

By: Alvarado, Bettencourt  
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S.B. No. 790

A BILL TO BE ENTITLED

AN ACT

relating to the procedure for resolving certain customer complaints  
before the Public Utility Commission of Texas.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter M, Chapter 13, Water Code, is amended  
by adding Section 13.5051 to read as follows:

Sec. 13.5051. SIMPLIFIED COMPLAINT PROCESS. (a) The  
utility commission by rule may 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, 13.5031,  
or 13.505.

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

SECTION 2. This Act takes effect immediately if it receives  
a vote of two-thirds of all the members elected to each house, as  
provided by Section 39, Article III, Texas Constitution. If this  
Act does not receive the vote necessary for immediate effect, this  
Act takes effect September 1, 2025.