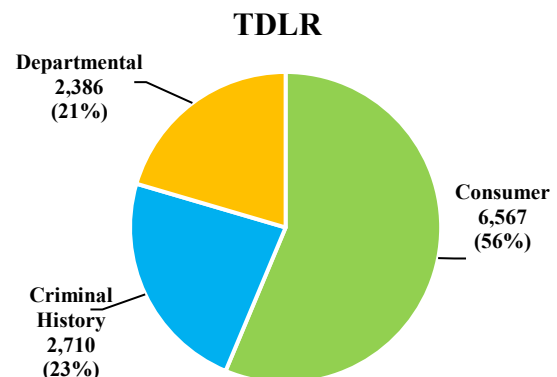
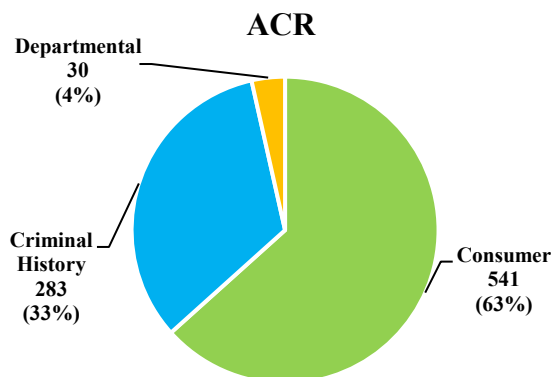


## Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	51,954	890,735
<b>Complaints Received by Source</b>	<b>8,766</b>	<b>64,954</b>
<i>Consumer complaints</i>	1,056	14,098
<i>Department initiated complaints</i>	31	2,368
<i>Criminal History Records reviewed for licensure</i>	7,679	48,488
<b>Cases Opened</b>	<b>854</b>	<b>11,663</b>
<i>Consumer</i>	541	6,567
<i>Departmental</i>	30	2,386
<i>Criminal History</i>	283	2,710
<b>Cases Closed</b>	<b>1,093</b>	<b>11,754</b>
Average Time to Close (days)	306.45	215.79
% of Cases Resolved Within 6 Months	46.29%	57.64%
% of Cases Resulting in Disciplinary Action	10.25%	10.81%
Open Cases Pending at End of Fiscal Year	500	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	5	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	ACR Fiscal Year 2022	TDLR Fiscal Year 2022
<b>Final Orders</b>	<b>109</b>	<b>1,160</b>
<i>Commission Orders</i>	1	27
<i>Default Orders</i>	57	384
<i>Agreed Orders</i>	51	749
Average Penalty Assessed on Orders	\$3,034.40	\$2,231.30
<b>Total Penalties Assessed</b>	<b>\$330,750.00</b>	<b>\$2,588,310.00</b>
Licenses Revoked (Disciplinary)	3	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	13	182
Cases Heard in District Court	2	7
Informal Case Actions	ACR Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$63,795.68	\$390,011.62
Warning Letters	274	3,378
Other Informal Resolutions	705	7,108
Cease & Desist Orders	1	17

### Cases Opened Fiscal Year 2022



### Top 10 ACR Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Criminal history	285
Mechanical integrity code issue	264
Contracting without a license	165
Misrepresentation of service	116
Fraudulent statement	29
Failed to obtain permit	22
Advertised without a license	15
Required information not on proposal or invoice	11
No license number on invoice	10
Failed to provide invoice to consumer	9

### ACR Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Contracting without a license	58
Mechanical integrity code issue	21
Criminal history	14
Failed to obtain permit	9
Misrepresentation of service	5
Used a license not assigned to the Company	4
Failed to comply with an order	2
Performed work outside endorsement	2
Hired unlicensed technician	2
Failed to give insurance information on request	1
No license technician	1
Allowed another to use license	1
Required information not on proposal or invoice	1
Assigned license to more than one permanent office	1
Fraudulent statement	1
Cheated on exam	1