

## **BILL ANALYSIS**

Senate Research Center  
88R11594 KBB-F

H.B. 4106  
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Water, Agriculture & Rural Affairs  
5/17/2023  
Engrossed

### **AUTHOR'S / SPONSOR'S STATEMENT OF INTENT**

Currently, if there is a discrepancy between a tenant and owner on a water or wastewater bill, the case must be resolved at the Public Utility Commission of Texas (PUC) through a drawn-out administrative process. This may look like a \$25 discrepancy taking months to resolve through administrative hearings at the PUC or State Office of Administrative Hearings, wasting time and money.

H.B. 4106 would direct the PUC to simplify the complaint resolution process when a tenant and owner have a small discrepancy on a water or wastewater bill. This will only apply to claims under \$500.

H.B. 4106 amends current law relating to the procedure for resolving certain customer complaints before the Public Utility Commission of Texas.

### **RULEMAKING AUTHORITY**

Rulemaking authority is expressly granted to the Public Utility Commission of Texas in SECTION 1 (Section 13.5051, Water Code) of this bill.

### **SECTION BY SECTION ANALYSIS**

SECTION 1. Amends Subchapter M, Chapter 13, Water Code, by adding Section 13.5051, as follows:

Sec. 13.5051. SIMPLIFIED COMPLAINT PROCESS. (a) Requires the Public Utility Commission of Texas (PUC) by rule to adopt a simplified procedure to resolve a complaint by a tenant against an owner about a bill for water or wastewater service brought under Section 13.503 (Submetering Rules), 13.5031 (Nonsubmetering Rules), or 13.505 (Restitution).

(b) Provides that Chapter 2001 (Administrative Procedure), Government Code, does not apply to the resolution of a complaint using a procedure described in Subsection (a).

SECTION 2. Effective date: upon passage or September 1, 2023.