



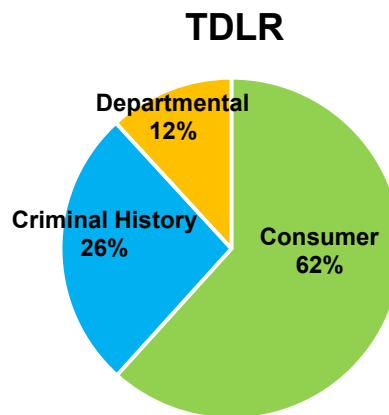
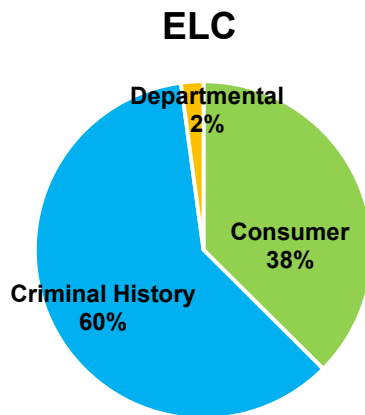
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

Electricians (ELC)

Key Statistics	ELC Fiscal Year 2021	TDLR Fiscal Year 2021
Number of Licensees	160,165	848,268
Complaints Received	8,309	32,655
Cases Opened	1,757	10,121
Cases Closed	1,745	9,335
Average Time to Close (days)	171.74	209.86
% of Cases Resolved Within 6 Months	72.84%	60.00%
% of Cases Resulting in Disciplinary Action	11.00%	13.41%
Open Cases Pending at End of Fiscal Year	895	6,627
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	36	134
Number of Contested Cases Heard at SOAH	27	67
Formal Case Outcomes	ELC Fiscal Year 2021	TDLR Fiscal Year 2021
Commission Orders	12	44
Default Orders	91	455
Agreed Orders	50	711
Average Penalty Assessed on Orders	\$2,203.92	\$2,124.56
Total Penalties Assessed	\$337,200.00	\$2,570,716.00
Licenses Revoked (Disciplinary)	3	103
Licenses Suspended (Disciplinary)	1	8
Licenses Denied/Suspended/Revoked (Criminal History)	92	240
Cases Heard in District Court	0	1
Informal Case Actions	ELC Fiscal Year 2021	TDLR Fiscal Year 2021
Consumer Restitution	\$12,477.86	\$192,825.53
Warning Letters	299	1,768
Other Informal Resolutions	1,246	6,208
Cease & Desist Orders	0	19

Source of Cases Opened Fiscal Year 2021





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Top 10 ELC Alleged Violations at Opening

Fiscal Year 2021	
Alleged Violation at Opening	Count
Criminal History	1048
Contract without license	424
Unlicensed electrical work	71
Failed to display TECL in advertising	46
Evaded responsibility to client	43
Performed in violation of code	24
Using another's license	19
Performed in negligent manner	18
Dishonesty, misrepresentation, or fraud	17
Did not have TDLR information on proposal or invoice	12

ELC Violations Resulting in Disciplinary Action

Fiscal Year 2021	
Violation Resulting in Disciplinary Action	Count
Criminal History	83
Contracted without license	80
Lacks honesty, trustworthiness, and integrity	6
Evaded responsibility to client	4
Using another's license	4
Unlicensed electrical work	3
Failed to ensure licensed work	3
Failed to comply with an order	3
Allowed unlicensed person to subcontractor	1
Leasing license to another	1
Performed in negligent manner	1
Performed in violation of NEC	1
Did not have TDLR information on proposal or invoice	1
Dishonesty, misrepresentation, or fraud	1