



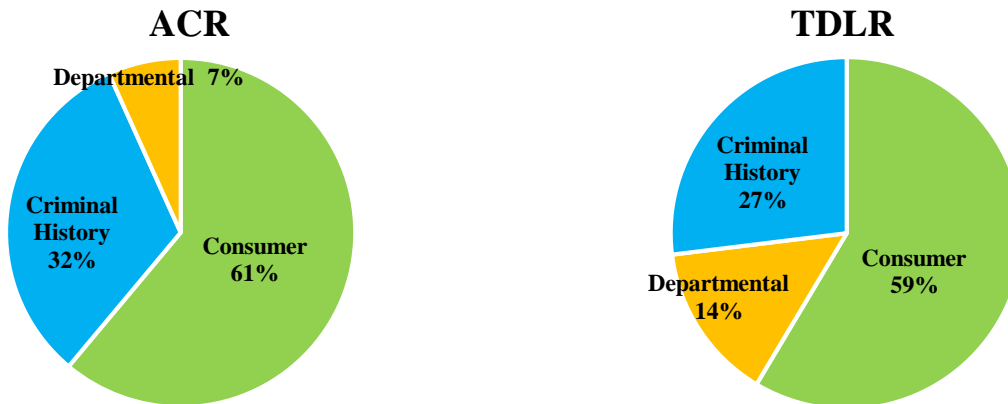
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	48,265	823,189
Complaints Received	2,951	32,683
Cases Opened	771	10,465
Cases Closed	713	9,763
Average Time to Close (days)	242.60	157.58
% of Cases Resolved Within 6 Months	53.72%	68.64%
% of Cases Resulting in Disciplinary Action	10.24%	13.48%
Open Cases Pending at End of Fiscal Year	740	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	16	140
Number of Contested Cases Heard at SOAH	8	63
Formal Case Outcomes	ACR Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	1	28
Default Orders	45	339
Agreed Orders	27	853
Average Penalty Assessed on Orders	\$4,247.92	\$2,199.86
Total Penalties Assessed	\$254,875.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	4	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	11	240
Cases Heard in District Court	0	2
Informal Case Actions	ACR Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$21,804.19	\$183,910.04
Warning Letters	136	1,615
Other Informal Resolutions	494	6,749
Cease & Desist Orders	6	46

**Source of Cases Opened Fiscal Year 2020**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**Top 10 ACR Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	240
Mechanical integrity code issue	197
Contracting without a license	155
Misrepresentation of service	64
Advertising without a license	31
No license number on invoice	26
No license number in ad	25
Required information not on proposal or invoice	20
Failed to obtain permit	17
Fraudulent statement	13

**Top 10 ACR Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Contracting without a license	57
Criminal History	12
Mechanical integrity code issue	12
Failed to obtain permit	4
Used a license not assigned to Company	3
Failed to comply with an order	3
Misrepresentation of service	3
Electrician Contracting without license	2
Hired unlicensed technician	1
Performed work outside endorsement	1