



Texas Department of Licensing and Regulation
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FOR IMMEDIATE RELEASE

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Motor fuel complaints go to TDLR as of September 1

AUSTIN – As of September 1, 2019, Texans wanting to file a complaint about fuel quantity, fuel pump measurement or skimmers can contact the Texas Department of Licensing and Regulation (TDLR) online at www.tdlr.texas.gov/complaints.

Senate Bill 2119 in the 86th Legislature transferred responsibility for the Motor Fuel program to TDLR from the Texas Department of Agriculture (TDA). TDLR will use its regulatory authority to protect Texas consumers and to investigate motor fuels quantity and pricing complaints.

The agency will refer fuel quality complaints to the Office of the Attorney General for possible Deceptive Trade Practices Act enforcement.

Fuel spill reporting will remain with the Texas Commission on Environmental Quality.

“The Texas Legislature has entrusted TDLR with the responsibility of protecting Texas consumers at the pump, just as we protect Texans who ride an elevator or escalator, use a boiler or hire an electrician, water well driller or air conditioner contractor. We salute the hardworking employees of the Texas Department of Agriculture, and we appreciate the Legislature’s confidence in our abilities,” said Brian E. Francis, TDLR Executive Director.

Under the interagency contract signed by the TDA and TDLR on August 29, the TDA will continue to handle registration of motor fuel distributors, wholesalers, jobbers, suppliers and registered service technicians on behalf of TDLR, which will pay TDA a fee for its services.

“We have worked closely with Commissioner Sid Miller and his talented team to make sure that the transfer of the program to TDLR goes as smoothly as possible and to ensure that Texas consumers are protected as strongly as possible,” Francis said. “We look forward to working with consumers and fuel operators and businesses to protect Texas fuel pumps from skimmers and other fraudulent activity.”

About TDLR

Contact: Tela Mange | Public Information Officer | Texas Department of Licensing & Regulation
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TDLR Customer Service | (512) 463-6599 | Toll-Free (in Texas) | (800) 803-9202 | Relay Texas-TDD: (800) 735-2989

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TDLR provides regulatory oversight for a broad range of occupations, businesses, facilities, and equipment in Texas. The agency protects the health and safety of Texans by ensuring they are served by qualified, licensed professionals. Inspections of individuals, businesses, and equipment are done on a regular basis to safeguard the public. Currently, the agency regulates 39 business and occupational licensing programs with more than 800,000 licensees across the state.

Visit TDLR's [website](#) for more information and resources. You can search the [TDLR licensee database](#), and also find [past violations](#) in which a final order was issued against companies or individuals. TDLR's Customer Service line is available anytime between 7 a.m. until 6 p.m., Monday through Friday, at 1-800-803-9202. TDLR representatives are fluent in English, Spanish, Vietnamese, Korean and Mandarin.

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