



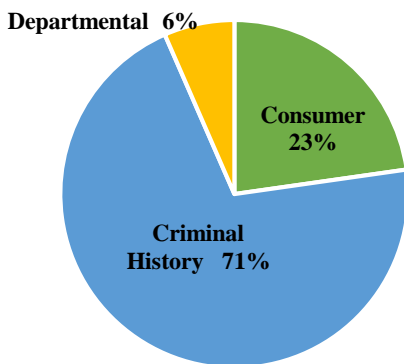
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

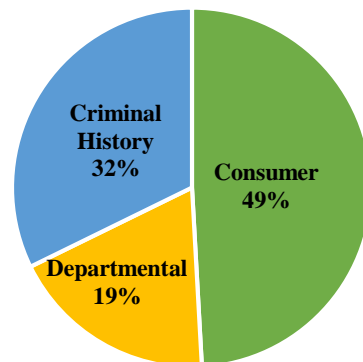
Electricians (ELC)

Key Statistics	ELC Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	158,118	832,593
Complaints Received	11,239	37,043
Cases Opened	2,488	10,902
Cases Closed	2,461	10,113
Average Time to Close (days)	142.50	151.96
% of Cases Resolved Within 6 Months	72%	68.52%
% of Cases Resulting in Disciplinary Action	15%	21%
Open Cases Pending at End of Fiscal Year	980	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	55	204
Number of Contested Cases Heard at SOAH	36	92
Formal Case Outcomes	ELC Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	20	51
Default Orders	167	614
Agreed Orders	95	1,254
Average Penalty Assessed on Orders	\$3,280.19	\$2,092.92
Total Penalties Assessed	\$688,840	\$3,452,750
Licenses Revoked (Disciplinary)	13	106
Licenses Suspended (Disciplinary)	1	13
Licenses Denied/Suspended/Revoked (Criminal History)	155	358
Cases Heard in District Court	1	1
Informal Case Actions	ELC Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$68,142	\$324,299
Warning Letters	273	1,500
Other Informal Resolutions	1,794	6,434
Cease & Desist Orders	12	38

Source of ELC Cases Opened Fiscal Year 2019



Source of All Cases Opened Fiscal Year 2019





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Top 10 ELC Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Criminal history	1757
Contract without a license	426
Unlicensed electrical work	92
Evaded responsibility to client	64
Dishonesty, misrepresentation or fraud	37
Failed to display TECL in advertising	36
Performed in violation of code	29
Performed in negligent manner	29
Failed to ensure licensed work	23
Advertisement Violation	20

Top 10 ELC Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Contracting without a license	174
Criminal history	151
Unlicensed electrical work	15
Failed to ensure licensed work	13
Using another license	11
Fail to comply with an order	6
Lacks honesty/trustworthiness/integrity	6
Fail to pay dishonored check	4
Performed in violation of local ordinance	4
Failed to provide supervision	3