

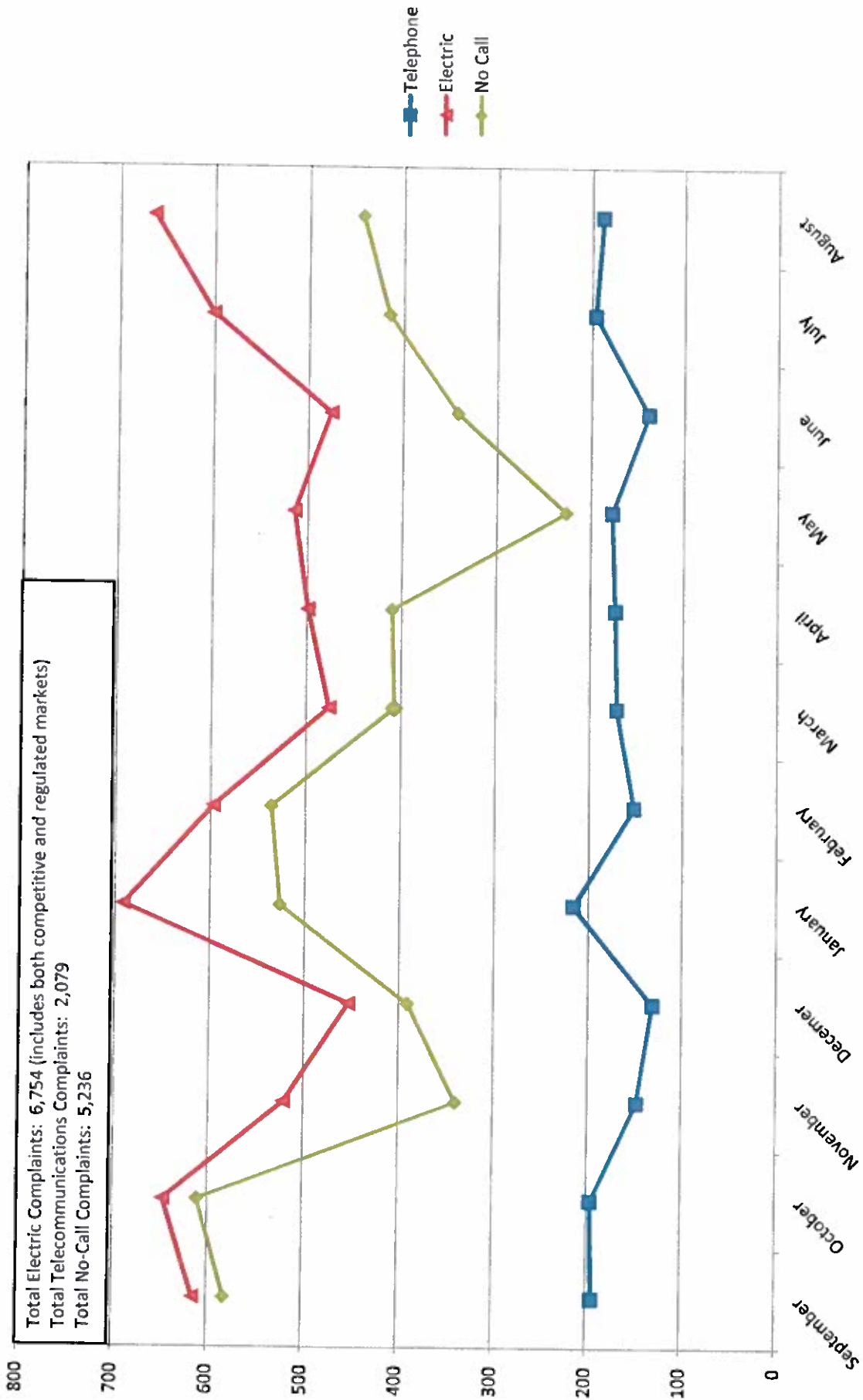
PROJECT NO. 42211
PUBLIC UTILITY COMMISSION OF TEXAS
PUBLIC NOTICE OF 2013 SUMMARY OF CUSTOMER COMPLAINTS
AND ENFORCEMENT ACTIVITIES
AND REQUEST FOR COMMENTS

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 2013. Staff intends to present this information for the Commissioners' review at the March 6, 2014 Open Meeting. Staff is requesting that any interested person who wants to comment on this information to file written comments in Project 42211 on or before February 14, 2014.

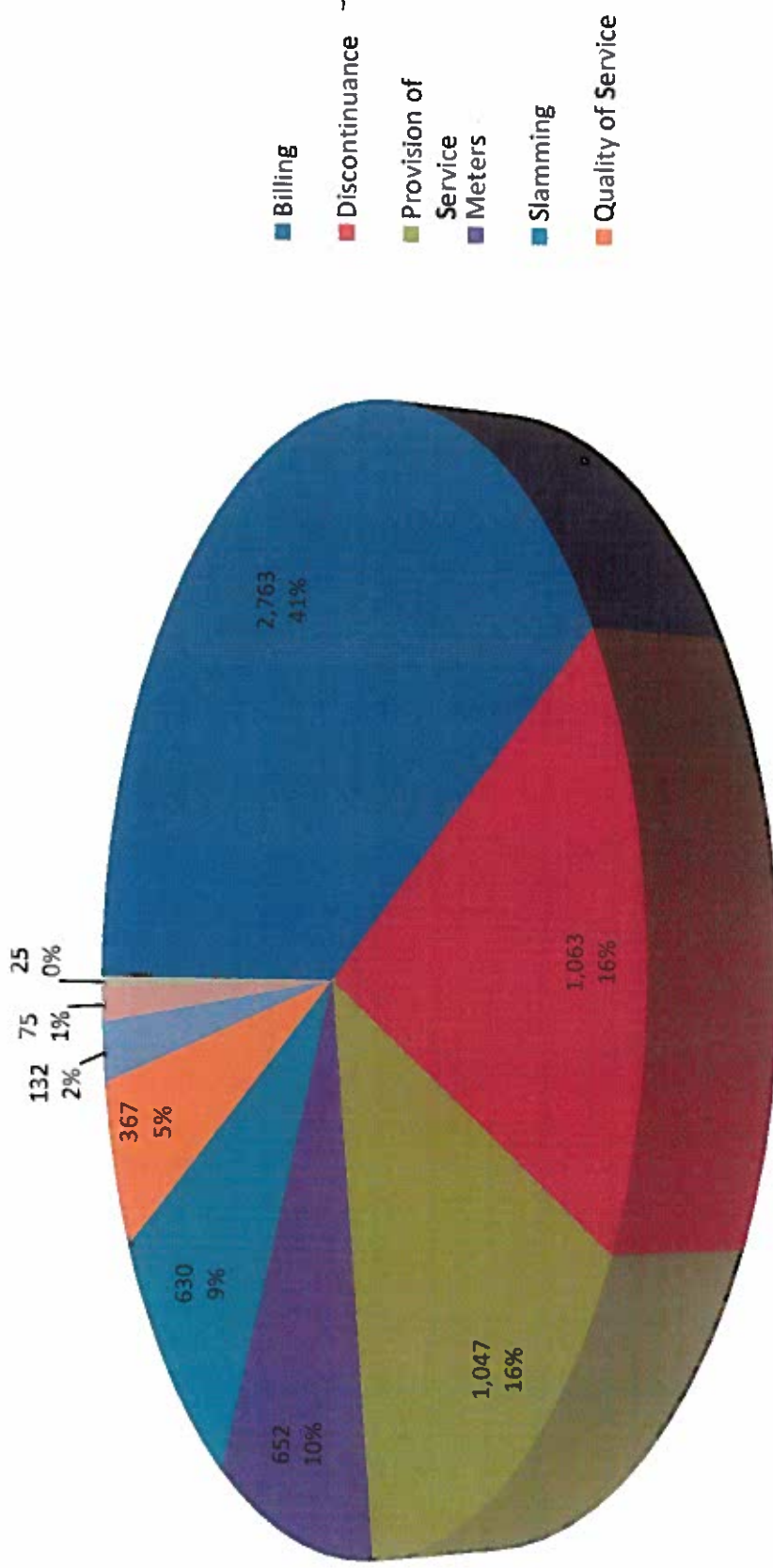
Comments may be filed by submitting 16 copies to the Commission's Filing Clerk, Public Utility Commission of Texas, 1701 North Congress Avenue, P.O. Box 13326, Austin, Texas 78711-3326 no later than Friday, February 14, 2014. All comments should reference Project Number 42211.

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.

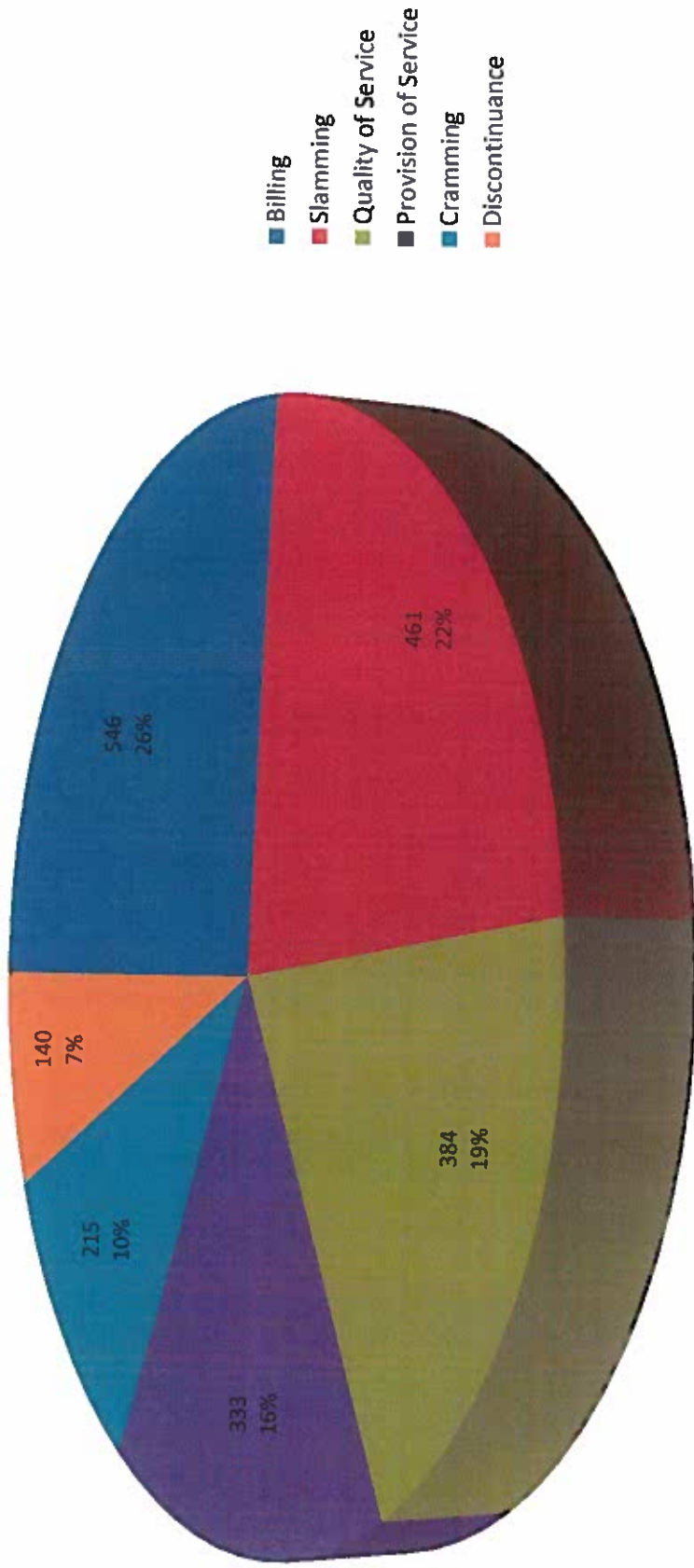
Fiscal Year 2013 Complaints Received



Electric Complaints by Category - FY 2013

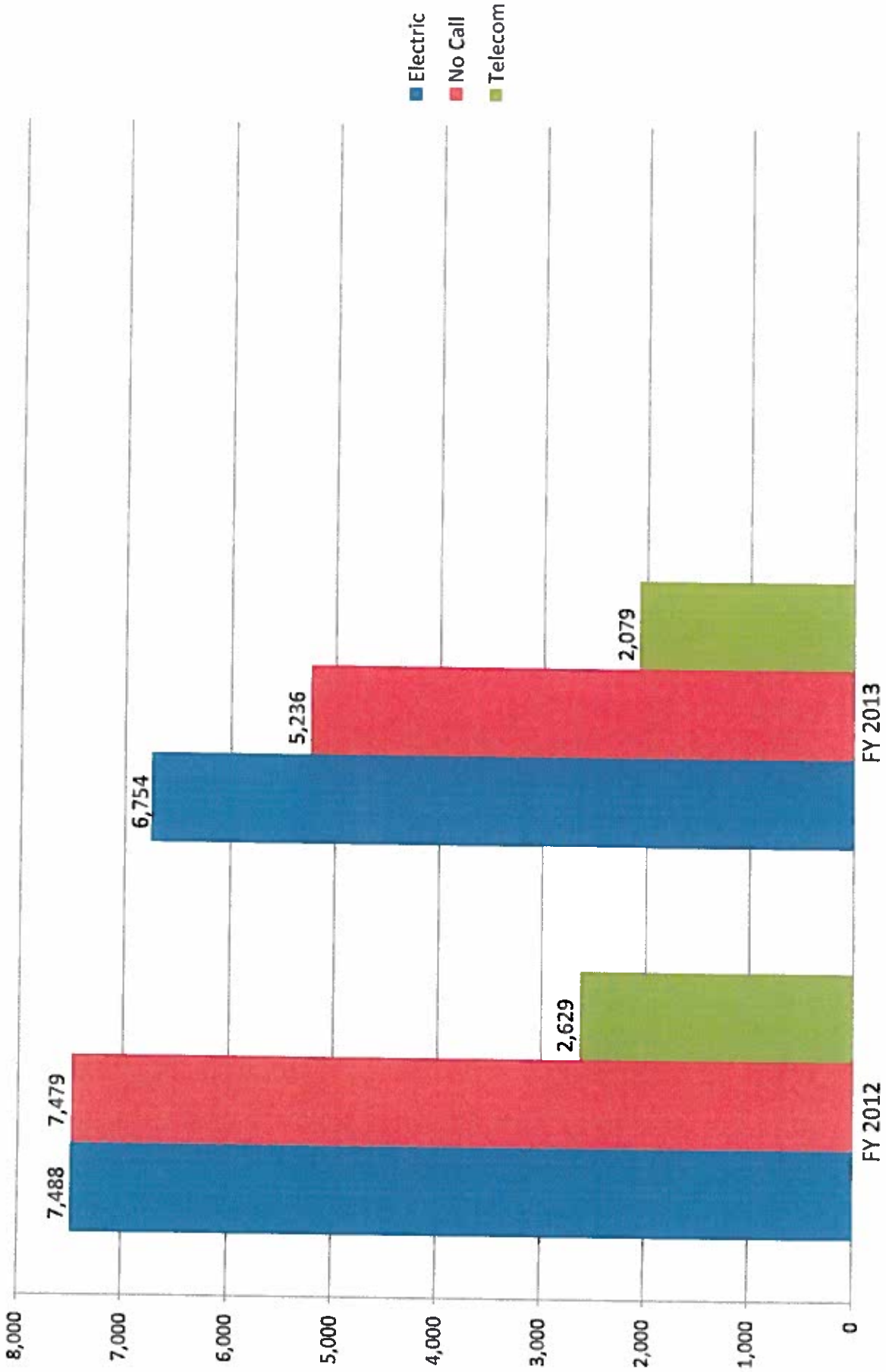


Telecommunications Complaints by Category - FY 2013

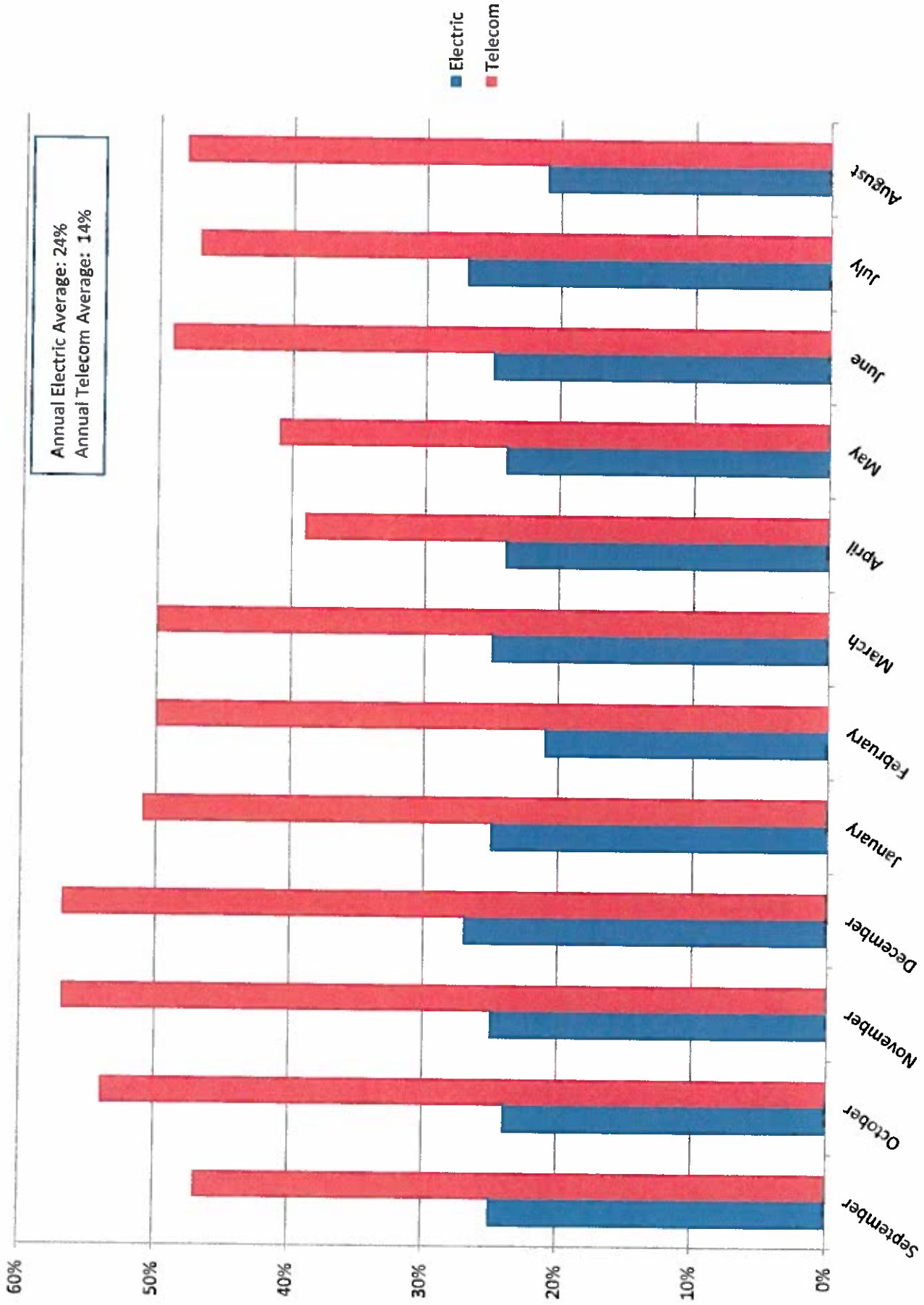


Note: Figure above does not include No-Call complaints, which are resolved through a different process from other telecommunications complaints.

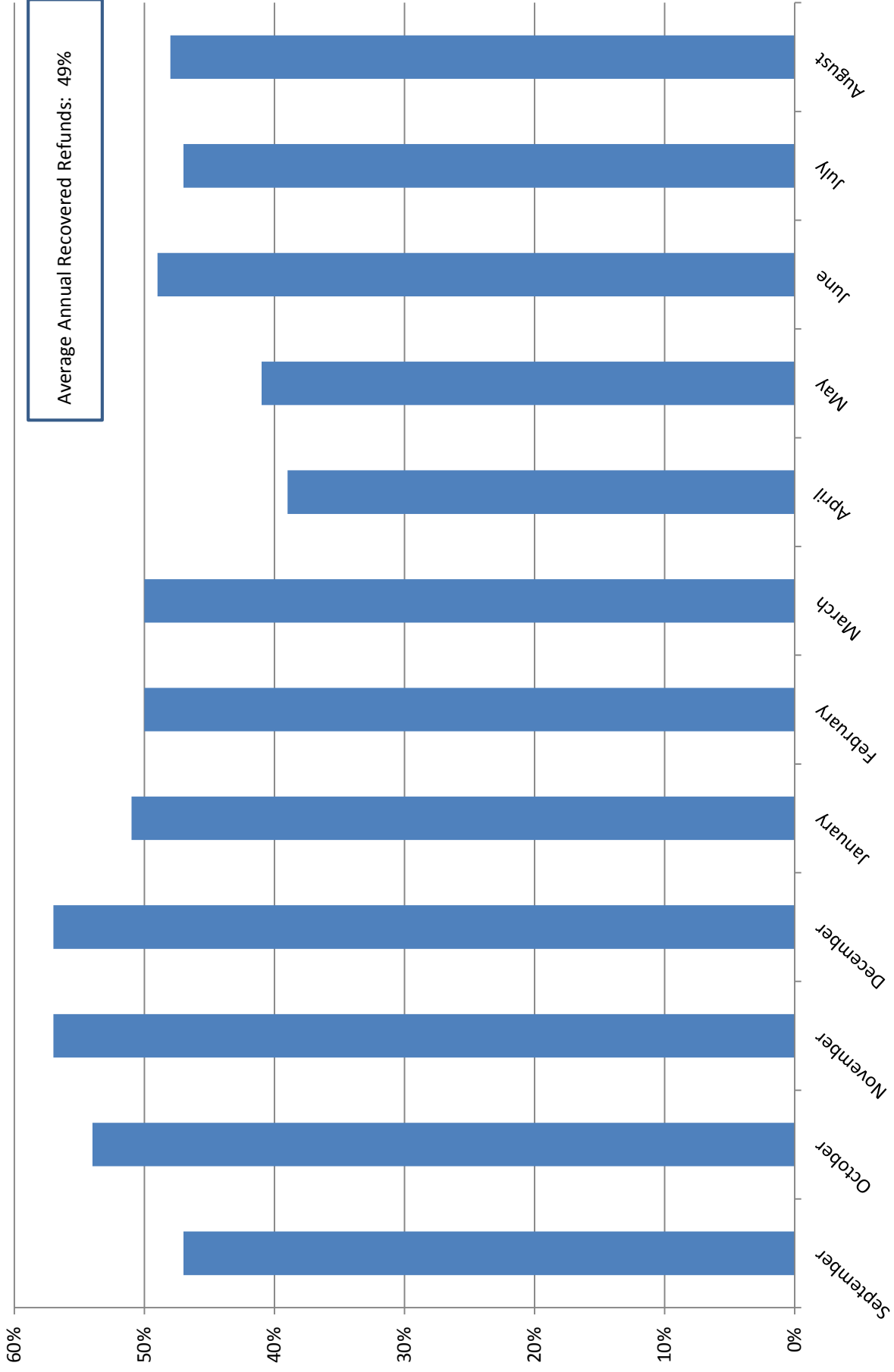
Complaints Received Comparison - FY 2012 and FY 2013



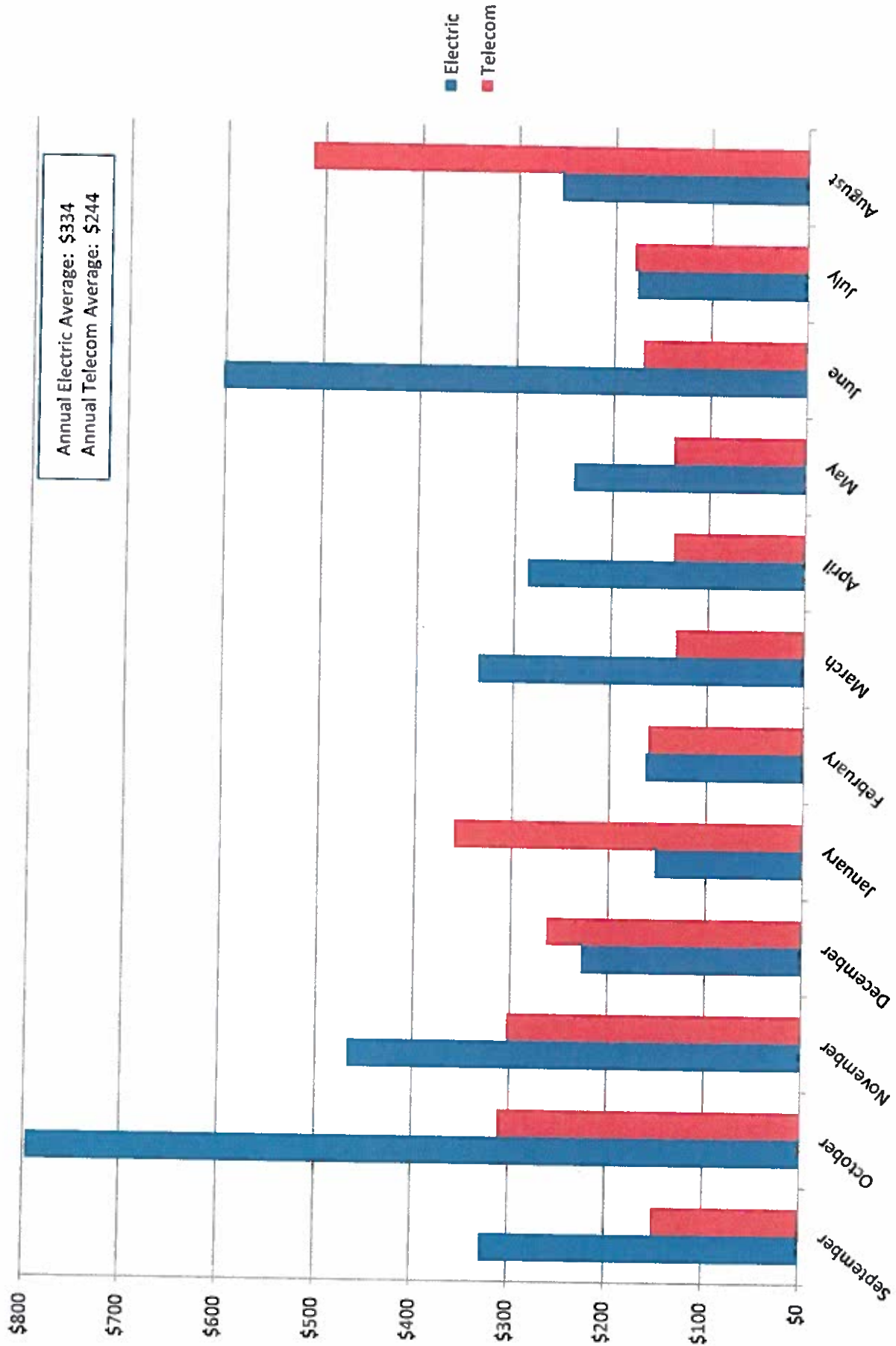
% of Complaints Resulting in Customer Refunds - FY 2013



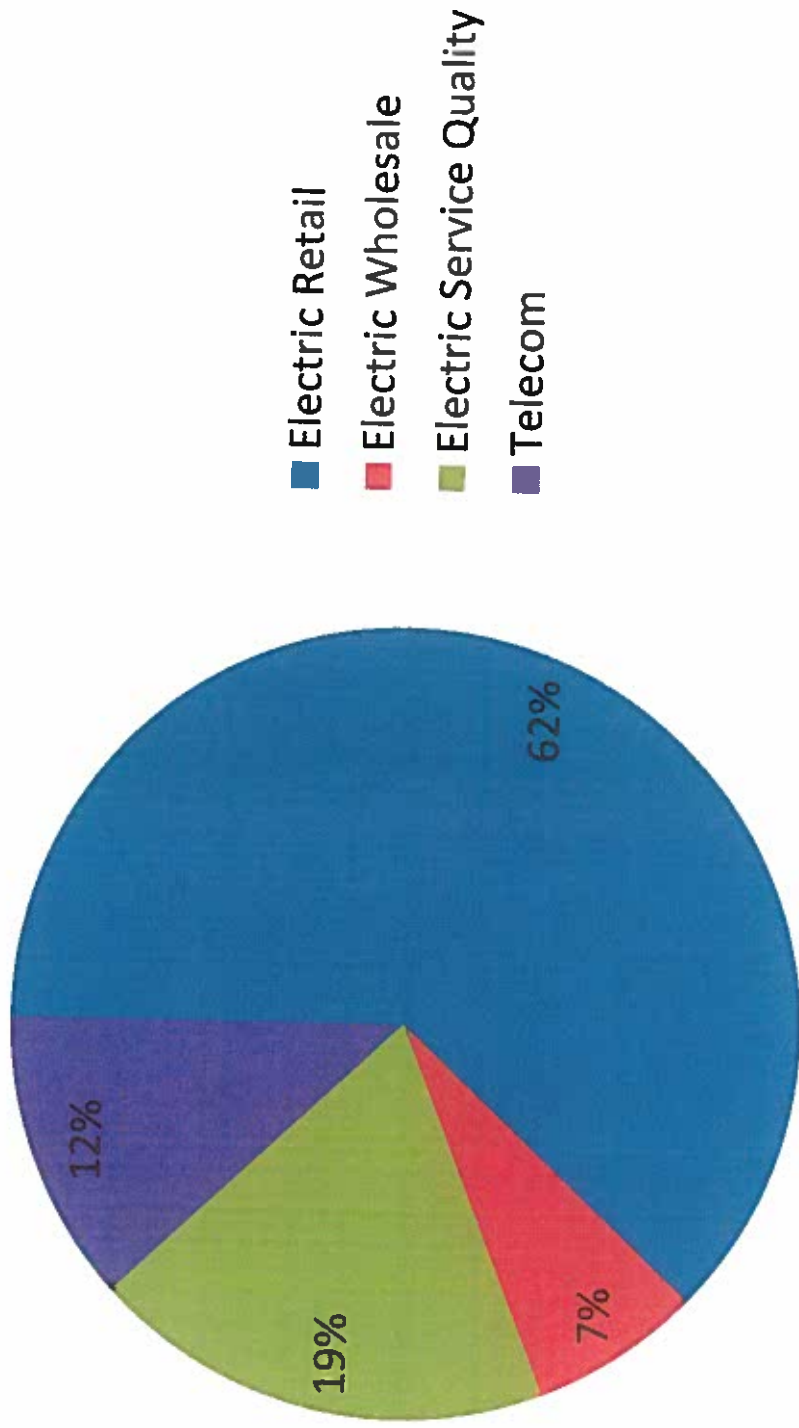
% of Telecom Complaints Received Resulting in Customer Refunds - FY '13
(This does not include Telephone Solicitation Complaints)



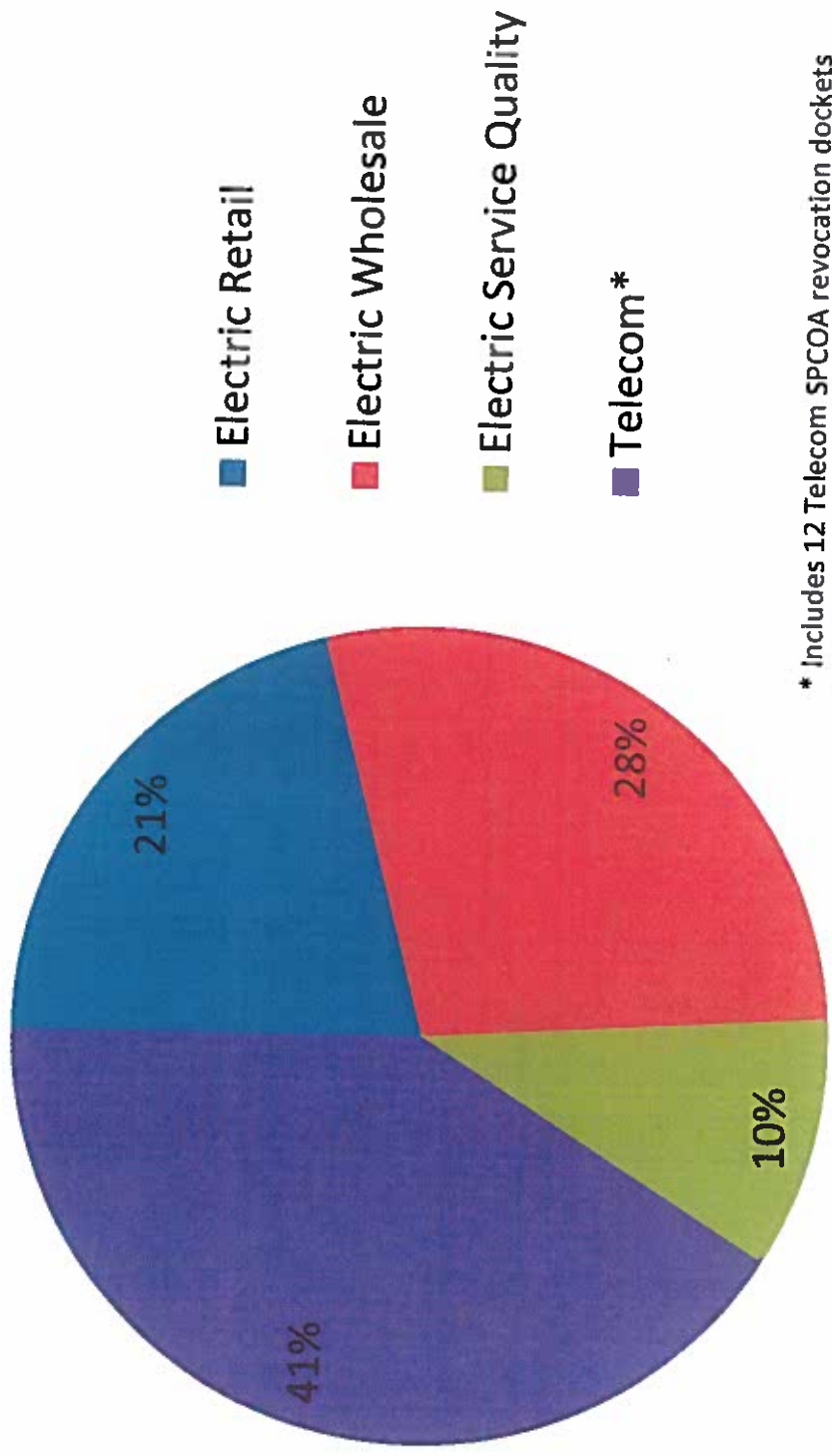
Average Refund - FY 2013



Percentage of Total Penalty Amount Assessed by Violation Type Fiscal Year 2013



Percentage of Total Docketed Cases by Violation Type Fiscal Year 2013



* Includes 12 Telecom SPCOA revocation dockets that did not seek administrative penalties

PUC ENFORCEMENT ACTIVITY REPORT

FISCAL YEAR 2013

<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>
Oncor Electric Delivery Company	Reliability of Service	40666	9/14/2012	\$138,300	Electric Service Quality	Agreed Settlement	0
Texas-New Mexico Power Company	Reliability of Service	40640	9/14/2012	\$16,000	Electric Service Quality	Agreed Settlement	0
Southwestern Public Service Company	Reliability of Service	40677	9/28/2012	\$61,000	Electric Service Quality	Agreed Settlement	0
Accent Energy Texas, LP	Customer Protection Rules	40678	9/28/2012	\$5,000	Electric Retail	Agreed Settlement	0
Infinite Electric, LLC	Customer Protection Rules	40819	11/19/2012	\$37,000	Electric Retail	Agreed Settlement	0
AEP Texas Central Company	Reliability of Service	40831	11/19/2012	\$40,500	Electric Service Quality	Agreed Settlement	0
AEP Texas North Company	Reliability of Service	40830	11/19/2012	\$74,500	Electric Service Quality	Agreed Settlement	0
Southwestern Electric Power Company	Reliability of Service	40857	11/19/2012	\$38,000	Electric Service Quality	Agreed Settlement	0
Entrust Energy, Inc.	Customer Protection Rules	40820	11/19/2012	\$30,000	Electric Retail	Agreed Settlement	0
GTE Southwest Incorporated	Reliability of Service	40942	12/13/2012	\$185,000	Electric Service Quality	Agreed Settlement	0
Constellation Energy Commodities Group, Inc.	ERCOT Protocols - CRRs	40949	12/18/2012	\$100,000	Electric Wholesale	Agreed Settlement	0
Energy Curtailment Specialists, Inc.	ERCOT Protocols - EILS	40127	12/18/2012	\$50,000	Electric Wholesale	Contested Case	0
TCG Dallas	CLEC Rules	40982	1/11/2013	\$100,000	Telecom	Agreed Settlement	0
Tom Carmichael	No Call, ADAD	41049	1/11/2013	\$32,500	Telecom	Agreed Settlement	0
Energy Broker Consultants, LLC	Certification, Licensing	40915	1/11/2013	\$0	Electric Retail	Agreed Settlement	0
Prier Energy, Inc.	Customer Protection Rules	41048	1/30/2013	\$30,000	Electric Retail	Agreed Settlement	0
EC-Eye Communications and Technology, Inc.	Certification, Licensing	40908	3/12/2013	\$0	Telecom	Default Order	SPCOA Revoked
Callnet Communications, Inc.	Certification, Licensing	40907	3/12/2013	\$0	Telecom	Default Order	SPCOA Revoked
Capital 4 Outsourcing, Inc.	Certification, Licensing	40905	3/12/2013	\$0	Telecom	Default Order	SPCOA Revoked
Amarillo Cell Telco	Certification, Licensing	40901	3/12/2013	\$0	Telecom	Default Order	SPCOA Revoked
Annox, Inc.	Certification, Licensing	40900	3/12/2013	\$0	Telecom	Default Order	SPCOA Revoked
Blonder Tongue Telephone LLC	Certification, Licensing	40902	3/12/2013	\$0	Telecom	Default Order	SPCOA Revoked
Young Energy, LLC	Customer Protection Rules	41209	3/28/2013	\$40,000	Electric Retail	Agreed Settlement	0
First Choice Power Special Purpose, L.P.	Customer Protection Rules	41208	3/28/2013	\$25,000	Electric Retail	Agreed Settlement	0
Blue Sky Telecommunications, LLC	Certification, Licensing	40914	4/2/2013	\$0	Telecom	Default Order	SPCOA Revoked
Spruce Communications, LP	Certification, Licensing	40913	4/2/2013	\$0	Telecom	Default Order	SPCOA Revoked
Broadstream Corporation	Certification, Licensing	40912	4/2/2013	\$0	Telecom	Default Order	SPCOA Revoked
Broadweave Networks of Texas, LLC	Certification, Licensing	40911	4/2/2013	\$0	Telecom	Default Order	SPCOA Revoked
Buy-Tei Communications, Inc.	Certification, Licensing	40910	4/2/2013	\$0	Telecom	Default Order	SPCOA Revoked
C&C Communications	Certification, Licensing	40909	4/2/2013	\$0	Telecom	Default Order	SPCOA Revoked
True Electric, L.L.C.	Customer Protection Rules	41424	5/24/2013	\$16,000	Electric Retail	Agreed Settlement	0
CPS Energy	ERCOT Protocols - NSRS	40487	6/19/2013	\$25,000	Electric Wholesale	Contested Case	0
Acacia Energy, Inc.	Customer Protection Rules	41473	6/19/2013	\$75,000	Electric Retail	Agreed Settlement	0
Luminant Energy Company LLC	ERCOT Protocols - Reporting	41452	6/19/2013	\$35,000	Electric Wholesale	Agreed Settlement	0
Southwestern Bell Telephone Company	Reliability of Service	41461	6/19/2013	\$227,000	Telecom	Agreed Settlement	0
Manasseh Jordan Ministries	No Call, ADAD	41500	6/20/2013	\$3,500	Telecom	Agreed Settlement	0
EBC Energy Today, LLC	Customer Protection Rules	41106	6/21/2013	\$1,500,000	Electric Retail	Agreed Settlement	0
Southwestern Electric Power Company	Reliability of Service	41578	7/19/2013	\$29,000	Electric Service Quality	Agreed Settlement	0
Glacial Energy of Texas, Inc.	Certification, Licensing	40090	8/15/2013	\$100,000	Electric Retail	Agreed Settlement	0

TOTAL

39 Docketed Cases

\$3,013,300