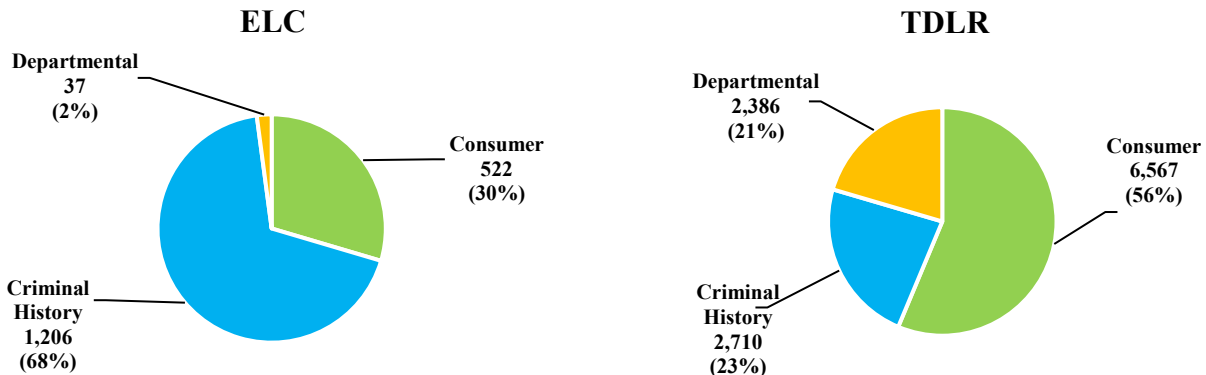


Electricians (ELC)

Key Statistics	ELC Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	168,194	890,735
Complaints Received by Source	26,187	64,954
<i>Consumer complaints</i>	1,011	14,098
<i>Department initiated complaints</i>	37	2,368
<i>Criminal History Records reviewed for licensure</i>	25,139	48,488
Cases Opened	1,765	11,663
<i>Consumer</i>	522	6,567
<i>Departmental</i>	37	2,386
<i>Criminal History</i>	1,206	2,710
Cases Closed	2,099	11,754
Average Time to Close (days)	168.61	215.79
% of Cases Resolved Within 6 Months	71.94%	57.64%
% of Cases Resulting in Disciplinary Action	8.38%	10.81%
Open Cases Pending at End of Fiscal Year	562	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	17	61
Contested Cases Heard at SOAH	11	30
Formal Case Outcomes	ELC Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	142	1,160
<i>Commission Orders</i>	8	27
<i>Default Orders</i>	105	384
<i>Agreed Orders</i>	29	749
Average Penalty Assessed on Orders	\$2,117.08	\$2,231.30
Total Penalties Assessed	\$300,625.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	5	50
Licenses Suspended (Disciplinary)	2	4
Licenses Denied/Suspended/Revoked (Criminal History)	81	182
Cases Heard in District Court	0	7
Informal Case Actions	ELC Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$23,090.93	\$390,011.62
Warning Letters	420	3,378
Other Informal Resolutions	1,498	7,108
Cease & Desist Orders	3	17

Cases Opened Fiscal Year 2022



Top 10 ELC Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Criminal history	1,214
Contract without license	343
Evaded responsibility to client	62
Performed in violation of code	41
Dishonesty, misrepresentation, or fraud	32
Unlicensed electrical work	25
Failed to display TECL in advertising	16
Did not have TDLR information on proposal or invoice	15
Performed in negligent manner	13
Failed to pay dishonored check	12

ELC Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Criminal history	85
Contracted without license	73
Evaded responsibility to client	8
Used another's license	8
Failed to ensure licensed work	5
Did not have TDLR information on proposal or invoice	2
Failed to pay dishonored check	2
No name or TECL on proposal or invoice	2
Failed to comply with an order	1