



Public Utility Commission of Texas

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PUC Imposes Nearly \$650,000 in Penalties; Orders \$225,000 in Bill Payment Assistance Funding; Establishes Enhanced Reporting Requirements for Water Utility

AUSTIN – The Public Utility Commission of Texas approved multiple settlement agreements, ordering a total of \$647,500 in administrative penalties and \$225,000 in bill payment assistance funding.

The Commission approved a settlement against a retail electric provider, concerning switch-hold removal and the low-income rate reduction program. The REP agreed to pay an administrative penalty of \$475,000 and contribute an additional \$225,000 to bill payment assistance programs (Docket [49688](#)).

The Commission also approved three settlement agreements against transmission and distribution utilities regarding annual service quality. The TDUs agreed to pay administrative penalties of \$30,000, \$45,000 and \$74,000 (Dockets [49618](#), [49828](#) and [49857](#)).

In addition, the Commission approved a settlement agreement against a municipality who failed to provide non-spinning reserve service. The municipality agreed to pay an administrative penalty of \$23,500 (Docket [49699](#)).

Finally, the Commission established numerous enhanced reporting requirements for a water utility that was, among other things, not billing correctly (Docket [48855](#)).

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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>.