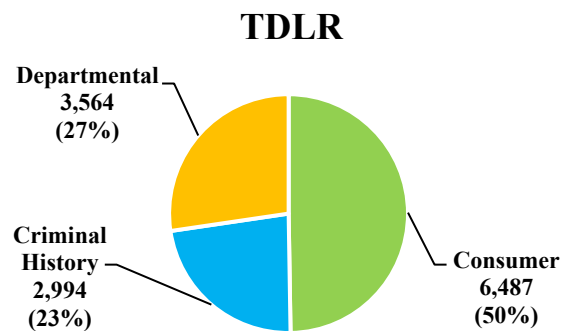
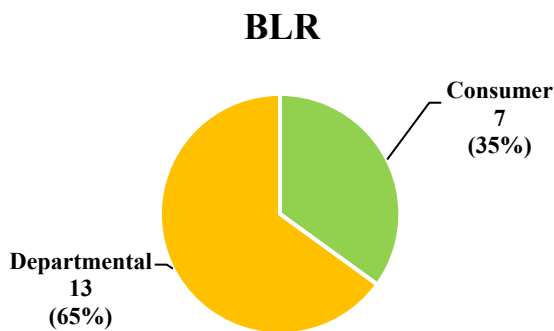


### Boilers and Boiler Safety (BLR)

Key Statistics	BLR Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Complaints Received by Source</b>	<b>39</b>	<b>111,084</b>
Consumer complaints	10	14,240
Department initiated complaints	13	3,535
Criminal History Records reviewed for licensure	16	93,309
<b>Cases Opened</b>	<b>20</b>	<b>13,045</b>
Consumer	7	6,487
Departmental	13	3,564
Criminal History	0	2,994
<b>Cases Closed</b>	<b>6</b>	<b>11,284</b>
Average Time to Close (days)	148.67	215.01
% of Cases Resolved Within 6 Months	66.67%	55.52%
% of Cases Resulting in Disciplinary Action	16.67%	12.46%
Open Cases Pending at End of Fiscal Year	20	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	BLR Fiscal Year 2023	TDLR Fiscal Year 2023
<b>Final Orders</b>	<b>1</b>	<b>1,329</b>
Agreed Orders	1	843
Commission Orders	0	12
Default Orders	0	472
Average Penalty Assessed on Orders	\$6,000.00	\$2,217.58
<b>Total Penalties Assessed</b>	<b>\$6,000.00</b>	<b>\$2,947,160.00</b>
<b>Total Penalties Collected</b>	<b>\$6,000.00</b>	<b>\$1,451,668.00</b>
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	BLR Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	2	2,757
Other Informal Resolutions	3	7,121
Cease & Desist Orders	0	8

### Cases Opened Fiscal Year 2023



### BLR Alleged Violations at Opening

<b>Fiscal Year 2023</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Operated without certificate	14
Operated unregistered boiler	9
Boiler in unsafe condition	7
Failed to follow code	3
Failed to have inspection	3
Failed to pay inspection fee	2
No installation or data report within 30-days	1
Removed boiler after accident	1
Failed to report accident	1

### BLR Violations Resulting in Disciplinary Action

<b>Fiscal Year 2023</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Operated without certificate	1