



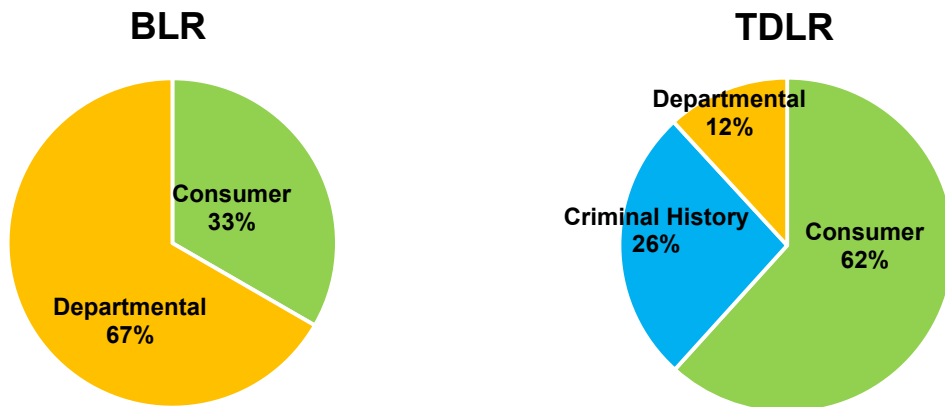
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Boilers and Boiler Safety (BLR)

| Key Statistics | BLR Fiscal Year 2021 | TDLR Fiscal Year 2021 |
|--|----------------------|-----------------------|
| Number of Licensees | 53,448 | 848,268 |
| Complaints Received | 9 | 32,655 |
| Cases Opened | 3 | 10,121 |
| Cases Closed | 1 | 9,335 |
| Average Time to Close (days) | 291.00 | 209.86 |
| % of Cases Resolved Within 6 Months | 0.00% | 60.00% |
| % of Cases Resulting in Disciplinary Action | 100.00% | 13.41% |
| Open Cases Pending at End of Fiscal Year | 8 | 6,627 |
| Number of Cases Referred to the State Office of Administrative Hearings (SOAH) | 0 | 134 |
| Number of Contested Cases Heard at SOAH | 0 | 67 |
| Formal Case Outcomes | BLR Fiscal Year 2021 | TDLR Fiscal Year 2021 |
| Commission Orders | 0 | 44 |
| Default Orders | 0 | 455 |
| Agreed Orders | 1 | 711 |
| Average Penalty Assessed on Orders | \$48,750.00 | \$2,124.56 |
| Total Penalties Assessed | \$48,750.00 | \$2,570,716.00 |
| Licenses Revoked (Disciplinary) | 0 | 103 |
| Licenses Suspended (Disciplinary) | 0 | 8 |
| Licenses Denied/Suspended/Revoked (Criminal History) | 0 | 240 |
| Cases Heard in District Court | 0 | 1 |
| Informal Case Actions | BLR Fiscal Year 2021 | TDLR Fiscal Year 2021 |
| Consumer Restitution | \$0.00 | \$192,825.53 |
| Warning Letters | 0 | 1,768 |
| Other Informal Resolutions | 0 | 6,208 |
| Cease & Desist Orders | 0 | 19 |

Source of Cases Opened Fiscal Year 2021





TEXAS DEPARTMENT OF LICENSING AND REGULATION
Enforcement Division

BLR Alleged Violations at Opening

| Fiscal Year 2021 | |
|--|--------------|
| Alleged Violation at Opening | Count |
| Operated without certificate | 3 |
| Failed to have inspection | 1 |
| Boiler in unsafe condition | 1 |
| Failed to file an extension within 30 days of expiration | 1 |

BLR Violations Resulting in Disciplinary Action

| Fiscal Year 2021 | |
|---|--------------|
| Violation Resulting in Disciplinary Action | Count |
| Failed to file extension within 30 days of expiration | 1 |
| Operated without certificate | 1 |