

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.

President of the Senate

Speaker of the House

I hereby certify that S.B. No. 790 passed the Senate on March 6, 2025, by the following vote: Yeas 27, Nays 3.

Secretary of the Senate

I hereby certify that S.B. No. 790 passed the House on May 28, 2025, by the following vote: Yeas 95, Nays 39, two present not voting.

Chief Clerk of the House

Approved:

Date

Governor