\$0.00	Water	Revocation	Yes
Centerpoint Energy	Reliability of Service	48573	10/12/2018	\$40,000.00 {P}	Svc. Quality	Agreed Settlement	No
Chuck Bell *	TWC/Licensing	48315	09/23/2019	\$0.00	Water	Receivership	No
City of Garland	ERCOT Protocols	49698	08/30/2019	\$25,000.00 {P}	Wholesale	Agreed Settlement	No
Dayton Kenefick	TWC/Licensing	48458	08/29/2019	\$0.00	Water	Revocation	Yes
Ector County	ERCOT Protocols	48927	05/09/2019	\$15,000.00 {P}	Wholesale	Agreed Settlement	No
El Paso Electric Company	Reliability of Service	48674	12/10/2018	\$20,000.00 {P}	Svc. Quality	Agreed Settlement	No
Energy First	TAC Rules	48661	10/25/2018	\$0.00	Telecom	Notice of Violation	No
Entergy Texas Inc.	Reliability of Service	48772	12/10/2018	\$19,200.00 {P}	Svc. Quality	Agreed Settlement	No
Extenet Systems, Inc. **	TAC Rules	48977	06/20/2019	\$0.00	Telecom	Revocation	No
Galco Utilities	TWC/Licensing	48459	08/29/2019	\$0.00	Water	Revocation	Yes
Golden Spread Electric Coop, Inc.	ERCOT Protocols	49476	06/27/2019	\$25,000.00 {P}	Wholesale	Agreed Settlement	No
Hearthstone Colony (sewer)	TWC/Licensing	48754	08/14/2019	\$0.00	Water	Revocation	Yes
Hearthstone Colony WSC	TWC/Licensing	48460	08/29/2019	\$0.00	Water	Revocation	Yes
Inetworks Group, Inc.	TAC Rules	48275	6/03/2019	\$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>
Lancewood WSC	TWC/Licensing	48472	08/29/2019	\$0.00	Water	Revocation	Yes
LCRA	ERCOT Protocols	49466	05/24/2019	\$50,000.00 {P}	Wholesale	Agreed Settlement	No
Links EP, LLC	ERCOT Protocols	49731	08/29/2019	\$15,000.00 {P}	Wholesale	Agreed Settlement	No
Lohman's Ford Water	TWC/Licensing	48471	08/29/2019	\$0.00	Water	Revocation	Yes
Lull WSC	TWC/Licensing	48470	08/29/2019	\$0.00	Water	Revocation	Yes
Luminant	ERCOT Protocols	48607	12/10/2018	\$1,100,000.00 {P}	Wholesale	Agreed Settlement	No
Magnum Networks, LLC	TAC Rules	48273	06/23/2019	\$0.00	Telecom	Revocation	Yes
New Deal WSC	TWC/Licensing	48469	08/29/2019	\$0.00	Water	Revocation	Yes
NRG Texas Power, LLC	ERCOT Protocols	49221	06/27/2019	\$60,000.00 {P}	Wholesale	Agreed Settlement	No
Oncor	ERCOT Protocols	49454	06/13/2019	\$75,000.00 {P}	Wholesale	Agreed Settlement	No
Oncor	Reliability of Service	48841	04/18/2019	\$432,000.00 {P}	Svc. Quality	Agreed Settlement	No
Oncor	ERCOT Protocols	48926	05/09/2019	\$25,000.00 {P}	Wholesale	Agreed Settlement	No
Power Generation Services, Inc.	ERCOT Protocols	49281	08/29/2019	\$8,500.00 {P}	Wholesale	Agreed Settlement	No
Public Wireless, Inc.	TAC Rules	48648	06/30/2019	\$0.00	Telecom	Revocation	Yes
Reliant Energy Retail Services, LLC	Customer Protection Rules	48773	12/10/2018	\$100,000.00 {P}	Retail	Agreed Settlement	No
Safetel, LLC	TAC Rules	48647	06/11/2019	\$0.00	Telecom	Revocation	Yes
Sara Telecom, LLC	TAC Rules	48646	06/05/2019	\$0.00	Telecom	Revocation	Yes
Shalimar Apartments	TWC/Licensing	48056	09/17/2018	\$1,090.31 {R}	Water	Agreed Settlement	No
Source Power and Gas	Customer Protection Rules	48608	12/10/2018	\$50,000.00 {P}	Retail	Agreed Settlement	No
Spark Energy, LLC	Customer Protection Rules	49684	08/29/2019	\$90,000.00 {P}	Retail	Agreed Settlement	No

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>	
Stream SPE, LTD	Customer Protection Rules	49472	6/27/2019	\$85,000.00 {P}	Retail	Revocation	No	
SWEPCO	Reliability of Service	48642	12/10/2018	\$38,000.00 {P}	Svc. Quality	Agreed Settlement	No	
Texas New Mexico Power Company	Reliability of Service	48628	12/10/2018	\$39,000.00 {P}	Svc. Quality	Agreed Settlement	No	
The Connor Group	Customer Protection Rules	48925	05/10/2019	\$96,205.75 {P} \$88,794.25 {R}	Retail	Agreed Settlement	No	
Twin Eagle	ERCOT Protocols	49784	08/29/2019	\$180,000.00 {P}	Wholesale	Agreed Settlement	No	
Universal Local Exchange Carrier of Texas, LLC	TAC Rules	49265	07/08/2019	\$0.00	Telecom	Revocation	Yes	
Usmani Enterprises, Inc	TAC Rules	48644	06/04/2019	\$0.00	Telecom	Revocation	Yes	
Verizon Southwest	TAC Rules	49497	06/27/2019	\$50,000.00 {P}	Telecom	Agreed Settlement	No	
XCEL / Southwestern Public Service	Reliability of Service	48826	03/01/2019	\$68,000.00 {P}	Svc. Quality	Agreed Settlement	No	
		TOTAL	51 Closed Docketed Cases	\$89,884.56 {R} \$2,959,905.75 {P}				

* Chuck Bell – The Commission granted Staff's request to refer this matter to the Attorney General's Office for a possible receivership. This became unnecessary when Chuck Bell went through the STM process to transfer his ownership of the utility.

** Extenet Systems, Inc. – Commission Staff withdrew its petition without prejudice to refile.