



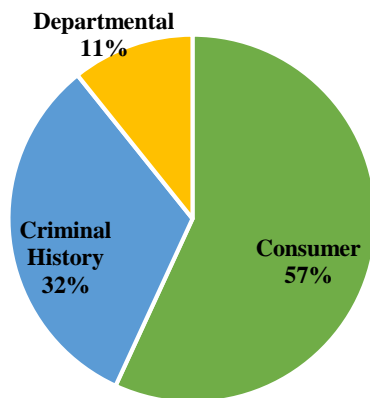
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

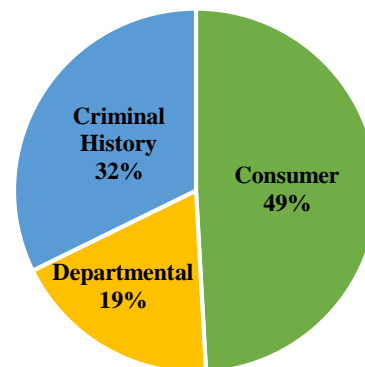
Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	48,391	832,593
Complaints Received	3,382	37,043
Cases Opened	939	10,902
Cases Closed	889	10,113
Average Time to Close (days)	221.61	151.96
% of Cases Resolved Within 6 Months	50%	68.52%
% of Cases Resulting in Disciplinary Action	24%	21%
Open Cases Pending at End of Fiscal Year	633	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	19	204
Number of Contested Cases Heard at SOAH	4	92
Formal Case Outcomes	ACR Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	2	51
Default Orders	80	614
Agreed Orders	122	1,254
Average Penalty Assessed on Orders	\$3,511.16	\$2,092.92
Total Penalties Assessed	\$589,625	\$3,452,750
Licenses Revoked (Disciplinary)	4	106
Licenses Suspended (Disciplinary)	3	13
Licenses Denied/Suspended/Revoked (Criminal History)	26	358
Cases Heard in District Court	0	1
Informal Case Actions	ACR Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$92,044	\$324,299
Warning Letters	160	1,500
Other Informal Resolutions	504	6,434
Cease & Desist Orders	15	38

**Source of ACR Cases Opened
Fiscal Year 2019**



**Source of All Cases Opened
Fiscal Year 2019**





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Top 10 ACR Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Criminal History	307
Contracting without a license	248
Mechanical integrity code issue	190
Misrepresentation of service	59
Advertising without a license	24
No license number in advertising	22
Failed to obtain permit	21
Required info not on proposal/invoice	19
Failed to ensure mechanical integrity of subcontractor	17
Failed to provide invoice to consumer	14
No license number on invoice	14

Top 10 ACR Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Contracting without a license	125
Mechanical integrity code issue	38
Criminal History	26
Failed to obtain a permit	20
Hired unlicensed technician	9
Performed work outside endorsement	5
Failed to comply with an order	4
Allowed another to use license	3
Used a license not assigned to Co.	3
Required info not on proposal/invoice	2
Misrepresentation of Service	2
Advertising without a license	2
Failed to furnish records to Department	2