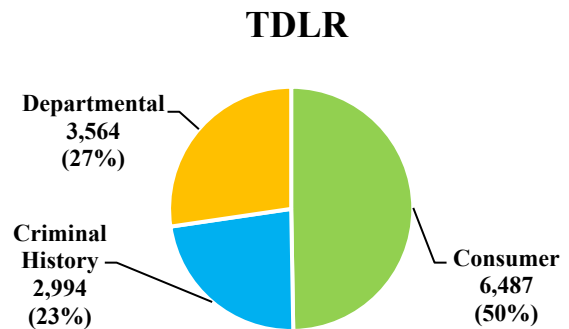
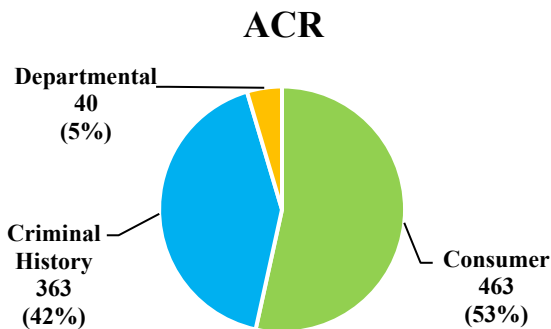


Air Conditioning and Refrigeration (ACR)

Key Statistics	ACR Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	15,235	111,084
<i>Consumer complaints</i>	866	14,240
<i>Department initiated complaints</i>	40	3,535
<i>Criminal History Records reviewed for licensure</i>	14,329	93,309
Cases Opened	866	13,045
<i>Consumer</i>	463	6,487
<i>Departmental</i>	40	3,564
<i>Criminal History</i>	363	2,994
Cases Closed	811	11,284
Average Time to Close (days)	187.25	215.01
% of Cases Resolved Within 6 Months	68.56%	55.52%
% of Cases Resulting in Disciplinary Action	9.62%	12.46%
Open Cases Pending at End of Fiscal Year	555	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	3	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	ACR Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	75	1,329
<i>Agreed Orders</i>	28	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	47	472
Average Penalty Assessed on Orders	\$2,986.67	\$2,217.58
Total Penalties Assessed	\$224,000.00	\$2,947,160.00
Total Penalties Collected	\$70,225.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	2	58
Licenses Suspended (Disciplinary)	1	4
Licenses Denied/Suspended/Revoked (Criminal History)	15	145
Cases Heard in District Court	0	2
Informal Case Actions	ACR Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$46,315.88	\$272,187.43
Warning Letters	121	2,757
Other Informal Resolutions	609	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



Top 10 ACR Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Criminal history	363
Mechanical integrity code issue	269
Contracted without a license	129
Misrepresentation of service	128
Advertised without a license	23
Required information not on proposal or invoice	16
Failed to obtain permit	16
Fraudulent statement	16
Improper or no license number on vehicle	13
No license number on invoice	10

ACR Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Contracted without a license	45
Criminal history	14
Mechanical integrity code issue	12
Hired unlicensed technician	3
Used a license not assigned to the company	3
Fraudulent statement	3
Required information not on proposal or invoice	2
Failed to pay dishonored check	1
Failed to give insurance information on request	1
Failed to obtain permit	1
Performed work outside endorsement	1
Failed to verify experience	1