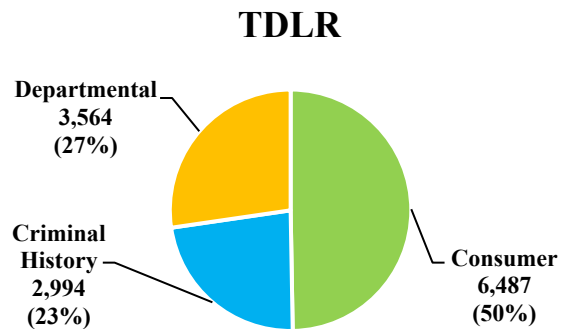
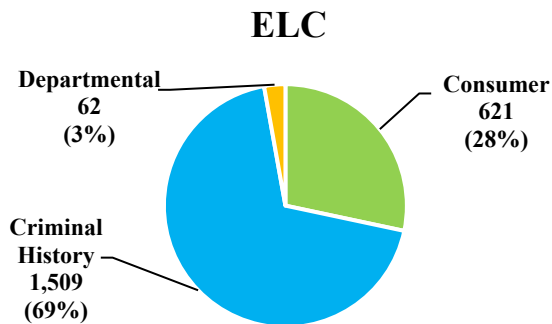


Electricians (ELC)

Key Statistics	ELC Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	45,712	111,084
Consumer complaints	1,209	14,240
Department initiated complaints	62	3,535
Criminal History Records reviewed for licensure	44,441	93,309
Cases Opened	2,192	13,045
Consumer	621	6,487
Departmental	62	3,564
Criminal History	1,509	2,994
Cases Closed	1,832	11,284
Average Time to Close (days)	128.82	215.01
% of Cases Resolved Within 6 Months	79.64%	55.52%
% of Cases Resulting in Disciplinary Action	6.39%	12.46%
Open Cases Pending at End of Fiscal Year	922	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	17	68
Contested Cases Heard at SOAH	13	28
Formal Case Outcomes	ELC Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	100	1,329
Agreed Orders	26	843
Commission Orders	6	12
Default Orders	68	472
Average Penalty Assessed on Orders	\$2,268.75	\$2,217.58
Total Penalties Assessed	\$226,875.00	\$2,947,160.00
Total Penalties Collected	\$47,665.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	4	58
Licenses Suspended (Disciplinary)	1	4
Licenses Denied/Suspended/Revoked (Criminal History)	61	145
Cases Heard in District Court	0	2
Informal Case Actions	ELC Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$1,581.72	\$272,187.43
Warning Letters	205	2,757
Other Informal Resolutions	1,499	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



Top 10 ELC Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Criminal history	1,509
Contracted without a license	412
Evaded responsibility to client	96
Dishonesty, misrepresentation, or fraud	61
Performed in violation of code	49
Unlicensed electrical work	34
Did not display name or TECL number on vehicle	25
Failed to pay dishonored check	20
Continuing Education advertisement violation	20
Did not have TDLR information on proposal or invoice	20

ELC Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
Criminal history	61
Contracted without a license	42
Used another's license	9
Evaded responsibility to client	4
Failed to ensure licensed work	4
Dishonesty, misrepresentation, or fraud	2
Did not have TDLR information on proposal or invoice	1
Performed in violation of local ordinance	1
Failed to pay dishonored check	1
Did not have name or TECL on proposal or invoice	1
Performed in violation of NEC	1
Failed to provide supervision	1
Performed in negligent manner	1