



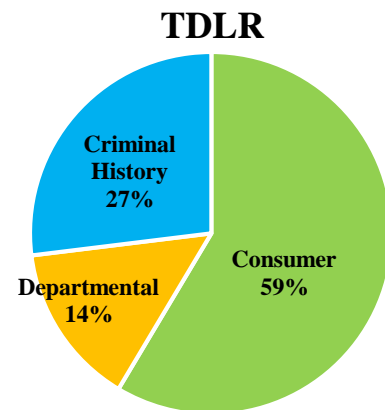
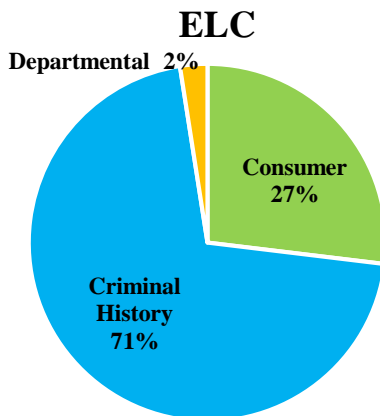
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Electricians (ELC)

Key Statistics	ELC Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	157,850	823,189
Complaints Received	8,825	32,683
Cases Opened	1,943	10,465
Cases Closed	2,065	9,763
Average Time to Close (days)	132.64	157.58
% of Cases Resolved Within 6 Months	79.52%	68.64%
% of Cases Resulting in Disciplinary Action	9.49%	13.48%
Open Cases Pending at End of Fiscal Year	883	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	37	140
Number of Contested Cases Heard at SOAH	23	63
Formal Case Outcomes	ELC Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	5	28
Default Orders	76	339
Agreed Orders	47	853
Average Penalty Assessed on Orders	\$3,716.76	\$2,199.86
Total Penalties Assessed	\$349,375.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	7	62
Licenses Suspended (Disciplinary)	1	3
Licenses Denied/Suspended/Revoked (Criminal History)	106	240
Cases Heard in District Court	1	2
Informal Case Actions	ELC Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$900.00	\$183,910.04
Warning Letters	230	1,615
Other Informal Resolutions	1,628	6,749
Cease & Desist Orders	9	46

**Source of Cases Opened Fiscal Year 2020**





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

**Top 10 ELC Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Criminal History	1,366
Contracting without license	246
Unlicensed electrical work	101
Evaded responsibility to client	44
Failed to display TECL in advertising	38
Performed in negligent manner	33
Failed to ensure licensed work	25
CE advertisement violation	16
Performed in violation of code	15
Dishonesty, misrepresentation or fraud	12

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

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Criminal History	106
Contracting without license	87
Evaded responsibility to client	4
Failed to pay dishonored check	4
Failed to ensure licensed work	3
Lacks honesty/trustworthiness/integrity	3
Obtained license by fraud	2
Using another's license	2
Performed in violation of local ordinance	2
Performed in negligent manner	2